

# JJP Transport – Terms & Conditions for Removals

Last Updated: March 2026

## 1. General Terms

By booking with JJP Transport LTD, you agree to these terms and conditions covering all services unless agreed otherwise in writing.

## 2. Insurance Coverage

- Every van load is insured up to £10,000
- Covers loss/damage in transit due to accidents, theft or fire
- Applies from collection to delivery only
- Items over £500 must be declared in advance

## 3. Customer Responsibilities

- Items must be packed unless packing service booked
- Ensure access is suitable at both properties
- Declare heavy, oversized or fragile items

## 4. Liability Exclusions

- Improperly packed items (unless we packed)
- Pre-existing damage
- Items not handed to team
- Delays outside our control

## 5. Cancellations & Rescheduling

- 96+ hours notice = full refund
- <48 hours may incur 100% charge
- Changes subject to availability

## 6. Payment Terms

- Payment due on/before move day
- We accept bank transfer, card or cash
- Booking confirmed once deposit received

## 7. Claims Process

- Submit within 48 hours
- Include photos & details
- Resolved within 7 working days

## 8. Electrical Services

We offer like-for-like light fitting changes and cooker disconnection/reconnection only.

### 8.1 Scope

- Light fittings like-for-like
- Electric cooker disconnect/reconnect only

## **8.2 Limitations**

- No rewiring, installations or certification work
- No gas work

## **8.3 Conditions**

- Customer confirms wiring is safe
- We may refuse unsafe work

## **8.4 Liability**

- No liability for pre-existing faults
- No indirect/consequential loss

## **8.5 Customer Responsibility**

- Provide correct fittings
- Ensure safe working conditions
- Test appliances after installation

## **9. Contact Details**

- Email: [Joshua@jjptransport.com](mailto:Joshua@jjptransport.com)
- Phone: 01480 589908
- Website: [www.jjptransport.com](http://www.jjptransport.com)