



REMOVAL AND DELIVERY
FOR CENTRAL LONDON AND BEYOND

Statement of Service

Our Services

- We will carry out the safe removal of your goods and possessions from your property, and the delivery to the next property (or multiple properties) to the best of our ability.
- We are able to dismantle and reassemble any standard furniture that may require it, at your request. Should you require the dismantling or reassembly of any more complex furniture (e.g. orthopedic beds or home gym machinery) please discuss this with us in advance of the move, as it may require some prior consideration or specialist arrangement.
- Our staff are experienced and fully trained Rocketvan staff. We do not enlist agency staff.
- We employ the use of blankets, tie ropes and bungees in order to safely, securely and cleanly transport your goods and possessions. In addition, our vehicles are fully equipped for any removal eventuality (e.g. skates, trolleys and carpet protector for new carpet and wet weather conditions).
- Our vehicles are prepared and maintained daily.
- Our staff can be identified by full Rocketvan uniform.
- We carry a full range of manual and small electrical tools to aid any furniture dismantling as standard.
- We are happy to carry out the connection and disconnection of standard washing machine hoses (excluding any mains and/or mains electrical connections), but cannot be held responsible for any subsequent water leakage from those connections (i.e. we're happy to help to the best of our ability, but accept no professional responsibility).

Our Estimate

- Our estimate is based on the specific information provided at the time of estimate, and will be subject to change if the actual circumstances differ from those discussed either in person or over the phone.
- The costs detailed on your estimate PDF are estimated costs and not fixed prices. While we use all of our expertise to provide accurate estimates, the costs are subject to change (i.e. if the move takes longer than estimated, the cost will go up, and vice versa).
- Any misinformation at the time of estimate or subsequent unavoidable changes may result in alterations to the way the move is undertaken, which may in turn alter the rate and therefore overall cost. For example, any number of external factors may result in our sending more staff and/or vehicles to complete the move in an efficient manner, and in a reasonable time. **This will be discussed with you before being actioned**, but any additional costs will be payable by you.
- We reserve the right to change the size of the team on the day should circumstances change or difficulties arise, which will impact on the rates charged and total cost of the move. We would only do this to achieve a better efficiency and better economy. **We would endeavor at all times to discuss this with you as the situation changes.** e.g. If preparation is at a point lower than expected, parking is further away than discussed, a lift breaks down, or there is very bad weather, we may suggest that an extra man would be beneficial to the move.

Confirming a booking

- In order to confirm a booking with us we ask that you provide in writing by email in advance of the move the following details:
 - All collection and delivery addresses, in full, including postcodes,
 - Any contact information we may need for the move,
 - Any specific information requested by us,
 - The day, date and time of the move agreed at point of discussion/estimate.
 - Return your signed Acceptance Form
- Your booking will be penciled into our schedule at the point of discussion/estimate, but will not be considered confirmed until this email is received and acknowledged by us. If you are unable to return your Acceptance Form we will bring one along on the day for you to sign.

The Way We Charge

- We charge on a time basis. There is a one hour minimum charge, followed by 'half-hour' time blocks, charged pro-rata at half the applicable rate.
- If we go over any 'time-block' by 6 to 7 minutes, you would not be charged for the next.
- Works undertaken outside of normal office hours (08.00 to 18.00) on Monday to Saturday, and at any time on a Sunday are subject to a 20% supplemental increase, and subject to a two hour minimum charge.
- If we require a break during any part of a move, for any reason, you would not be charged for the time taken.
- If we are required to wait for access for any reason (e.g. delay in completion, inventory checks etc), we would continue to charge the agreed rate as per above.

Hourly Rates

- The hourly rate applicable to your move is determined by the number of men and vehicles that will be present, and is determined at the point of estimate.
- We will always recommend the most efficient combination of men and vehicles for your move, as this not only makes for a more efficient, stress free move, but also works out to be more economical (i.e. if a three man team is more efficient for your move, they will also be more economical than a two man team, for example).
- Our rates include all fuel, labour and congestion charge within Greater London

Payment & Payment Terms

- Payment, unless otherwise agreed in advance and stipulated on your confirmation email, will be due upon completion of the move, by credit/debit card (excluding American Express) or cash.
- Longer payment terms are negotiable at our discretion, and can only be agreed in advance of your move/delivery.
- Online bank transfers are only accepted for payment terms of seven days or more, and only if agreed in advance of your move/delivery.

Mileage Charges

- For moves to or from addresses outside Greater London, we charge a 'mileage charge' to cover the costs associated with the journey to or from Central London when the van is out of commission (i.e. not subject to the removal hourly rate).
- This is charged at £1.50 plus VAT per mile outside of Greater London for vehicles with two men, and £1.75 plus VAT per mile for vehicles with three men, to the nearest five miles at our discretion, and is based on the route out of, or back into London preceding or following the move.
- Mileage charges are fixed and are accurate assuming that a full postcode had been provided at the time of estimate. If not, they may be subject to change.

Parking

- You are responsible for arranging any parking dispensations/suspensions unless arranged with us in advance of the move. We can undertake this at a charge of £25 plus VAT, for administration costs in relation to up to two dispensations/suspensions. Additional dispensations/suspensions at further addresses may incur further administration.
- You are responsible for the costs of any parking tickets received while our vehicles are under your commission. If we think we are likely to get a ticket at any point, we would endeavor to discuss your options with you beforehand. It is sometimes more economical to park in a restricted area and get a parking ticket, than park our vehicle a further distance from the property, as the time added to the move due to the added distance, may in fact cost you more than a ticket.
- Where possible we will endeavor to cover any pay and display charges for our vehicles to park whilst undertaking your removal and charge this to you on completion. We advise that you also carry means of paying should we be unable to.

Boxes and Packing Materials

- We offer a service whereby boxes and packing materials are delivered to your address at no charge before your move, to use at your convenience. We aim to deliver more than you are likely to need based on our estimate, the idea being that you do not run out on the eve of your removal. We then take away what you haven't used upon completion of the removal, and you only pay for what you have used.
- We charge by the box and by the meter of bubble wrap.
- If you begin to use the packing tape or paper provided, you will pay for the whole roll.
- Any unused materials that are no longer in a resalable condition will also be charged for.

- Please be prepared to accept more boxes and packing materials than you are likely to need, as advised by us, as we can only offer one free delivery of materials per removal. Additional deliveries to any inner London postcodes (N, E, SE, SW, W, NW) are charged at £25 plus VAT, and to addresses outside of these postcodes but still within the Greater London area (e.g. KT, TW, SM, BR, DA, EN, HA etc) are charged at £50 plus VAT.

Storage

- Our storage is charged by the square foot and by the week.
- Payment for storage is always taken in advance. An invoice is issued seven days before the beginning of every month, for which payment is always due on, or before, the 1st of the following month.
- Should you decide to leave us before the end of a month, we will reimburse you for any whole unused weeks (e.g. if you pay for four weeks but leave after one week, we'll refund you for the three unused weeks).
- A week (seven days) is our minimum storage increment. If you go over a week by one day, you must pay for a further week. We have in place a 10 square foot minimum, from which we increase in five square foot increments.
- We can provide Standard Liability for your goods whilst in storage subject to you declaring a value (See Standard/Limited Liability)
- We charge for four weeks per month, giving a few free days at the end of each month. This results in two weeks free storage over the course of a 12 month period.
- We offer discounts for six and 12 month storage terms (a six month term giving two weeks free, a year giving four weeks free, in addition to the free days at the end of each month).
- Items delivered to us for storage, but not collected by us, will be subject to a 'Warehouse In' fee, which is in place to cover the costs of our staff being present to inventory the items, and move them to their final place within the warehouse. For a single item (e.g. a sofa) we charge a fixed fee of £25 plus VAT. For a large volume of items, you will be charged £25 plus VAT per hour, per man required, for any time needed, charged as per a normal removal (please also see 'The Way We Charge').
- We will always endeavor to keep your storage space down to reduce cost, but only if safe to do so.
- We aim to store your items in such a way that they can remain in place long term without any damage occurring.
- Whilst we take full responsibility for the safe keeping and security of your items, we reserve the right to store them in an off site facility. This does not affect your insurances or rights as per this document. At no point will your belongings be handled by a third party.
- Your goods and possessions are insured to standard values by square footage while in storage with us. Please see 'Insurances & Damages'. This can be supplemented for a fee.

Disposal & Recycling

- We can also dispose of your unwanted items for you.
- The costs for this are determined by the weight of the items to be disposed of, and are simply passed on to you.
- The costs will be determined by the Rocketvan team leader/foreman on site, at point of collection.
- If more than one or two items, we may need to charge for some time to carry out said disposal.
- The time taken to dispose of your items will be added to the total time of your move, charged at the same rate as the move (please also see 'The Way We Charge').

Additional Services

- On occasion we will enlist the services of a specialist to aid the removal of certain items. This may be a joiner for specialist/delicate furniture or the use of a platform lift to remove items that may require removal through a window. This may also include the removal and replacement of a sash window, for example.
- We will discuss your options with you before commitment is made, should you wish to explore an alternative option.
- These costs are quoted and charged as part of the Rocketvan Service, and included on your final invoice.
- We will always make you aware of any necessary third party provisions in advance of the move.
- All third party specialists are vetted and approved by Rocketvan.
- Piano removal. We undertake the removal of upright pianos as standard, but enlist the help of a specialist to work in conjunction with us for baby grand and grand piano moves, at increased cost to you.

Deposits, Cancellations & Postponements

- We do not take deposits and our cancellation/postponement charges are probably the fairest across the industry.
- We ask that if anything changes you provide us with as much notice as possible. This allows us the best possible chance of rescheduling your move accordingly, but also gives us the opportunity to fill any gaps that might appear in our schedule.

- For very short cancellations or postponements there are charges, as follows:
 - **Within 48 hours (or 2 working days) of agreed start time: 25% of total estimated costs.**
 - **Within 24 hours (or 1 working day) of agreed start time: 50% of total estimated costs.**
 - **On the day of your move: 100% of total estimated costs.**
- We do not want to charge you for cancellations or postponements, so please keep us abreast of any changes that might affect your booking. It is your responsibility to do so. Please also see clause 7 of our T's and C's.

Cancellation charge examples:

If your move is booked for a Friday, and you cancel/postpone any time after 00:00 on the preceding Wednesday, you will be charged 25% of your moves total estimated cost. If you cancel/postpone any time after 00:00 on the preceding Thursday (the day before), you will be charged 50% of your moves total estimated cost. If you cancel on the Friday, any time after 00:00, you will be charged 100% of your moves total estimated cost.

Whilst we are open on Saturday's (and occasionally Sunday's), this is purely for operational and retail purposes. Working days are therefore defined as Monday to Friday. Bank holidays or public holidays are also excluded.

So if your move is on a Monday (or even a Tuesday following on from a bank holiday weekend) and you cancel/postpone any time after 00:00 on the preceding Thursday, you will be charged 25% of your moves total estimated cost. If you cancel/postpone any time after 00:00 on the preceding Friday (the working day before), you will be charged 50% of your moves total estimated cost. If you cancel on the Monday itself, any time after 00:00, you will be charged 100% of your moves total estimated cost.

Damages

- Our staff will make you aware of any pre-existing damage they discover (superficial or other) prior to moving an item.
- Any damage caused by us will be reported to you so that the proper procedures may be taken to replace or repair the item.
- We may photograph any damage we find in advance of our moving the item, so there is no question as to whether the damage was, or was not, caused by our actions.

Our Insurance Protection

Rocketvan is comprehensively insured, including the following covers:-

- Public Liability up to a Limit of Indemnity of £5,000,000;
- Employers Liability in accordance with statutory requirements; and
- Cover for customers' goods, while in our custody and control, in accordance with our contract conditions.

We are able to accept liability for your goods in either a Standard or Limited Liability basis. Please refer to our contract conditions for further details and the particulars of each level of liability.

Providing you declare the full value of your goods to us prior to collection, we can provide Standard Liability up to £25,000 at no additional cost for removals. We can extend this up to £50,000 if you require for an additional charge of £50+VAT.

We can also offer Standard Liability whilst your goods are in storage with us providing the full value of your goods has been declared by you. The amount of liability provided by us is dependent on how many square feet you use and is calculated x100 (minimum 10 square feet)

- Standard Liability – to £100 per square foot

- If the value you have declared exceeds this amount, the following additional charges would apply:-

- £25.00+VAT per month to increase liability to £250 per square foot
- £50.00+VAT per month to increase liability to £500 per square foot

Evidence of all of our insurance policies can be provided on request.