



K2 Swift Removals Ltd

Terms & Conditions

These Terms & Conditions apply to all removal, packing, storage (if applicable), man and van, and related services provided by K2 Swift Removals Ltd ("we", "our", "us"). By accepting a quotation or booking our services, you ("the Customer") agree to these Terms & Conditions.

1. Quotations

1.1 All quotations are based on the information provided by the Customer.

1.2 Quotations may be revised if:

- The inventory differs significantly from that originally declared.
- Access restrictions were not disclosed.
- Parking is unavailable within **20 metres** of the main entrance of either property and this was not disclosed prior to the quotation.
- Additional labour, vehicles or equipment become necessary.
- The move is delayed through circumstances outside our control.
- Additional services are requested.

1.3 Unless stated otherwise, quotations remain valid for **15 working days**.

2. Booking Confirmation

2.1 A booking is only confirmed once:

- the quotation has been accepted; and
- the required deposit has been received (where applicable).

2.2 We reserve the right to refuse any booking.

3. Deposits

3.1 A **20% deposit** is required to reserve a moving date.

3.2 Deposits are **non-refundable**.

3.3 Customers may change their booked moving date **up to two times** without losing their deposit, provided:

- reasonable notice is given; and
- the requested new date is available and does not conflict with an existing confirmed booking.

3.4 If the requested date is unavailable, we will offer the nearest available alternative.



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3.5 Any further date changes beyond two may require a new booking and deposit at our discretion.

4. Payment

Domestic Customers

4.1 Unless otherwise agreed in writing, the remaining balance is due immediately upon completion of the move.

Commercial Customers

4.2 Commercial customers shall pay all invoices **within seven (7) calendar days** from the invoice date unless alternative payment terms have been agreed in writing.

5. Customer Responsibilities

The Customer agrees to:

- provide accurate information regarding the move;
- ensure suitable access for our vehicles;
- ensure suitable parking is available within 20 metres of the main entrance of both the collection and delivery properties, including obtaining any required parking suspensions, permits or permissions unless otherwise agreed in writing;
- ensure all items are packed appropriately unless packing has been booked with us;
- disconnect appliances before our arrival unless otherwise agreed;
- ensure all items intended for transport are legally owned or authorised for transport;
- notify us before booking of any unusually heavy, oversized or specialist items.
- ensure that all appliances, plumbing connections and electrical connections are safely disconnected prior to our arrival unless disconnection has been specifically agreed in writing;
- declare any item weighing approximately **80kg or more**, including but not limited to pianos, safes, large gym equipment, commercial machinery or American-style fridge freezers, before a quotation is accepted;
- declare any individual item with a replacement value exceeding **£1,000** before the move so that appropriate arrangements and insurance can be discussed;
- ensure pets and children are supervised and kept clear of working areas during loading and unloading.



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- After completion of the job, any damage must be reported to the company within 3 hours. If no report is made within this period, the company will not be held responsible for any damage.
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6. Restricted and Prohibited Items

K2 Swift Removals Ltd reserves the right to refuse the transportation of any item that is illegal, hazardous, unsafe, or contrary to our company policies and ethical principles.

This includes, but is not limited to:

- Controlled drugs or illegal substances;
- Explosives and fireworks;
- Gas cylinders and fuel;
- Flammable liquids;
- Alcoholic beverages;
- Firearms, ammunition and weapons;
- Toxic or corrosive substances;
- Perishable goods likely to spoil;
- Stolen or illegally obtained goods;
- Any item prohibited by law.

Customers remain responsible for arranging alternative transportation for any restricted items.

If prohibited items are discovered on the moving day, we reserve the right to refuse their transportation without affecting the remainder of the agreed service where reasonably possible.

7. Packing

7.1 Customers choosing to pack their own belongings are responsible for ensuring suitable packaging.

7.2 We cannot accept liability for damage caused by inadequate customer packing.

7.3 We reserve the right to refuse transport of poorly packed items where there is a risk of damage.



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8. Furniture Assembly

8.1 Where agreed as part of the quotation, we will dismantle and reassemble standard household furniture using standard hand tools and commonly used power tools.

8.2 If any furniture, fixture or fitting requires specialist tools, manufacturer-specific tools, security tools, specialist lifting equipment or any other non-standard equipment for dismantling or reassembly, it is the Customer's responsibility to provide such tools before work commences.

8.3 We reserve the right not to dismantle or reassemble any item where:

- the correct tools are unavailable;
- dismantling may cause damage;
- dismantling would create a health and safety risk; or
- the manufacturer recommends specialist installation or removal.

8.4 Unless specifically agreed in writing before the move, our service **does not include** mounting, fixing or installing items to walls, ceilings or other structures.

- Examples include (but are not limited to):
- televisions and TV wall brackets;
- shelves;
- mirrors;
- picture frames;
- curtain poles;
- blinds;
- wall cabinets;
- floating furniture;
- decorative wall features.

8.5 Unless specifically agreed in writing, our service **does not include reconnecting, reinstalling, plumbing-in, wiring or commissioning appliances.**

- This includes, but is not limited to:
- electric or gas ovens;
- washing machines;
- washer-dryers;



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- tumble dryers;
- dishwashers;
- refrigerators with water dispensers;
- American-style fridge freezers;
- cookers;
- extractor hoods;
- integrated appliances;
- gas appliances;
- televisions or home entertainment systems requiring specialist installation.

8.6 We cannot guarantee successful reassembly where:

- parts, screws or fittings are missing;
- existing damage prevents safe reassembly;
- specialist manufacturer instructions are unavailable;
- furniture has previously been modified or repaired.

9. Delays

9.1 Customers should ensure that both properties are ready for loading or unloading at the agreed start time.

9.2 Where delays occur due to reasons outside our control, including but not limited to delayed key release, incomplete packing, restricted access or customer instructions, any additional time required may be chargeable at our standard hourly rate where this has been agreed with the Customer.

9.3 We are not liable for delays arising from circumstances beyond our reasonable control, including but not limited to:

- property completion delays;
- traffic accidents;
- road closures;
- severe weather;
- ferry cancellations;
- vehicle breakdowns despite reasonable maintenance;



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- industrial action;
- government restrictions;
- customer delays.

Where delays significantly increase the time required, additional charges may apply.

10. Access

The Customer must inform us before booking of:

- flights of stairs;
- lifts;
- long carrying distances;
- parking restrictions;
- where parking is more than 20 metres from the property's main entrance;
- narrow roads;
- height restrictions;
- access codes;
- any other access limitations.

Failure to disclose access restrictions may result in additional charges or delays.

11. Customer Presence

An adult aged 18 or over must be present at both collection and delivery addresses unless agreed otherwise.

12. Inventory

12.1 Customers should ensure all items to be moved are clearly identified before loading begins.

12.2 We are not responsible for items left behind unless our staff have been specifically instructed to remove them.

12.3 Items not disclosed before the move that require additional staff, specialist lifting equipment or an additional vehicle may be refused or may incur additional charges.



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13. Damage Claims

13.1 Customers should inspect their belongings upon completion of the move.

13.2 Any visible loss or damage should be reported before our team leaves where reasonably possible.

13.3 Any other claims should be submitted in writing together with supporting photographs within seven (7) days of the move.

13.4 We will investigate all genuine claims fairly.

13.5 Customers should retain all original packaging and damaged items until any claim has been investigated where reasonably practicable.

14. Limitation of Liability

We exercise reasonable care and skill in providing our services.

Our liability shall not extend to:

- existing damage;
- normal wear and tear;
- mechanical or electrical failure of appliances;
- deterioration due to age;
- damage resulting from customer packing;
- jewellery, cash, watches, precious metals, collectibles, deeds, passports or important documents unless specifically agreed in writing;
- plants affected by weather or transportation;
- food spoilage.

Nothing within these Terms excludes liability where exclusion is prohibited by law.

15. Insurance

15.1 We maintain Public Liability and Goods in Transit insurance.

15.2 Insurance cover is subject to the insurer's terms, conditions, exclusions and policy limits.



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15.3 Customers should arrange additional insurance where the value of goods exceeds our standard cover or where specialist items are being moved.

15.4 Customers are encouraged to arrange additional insurance for particularly valuable, fragile or irreplaceable items where the value exceeds the limits of our Goods in Transit insurance.

16. Cancellation

16.1 Where the Customer cancels:

- the booking deposit remains non-refundable;
- any additional costs already reasonably incurred may be payable.

16.2 Where we must cancel due to circumstances beyond our control, we will endeavour to rearrange the booking at the earliest mutually convenient date.

16.3 If the Customer requests additional work, additional collection or delivery addresses, or significant changes to the agreed inventory after the quotation has been accepted, we reserve the right to revise the quotation accordingly.

17. Health & Safety

17.1 Our staff may refuse to move items where doing so would present an unreasonable risk to health and safety.

17.2 We reserve the right to refuse unsafe lifting requests or work that would breach manual handling guidance.

17.3 Our staff reserve the right to refuse any instruction that would place themselves, the Customer, members of the public or property at unreasonable risk.

18. Parking & Penalties

18.1 The Customer is responsible for ensuring lawful parking is available within **20 metres** of the property's main entrance unless otherwise agreed in writing.

18.2 Any parking charges, suspension fees, permits or similar costs shall be the responsibility of the Customer unless expressly included within the quotation.

18.3 Where our driver parks in accordance with the Customer's instructions or using permits provided by the Customer, the Customer shall be responsible for any parking penalties, enforcement charges or similar costs arising from those instructions, except where caused solely by our negligence or unlawful conduct.



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Neither party shall be liable for failure to perform obligations caused by events outside their reasonable control, including natural disasters, pandemics, acts of government, war, severe weather or similar events.

19. Abandoned Goods

19.1 Where goods cannot be delivered because the Customer is unavailable or refuses delivery without prior agreement, we may place the goods into secure storage at the Customer's expense where reasonably necessary.

19.2 We will provide reasonable notice before taking any further action regarding uncollected goods.

20. Complaints

We aim to resolve complaints promptly and fairly.

Complaints should be submitted in writing as soon as reasonably possible following the move.

21. Privacy

Any personal information provided by Customers will be processed in accordance with applicable UK data protection legislation and used solely for providing our services and associated administration.

22. Governing Law

These Terms & Conditions shall be governed by the laws of England and Wales.

Any dispute arising under these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

23. Consumer Rights

Nothing within these Terms & Conditions affects or limits any statutory rights available to consumers under applicable UK law, including the Consumer Rights Act 2015.