

TERMS AND CONDITIONS AND KNOWLEDGE OUR COMPANY, PLEASE READ BEFORE USING ANY OF OUR SERVICES.

Information about us

VYS VANS REMOVALS LTD address is: 50 Wood Close Hatfield AL10 8TX

Working Hours – 9.00 am – 6.00 pm (Monday to Saturday) Contact Number – 07879876457

Customer Service/ General email enquiries: info@removalsvysvans.com

These Terms & Conditions will be review and update every 12 months, las update 1st January 2021

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY AND KNOWLEDGE OUR COMPANY POLICIES BEFORE USING ANY OF OUR SERVICES.

The below information is for you to understanding of our business procedures, these terms and conditions shall have the following meaning:

VYS refers to the company VYS VANS REMOVALS LTD registered in England and Wales under the company house registration number 13076979 and who's registered office is at 50 Wood Close, Hafield AL10 8TX

Customer: refers to the person/party/entity that uses VYS services.

Consignment: refers to a parcel or a group of parcels sent by/through VYS to a single address.

Sender: refers to the person/party who sends the consignment.

Recipient: refers to the person/party who is receiving consignment.

Removal: refers to the house hold goods send/transport using VYS to a single address.

Working/Business Day' refers to Monday to Friday 9.00am- 6pm GMT, not including public/bank holiday in the countries where are services are provided

1. VYS is dedicated to its clients and aims to provide a first-rate, efficient, affordable service ensuring your shipment(s)/removals are delivered with speed and care.
2. VYS facilitates the collection, transportation, and delivery of a consignment via our own service or by Third- Party Carriers.
3. For each consignment, it is the customer responsible to make sure that the consignment is securely packaged or pay for packing service, correctly labelled. VYS accept no liability if the consignment is damage due to the sender not following these guidelines and makes no assurance that by following these guidelines that the consignment will not be damage in transit.
4. Each Consignment must be accompanied with the documents provided by VYS. Therefore, the customer/sender must make sure all the information given is accurate, failure to provide correct and accurate consignment information will result in an additional surcharge to rectify any errors.

5. VYS may not come in direct contact with your consignment when we arranged it to be picked by a carrier.
6. VYS has the right to deem a consignment unsuitable for reasons such as inadequate packaging, inaccurately description of goods, prohibited items, or weight/size discrepancies. If this does occur the customer/sender will be notified via e-mail or phone call. Administration fees may apply.
7. VYS recommended that customers use a strong external packaging. It is advisable to wrap each item individually, using protective material such as bubble wrap or polystyrene for added protection. The contents should be cushioned and protected inside. The packaging must also be sufficient to protect the weight of the consignment.
8. Customers/sender must ensure that all consignment is labelled accurately and correctly. All labels must be clearly legible, with a full and accurate name and address of the recipient, including postcode (or the county equivalent), e-mail address, and contact telephone number of both the recipient and sender. If the customer has failed to provide all necessary data, VYS reserves the right to the refuse to send the customer's consignment. If this does occur the customer will be billed the cost of returning the consignment to their collection address.
9. All labels must be securely attached on flat side of the parcel. The label should be clearly visible and not obscured in any way (labels should not be affix on the edge or folds of the parcel) VYS will accept no liability for any failure, delay to delivery or missed delivery due to inadequately labelling by the customer/sender and no refund will be issued. If you are reusing an old box, please ensure that all old labels are removed.
10. Customers/sender are solely responsible for providing accurate information on the weight and size of their consignment. If there are any weight/size discrepancies such as the consignment being heavier or incorrect dimensions than initial state, VYS reserves the right to charge an additional extra charge.
11. Customer/sender are solely responsible for providing an accurate description of the content of the consignment. Competent authorities such as Customs Officials or any international entities are entitled to open and inspect any consignment for safety and security reasons. VYS will not liable for the damage during inspection if this does occur
12. Due to the volatility of the market, we work in, the price quoted may be subject to changes.
13. Collections and deliveries are made on working days only Monday to Friday (not including Bank or Public Holidays). The customer must ensure that they are available on the collection day that they booked. If the customer is out when the collection is attempted, there will be an extra charge of £10. This will be reflected on the final invoice.
14. If your consignment is not collected, the customer/sender must contact VYS on 07879876457 to arrange an alternative collection day or alternative time slot.
15. All collections will take from 2-3 days depending on our own availability, excluding London area where collections will take place on the next day only if the customer/sender request this collection before 3PM. (not including Saturdays and Sundays or Bank holidays)
16. Please note depending on the area of collections charges may apply.
17. VYS has the right to deem the area of collections where this charge will take place.
18. VYS shall not be liable for any delays during collection which may affect the transit times in our deliveries of our customer/sender consignment "please refer to paragraph 6.4 of our terms & conditions.

Customs

1. Please be aware all prices, tariffs and quotes do not include customs/duties (Only if specified in the quote) and clearance charges. Our tariffs only include inbound or outbound postages charges. VYS has no control over customs charges/duties/tax, these charges are at the discretions of the local Customs/Government Authorities.
2. Customs & Duties/Clearance charges must be paid by the recipient of the parcel. If the recipient refuses to pay duties & taxes. The consignment will be sent back to the sender and extra charges of importation will apply plus Customs & Duties in the country of origin. If in the period of three months, the recipient or sender do not give us any of the instruction required. The consignment will be destroyed and the sender/customer will be billed for those costs. If a consignment is held or destroyed by customs; VYS is not liable for the damages and shipping cost is not refundable.
3. Please note VYS is not a customs agent broker
4. Please note all our services are automated as soon as any consignment/Removal is collected it will immediately be logged onto our work order form, therefore cancelation cannot be accepted.
5. Cancelation can only be accepted free of charges 7 days prior to collection.
6. Cancelation must be requested by e-mail/telephone before collection.
7. Payments online, will be refund within 5 working days.
8. If the Customer feels the standard cover is not sufficient, additional enhanced cover is available to be purchased.
9. VYS have the right to reject a claim for reasonable reasons such as inadequately/insufficient packaging, incorrect labelling, incomplete dispatch or customs documentation, incorrect addresses and incorrect descriptions of the goods.
10. Prohibited items and items at your own risk are not included in our liability cover and not valid for enhanced cover.
11. VYS shall only be liable for Loss/Damage or Late Delivery when it proved that VYS has acted negligently

Prohibited items for parcel

- Liquids
- Passports, birth and death certificates or financial documents
- Flammable/ Toxic products
- Perfumes/ Aftershave
- Nail Vanish/Polish
- China such as vases, pots etc.
- Chemical Products
- Aerosols
- Batteries
- Guns, ammunition or any other weaponry and their parts
- Corrosive products

- Explosive, oxidizing or radioactive material
 - Radioactive materials
 - Dangerous goods
 - Perishable goods
 - Livestock, /Animal's skins/Animal Parts such as ivory and ivory products
 - Hazardous goods
 - Gases (compressed, liquefied or dissolved under pressure)
 - Unpackaged or damaged goods
 - Alcohol
 - Money (cash, bank notes, credit cards, personal cheques, travellers' cheques and currency)
 - Pre-paid phone/ phone cards and activated SIM cards
 - Antiques/ Works of Arts with value over USD\$1000.00
 - Jewellery
 - Body or human remains
 - Flowers or plants
 - Engine, gearbox
 - Tickets such as airplane ticket or lottery tickets
 - Food and beverages (that requires refrigeration or other temperature controls)
12. This list is not exhaustive and VYS may update/modify this list at any time. If a customer/sender send prohibited items they will be charge for £70.00 for admin and labour cost or in other case depending the AA regulation it might be confiscating or destroyed, also if any of the items in the list reach destination and is held by customs and the item is prohibited it might be confiscated by them and destroyed, VYS would not be liable for any of the cases mentioned above

Damage or Loss for Removals

- Important Documents

- Retail Items or for exhibition
 - Paintings
 - Souvenirs
 - Furniture
 - Expensive watches and accessories
 - Motor parts and accessories
 - Porcelain, ceramics, or fragile items.
 - Televisions/Monitors – LED, /LDC/CRT/Plasma Screens
 - Laptops
 - Computers
 - Mobile Phones
 - Glass or mirrored items
 - Fragile goods
 - Pharmaceutical products including prescription drugs
 - Musical Instruments
 - Electronic devices such as tablets, I pad, smart phones
13. 8.1 In the event of a claim, the Customer/sender must notify VYS immediately and VYS will provide a claim form which must be fully completely.
 14. 8.2 The customer/ sender must provide two clear photos of the consignment, making sure the shipping label and the consignment number is visible.
 15. 8.3 All claims must be brought to us within 7 days' maximum of the receipt of dispatch. Either by e-mail info@removalsvysons.com or by post 50 Wood Close, Hatfield AL10 8TX
 16. 8.4 If the customer/ sender fails to do so, VYS shall not be liable for loss or damage.

You will need to provide: Stating the consignment number.

Your name, Address, Contact phone number, Email address. Date of Dispatch.

Proof of consignment's dispatch. Estimates for the repair of the Goods Description of the packaging

Proof of its value e.g., receipts

Details of the weight and nature of the Goods

Detail clear description of the content of the package (e.g., make, model, serial number.

Recipient's name and address including postcode or equivalent.

Once you provide us with all the necessary information VYS will review your case and contact you in 15 working days. Before you make claim be aware of the polices and regulation we already mentioned above.

17. These Terms and Conditions and our other terms incorporated by reference shall be governed by English law and you agree that any dispute between us regarding these our Terms and Conditions will be subject to the exclusive jurisdiction of the English courts.
18. By accepting this Terms & conditions the customer/sender gives to VYS absolute power on their consignments/removal and the way they will be transported as soon as it has been collected from VYS or their carriers.