

Terms of Service – D&A MOVING COMPANY

Effective Date: 16 March 2023

By booking with D&A Moving Company you (the “Client”) agree to the following terms and conditions:

1. Services Provided

We offer moving and transport services including household moves, office relocations, and furniture or goods transport as well as packing services – if requested and included in your quote. Services may include loading, transport, and unloading based on your booking as well as packaging materials and labour applicable to apply packaging unless otherwise stated.

2. Booking & Confirmation

All bookings are confirmed once:

- A date and time are agreed upon;
- The client accepts these Terms of Service;
- A deposit is received.

Bookings may be made via phone, WhatsApp, email, or www.damovingcompany.com

3. Payment Terms

- Full payment is due **on the day of the move**, unless otherwise agreed in writing.
 - We accept EFT, cash, and mobile payments.
 - It is the client’s responsibility to make sure they are able to settle balance on conclusion of move.
 - In the occasion where client is unable to settle balance as described above, late payment fees will apply.
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4. Cancellations & Rescheduling

- Cancellations made more than **48 hours** before the move will incur a **25% cancellation fee**.
 - Cancellations within **48 hours** may be charged a **50% cancellation fee**.
 - Rescheduling is subject to availability and must be done at least **3 business days in advance**.
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CLIENT SIGNATURE: _____

5. Client Responsibilities

- Ensure clear access to the pickup and drop-off locations.
 - Pack all items securely before the move unless packing services were included.
 - Declare all valuable or fragile items before the move.
 - Inform D&A of any additional items closer to moving date and/or additional services that may be required on day of move that was not quoted on.
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6. Liability

- We take great care during every move, but:
 - We are **not liable for items not packed by us**.
 - We are **not responsible for delays caused by traffic, weather, or unforeseen events**.
 - Our liability for damage (if caused directly by our negligence) is **limited to the cost of repair or replacement**, up to a maximum of 15% of your quoted amount.
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7. Prohibited Items

We do not transport:

- Hazardous materials (gas, chemicals, etc.)
 - Illegal goods
 - Pets or livestock
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8. Insurance

- We offer GIT insurance to a max value of R150 000 per load, if the total value of your furniture exceeds this amount and you would like to add more insurance, please make contact with us a minimum of 3 working days before your load to increase this.
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9. Additional Charges

Extra charges may apply for:

- Extra-large or heavy items (e.g., safes, pianos)
 - Stairs or difficult access (that were not communicated at quoting stage)
 - Additional loads due to items exceeding the **105%** mark.
 - Moves on Sunday's and/ or public holidays
 - When volume moved exceeds **105%** of list initially provided by client and quoted on
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CLIENT SIGNATURE: _____

10. Privacy

We respect your privacy. Your personal information will only be used for booking, invoicing, and communication purposes.

11. Allocation of vehicles

D&A Moving Company allocates vehicles to jobs as per logistical planner's / manager's intuition **unless** a specific need is expressed at booking stage and vehicle specification is clearly stated on quotation.

12. Changes to Terms

D&A Moving Company may update these terms at any time. The latest version will always be available upon request or on our website.

13. Use of Subcontractors

D&A Moving Company reserves the right to use subcontractors or third-party service providers to carry out part or all of the services booked by the client. All subcontractors used will be held to the same standards of professionalism and care expected of D&A Moving Company. However, liability for acts or omissions of subcontractors remains subject to the limitations outlined in Clause 6 (Liability).

If you have questions or need clarification, please contact us at: 📞 082 215 8107

✉️ bookings@damovingcompany.com

🌐 www.damovingcompany.com

CLIENT SIGNATURE: _____