

Terms and conditions

1. A please note a non refundable 10% deposit is required on **Booking**. Until the deposit is paid your booking is not guaranteed or secured. Upon payment of the deposit your job/move is confirmed. Please pay the deposit within a few hours of confirming you wish you to do the job for you, we will provisional will hold your booking for **24 hours only**
2. Please note that as with the deposit been non refundable the same is applies for the custom broker fee
3. The outstanding balance is due 10 days before the job is carried out failure to pay the balance acts as a cancellation of the job by yourself.
4. All deposits and balances to be paid via bank transfer (Bacs) unless otherwise agreed.
5. All prices unless otherwise stated/agreed are in British Pounds (GBP)(£)
6. All quotes are only valid for one month from the date of the quote (unless stated otherwise)
7. All damages/ breakages or missing items must be reported to us no later than 72 hours after the delivery
8. Please ensure that all items are packed for international shipment (PLEASE NOTE THAT FAILURE TO PACK YOUR ITEMS IN A MANOR SUITABLE FOR INTERNATIONAL SHIPMENT WILL NIL AND VALID THE INSURANCE MEANING NO CLAIM FOR DAMAGES IS PERMITTED/ACCEPTED)
9. All booking 3 cubic metres or less must be paid in full upon booking
10. If you take more than your booked cubic meter age we reserve the right to charge an additional fees
11. Any electrical appliances that contain water must be full drained and empty as a little bit of water goes a long way and potentially damaging your goods *Please be advised if a they not fully emptied of water we will refuse to take them
12. Please also ensure any items with fluids in them are also drained (Eg Petrol Lawn mowers) *Please be advised if a they not fully emptied of fluids we will refuse to take them
13. Please note if you cancel with in 72 hr of collection date you will still be charged full price
14. All Cancellations must be in writing (Email (clark395@hotmail.co.uk or Europeanrelocationservices@outlook.com or Facebook message to the page or text to 0044 07752759670)
15. Please ensure your inventory is accurate as possible as your price was based on your inventory/information as supplied by yourselves

16. Please note that we allow up to 75 kg per cubic metre
17. Please be advised we can not carry as part of your move/job/delivery prescription medication , any prescription medication must be carried by yourselves/person on the prescription
18. Please be advised we can not carry in any form Prescription medication (if you have prescription medication you will need to carry it yourself)

*Please note that by paying your deposit and confirming your booking we deem that to mean you have agreed to the above terms and conditions

*Please note that due to updated customs regulations due to Brexit/the UK leaving the EU (Transition period ending) we have had to add several new and updated Terms and conditions

Valid from 00:00 31/12/2020 So midnight the 31st December/1st January

*We require in advance a 100% accurate inventory (sorry there will no longer be any margin for error) at least 1-2 weeks before the booked move date (*ideally)some flexibility at our desecration may be at times possible) (More detailed advice on what an accurate inventory for these purpose can be provide)

*(for example a sofa would need to be listed as 2 seater or 3 seater etc (boxes x numbers of boxes of a size and contents (contents as in 4 boxes large kitchen items pots pans , plates mugs (and the likes)

*Please note that what you have declared on your inventory is what we will be submitting to our customs broker for them to clear with the relevant customs authority, as a result what is on the inventory declared by you ,is what will be cleared by the relevant customs authority and is all we can load onto the removals vehicle at the time of your booked move

(please be advised that the customs broker is a external company and not part of Us (ERS Removals services ltd /European relocation services) (A 3rd Party company) and that your inventory as mentioned above will be forwarded to them to enable them to clear your items regarding customs fee)

*the custom broker fee (which may vary)(and will you be advised of) is in addition to our quote price and is on top of the price and is not part of our quoted price

*The custom broker is to be paid to ourselves (ERS Removal services ltd/European relocation services) and will be then paid via us to our appointed customs broker

*Please note that as with the deposit been no refundable the same applies for the customs broker fee

*please be advised that come the 1st January 2021 we will not be able to carry any form of food as part of your house move due to new food related (biosecurity

rules) coming into effect until advised otherwise this will include all dairy products , meats and other foods including but not limited to Tin foods

*Please note that any Vat generated by the UK government at import is your legal responsibility (HMRC are paid by our custom broker who are then paid by Us we then pay the customer broker (this is all done at the time of import)(at the ferry port or when the invoice is generated) (which ever is sooner)However we can not approve our broker to pay any due vat on the import until the funds are cleared in our account

*Please note that Any Iva generated by the Spanish at Import to Spain is your Legal responsibility (and in some case it will not be known until the van reaches the Spanish custom clearance activity in Spain)

*Please note that any Duty that is generated by any government (Spanish or British) is also your legal reasonability to pay (House moves should as a rule be Duty free)

*Please be advised that any additional cost generated at the time of import that is caused by deals in payment of any applicable vat/iva/duties will be billed to you as the customer

*in addition to the above there will be a waiting time charge (Demurrage) of In the UK 50 pounds GBP or in Spain of 50 euros Per hour of delays caused by the above reason (none payment of any applicable vat/iva/duties) (This fee is to us)

(Please note that Vat and import duties are separate enter ties legally)

(And also please note that the customs broker fee/s are also separate to the vat import bill (if vat import bill is applicable)(the custom broker fees are the custom broker charges to provide their legally required services in relation to the customs process (this applies to both the British and Spanish agent)

(Please not the process is as follows Items are exported from country A (the country goods leave) and imported into country B (the country the goods arrive to/go to) (Transit countries for these purposes don't count as import/export)

*Please be advised that due to the current customs rules , all loads will incur additional handling

*They will likely be unloaded from the vehicle on several occasions by persons employed in the customs process

I hereby confirm that I _____ have read and understood the Terms and conditions of European relocations services (ERS Removal services ltd) in relation to my move/Relocation

Name _____

Signed: _____

Date: