

JJP Transport – Terms & Conditions for Removals

Last Updated: Jan 2025

1. General Terms

By booking with **JJP Transport**, you agree to the following terms and conditions. These apply to all removal services unless otherwise agreed in writing.

2. Insurance Coverage

- Every van load is insured up to **£10,000** as standard.
- This insurance covers **loss or damage** to goods while in transit due to accidents, theft, or fire.
 - Cover applies **from point of collection to point of delivery** only.
- We recommend customers inform us of any **high-value items** (over £500) before the move so we can record them separately.

3. Customer Responsibilities

- All items must be **packed securely** and appropriately prior to collection unless packing services are booked separately.
- You are responsible for checking that **access at both collection and delivery addresses** is suitable for our vehicles.
- You must inform us in advance of any **heavy, oversized, or fragile items** (e.g., pianos, safes, glass cabinets).

4. Liability Exclusions

We are **not liable** for:

- Loss or damage to **items not properly packed** by the customer (unless our packing service was used).
 - Damage to items where **Previous damage photos** are taken.
- Loss of items **left behind or not handed to our team** during collection.
- Delays due to **traffic, weather, or unforeseen circumstances** outside of our control.

5. Cancellations & Rescheduling

- Cancellations made **96 hours or more** in advance are eligible for a full refund.
- Cancellations made **less than 48 hours** before the move may incur a **100% fee**.
- We will always do our best to accommodate date or time changes, but this is **subject to availability**.

6. Payment Terms

- Payment is due **on or before the day of the move**, unless otherwise agreed.
 - We accept **bank transfer, debit/credit card, or cash**.
 - A booking may be confirmed only once a **deposit** is received.

7. Claims Process

- Any claims must be submitted **in writing within 48 hours** of the move.
- Claims must include **photos and a detailed description** of the damage or loss.
- We aim to resolve claims within **7 working days** of receiving all necessary information.

8. Contact Details

If you have questions, want to report an issue, or need help:

 Email: Joshua@jjptransport.com

 Phone: 01480 589908

 Website: www.jjptransport.com