



TERMS AND CONDITIONS AND KNOWLEDGE OF 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@vysremovals.com

These Terms & Conditions will be reviewed and updated every 12 months, last update 6th January 2022

Emergency contact details:

In case of emergency please contact using the following:

Contact us form web page: <https://vysremovals.com/contact/>

Email: info@vysremovals.com

Telephone Numbers:

Booking: +44 7771 247489

Pick up or deliveries: 07879 876457

Interpretation and Definitions

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

VYS relates to the firm VYS VANS REMOVALS LTD, which is based at 50 Wood Close, Hatfield AL10 8TX and is registered in England and Wales under the company house registration number 13076979.

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 the consignment.

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

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

1. Quote

- 1.1. Quotations include Value Added Tax but do not include any other customs duties levies or fees payable to the government or other statutory bodies and all such duties or fees (if any) will be payable by you in addition to the quoted price.
- 1.2. Although we quote a fixed price, we reserve the right to amend it or make additional charges if any of the following have not been taken into account when preparing the quotation: -
- 1.3. If due to any circumstances outside our control the work is not carried out or completed within three months of the quotation date
- 1.4. Additional items are added to the packing list, a packing list is always agreed upon before service is booked.
- 1.5. Our costs increase as a result of currency fluctuations or changes in taxation or freight charges beyond our control
- 1.6. We have to collect or deliver Goods above the first upper floor
- 1.7. We supply any additional services
- 1.8. There are delays outside our reasonable control in which event we will make additional charges calculated in accordance with our standard rates applicable at the time.
- 1.9. Access to the collection or delivery point is inadequate or the approach is unsuitable for our vehicles.
- 1.10. Any parking or other fees or charges that we have to incur and pay in order to carry out the services you require. In all these circumstances you will be responsible for the extra charges.
- 1.11. The Insurance Option will only apply if it is stated on the Quotation. A summary of the insurance cover maintained by us and any main exclusions from the cover is either enclosed with these conditions or is available on request.



- 1.12. Our quotation is not a guarantee that we have vehicles available on the day you require them. Accordingly, your signed acceptance of our quotation does not constitute a contract between us until you have our written confirmation that we can move your Goods on your required date. We will send our written confirmation within one working day of our receipt of your acceptance of our quotation.
- 1.13. The entrance or exit to the premises, stairs, lifts, or doorways are inadequate for free movement of the goods without mechanical equipment or structural alteration, or the approach, road or drive is unsuitable for our vehicles and/or containers to load and/or unload within 20 meters of the doorway.
- 1.14. Fuel shortage due to industry distribution

2. Packing of your Removal or Parcel

- 2.1. For each consignment, it is the customer responsibility to make sure that the consignment is securely packaged or pay for packing service, correctly labelled. VYS accept no liability if the consignment is damaged due to the sender not following these guidelines and makes no assurance that by following these guidelines that the consignment will not be damaged in transit.
- 2.2. Each Consignment must be accompanied by 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.
- 2.3. 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.
- 2.4. VYS recommended that customers use 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.
- 2.5. Customers/senders 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 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.



- 2.6. All labels must be securely attached to the flat side of the parcel. The label should be clearly visible and not obscured in any way (labels should not be affixed 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.
- 2.7. Customers/senders 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 the initial state, VYS reserves the right to charge an additional extra charge.
- 2.8. 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 be liable for the damage during inspection if this does occur.

3. Collection & Delivery of your removal or parcel

- 3.1. VYS facilitates the collection, transportation, and delivery of a consignment via our own service or by Third-Party Carriers.
- 3.2. VYS may not come in direct contact with your consignment when we arranged it to be picked up by a carrier.
- 3.3. Collections and deliveries are made 7 days a week, time and date will be fixed with customer before pick up. 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.
- 3.4. If your consignment is not collected, the customer/sender must contact VYS on 07879876457 to arrange an alternative collection day or alternative time slot.
- 3.5. Please note depending on the area of collections charges may apply such as Congestion Charge or Ulez Charge.
- 3.6. VYS has the right to deem the area of collections where this charge will take place.
- 3.7. VYS shall not be liable for any delays during collection which may affect the transit times in the deliveries of our customer/sender consignment.



3.8.VYS will not be liable for delays in delivery caused by weather, transportation breakdowns, epidemics, or natural disasters that impact the agreed-upon delivery date and time.

3.9.By accepting these 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.

3.10. Customers must pay in full when making a booking.

3.11. The job will not be confirmed unless payment is received.

4. Customs

4.1.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 discretion of the local Customs/Government Authorities.

4.2.Customs & Duties/Clearance charges must be paid by the recipient of the Removal/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 the shipping cost is not refundable.

4.3.Please note VYS is not a customs agent broker

4.4.Prohibited items and items on the following list are at your own risk are not included in our liability coverage and are not valid for enhanced cover.

- 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, banknotes, credit cards, personal cheques, travellers' cheques currency)
- Pre-paid phone/ phone cards and activated SIM cards
- Antiques/ Works of Arts with value over £500GB
- Jewelry
- Body or human remains
- Flowers or plants
- Engine, gearbox
- Tickets such as aeroplane tickets or lottery tickets
- Food and beverages (that requires refrigeration or other temperature controls)

4.5. 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 charged £70 for admin and labor cost or in other case depending on the country of destination regulation it might be confiscating or destroyed, also if any of the items in the list reach the 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



4.6.VYS Will not pay for any additional charges made by customs due to confiscation of prohibited items. If items can be claimed back from customs the customer will have to pay any additional charges to the get the items back.

5. Cancellations and refunds

5.1.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 cancellation cannot be accepted.

5.2.Cancellation can only be accepted free of charges 7 days prior to collection.

5.3.Cancellation must be requested by e-mail/telephone before collection.

5.4.If a job is cancelled within the agreed-upon time frame, your deposit will be refunded in full.

5.5. If a booking is cancelled within 6 or 5 days of the job VYS will refund 80% of your deposit.

5.6.If a booking is cancelled withing 4,3,2 days of the job VYS will refund 50% of your deposit

5.7.If a job a booked for the same day you can cancel 2 hours before your collection and a 50% refund will be given

5.8.If the Customer feels the standard cover is not sufficient, the additional enhanced cover is available to be purchased.

5.9.VYS have the right to reject a claim for reasonable reasons such as inadequately/insufficient packaging, incorrect labelling, incomplete dispatch

5.10.or customs documentation, incorrect addresses and incorrect descriptions of the goods.

5.11.VYS shall only be liable for Loss/Damage or Late Delivery when it is proved that VYS has acted negligently.

6. Damage or Loss for Removals

6.1. VYS facilitates the collection, transportation, and delivery of a consignment through our own service or through Third-Party Carriers as specified in clause 3.1. All partners are required to obtain goods in transit insurance and public liability insurance. If a third party is involved in a claim, the third party is accountable for the claim. VYS will assist the customer in filing a claim by providing third-party insurance information.



6.2. In the event of a claim, the Customer/sender must notify VYS immediately and VYS will provide a claim form which must be fully completed.

6.3. The customer/ sender must provide two clear photos of the consignment, making sure the shipping label and the consignment number is visible.

6.4. All claims must be brought to us within 7 days' maximum of the receipt of dispatch. Either by e-mail info@removalsvysvans.com or by post 50 Wood Close, Hatfield AL10 8TX

- 1) You will need to provide: Stating the consignment number.
- 2) Your name, Address, Contact phone number, Email address. Date of Dispatch.
- 3) Proof of consignment's dispatch. Estimates for the repair of the Goods Description of the packaging
- 4) Proof of its value e.g., receipts
- 5) Details of the weight and nature of the Goods
- 6) 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 policies and regulations we already mentioned above

If the customer/ sender fails to do so, VYS shall not be liable for loss or damage.

7. Terms and conditions for international Removals/Parcel

7.1. All electrical appliances that are not adequately packed, such as televisions, stoves, radios, refrigerators, washing machines. VYS VANS REMOVALS LONDON is not liable for any damage that occurs during transportation, loading, and unloading to the destination on international, national, and local routes.

7.2. All boxes must be well packaged and weigh no more than 22kg.

7.3. VYS Removals will not be held liable for any televisions that have not been packaged by VYS. If you need this service, it will cost you £35. If you prefer to pack the television yourself, it must be properly put in a box and sealed; VYS will not be responsible for any damage that occurs during shipping, and the insurance company will not reimburse you.

7.4. All delicate boxes must be marked and their contents adequately packaged.



- 7.5.If a box is worth more than £1.500, it must be disclosed and a complete account of its contents must be sent.
- 7.6.If a box/household goods with a value greater than £1.500 is not stated, VYS will only pay up to £50 if it is lost or damaged.
- 7.7.If a box/household good has a high value and is not declared, customs may have additional charges. These charges will have to be paid by the customer for not declaring the item during the booking.
- 7.8.To make a reservation, the customer must pay 100% of the Quotation on the day we pick up your Removal/boxes
- 7.9.If the removal/parcel is not cancelled within 14 days of the agreed date, all deposits paid will not be reimbursed.
- 7.10.Appliance claims will be considered within the first week of delivery
- 7.11.International removals shall be delivered within 48 hours of the customer's agreed-upon time. The delivery window will be between 8 a.m. to 6 p.m.

8. Prohibited items for international parcels

8.1.You are responsible for checking whether or not an item is prohibited or restricted. If you are sending items internationally a number of countries and international organisations, including the United Kingdom and the European Union, impose certain restrictions, also known as sanctions, on what you can send to certain individuals, organisations or countries

- 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, smartphones

9. Customers declaration

I declare that I have not hidden concealed any prohibited substance such as drugs, any money or explosives, animals. The company VYS VANS REMOVALS LONDON does not take responsibility for the customer here mentioned; thus, it is exempt from any legal claim.

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 Terms and Conditions will be subject to the exclusive jurisdiction of the English courts.