



Alexis 247 Removals and Deliveries - Terms and Conditions

These Terms and Conditions outline the terms of service for Alexis 247.
By using our services, you agree to comply with the terms below.

1. Definitions

"Company" refers to Alexis 247 Removals and Deliveries.

"Client" refers to the person or business using our services.

"Goods" refer to any items being moved, delivered, or stored by the Company.

2. Booking and Confirmation

All bookings are subject to availability and must be confirmed in writing (via email or signed agreement).

A booking is only secured upon receipt of a deposit or confirmation from the Company.

Changes to the booking (date, time, or services required) must be communicated at least 48 hours in advance.

3. Payment Terms

Full payment is due upon completion of the service unless otherwise agreed in writing.

A deposit may be required to secure your booking, which is non-refundable in the event of a cancellation within 48 hours of the scheduled service date.

Payment methods accepted include bank transfer, debit/credit cards, and cash.

The Company reserves the right to charge interest on overdue payments at a rate of 5% per month.

4. Cancellation and Rescheduling

Cancellations made more than 48 hours before the scheduled service will receive a full refund of the deposit.

Cancellations made within 48 hours of the scheduled service will forfeit the deposit.

Rescheduling is allowed, subject to availability, but must be requested at least 24 hours before the original booking.

5. Insurance Coverage

The Company provides basic insurance coverage for all removals and deliveries. This covers loss or damage to Goods up to a value of £10,000.

Additional insurance can be arranged upon request at an extra cost.

The Client must notify the Company of any items of significant value or fragile items in advance for appropriate handling and coverage.

6. Liability

The Company will not be liable for any damage or loss caused by inadequate packaging, unforeseen delays, or events beyond our control (e.g., weather, traffic).

The Company's liability is limited to the value of the Goods or the insurance coverage, whichever is lower.

The Company will not be responsible for any loss of earnings or consequential losses resulting from delays.



7. Client Responsibilities

The Client is responsible for ensuring safe and adequate access for the vehicle and personnel at both pickup and delivery locations.

The Client must provide accurate and complete information about the items being moved, including special handling requirements.

The Client must secure parking permits if required and ensure all items are packed and ready for collection at the agreed time.

8. Company Responsibilities

The Company will take reasonable care in handling, loading, and transporting all Goods.

The Company will provide vehicles and personnel suitable for the scope of the service booked.

The Company will communicate any delays or issues promptly to the Client.

9. ULEZ Compliance

All vehicles operated by the Company are ULEZ compliant, meeting London's environmental standards. This helps reduce emissions and avoids additional charges for the Client.

10. 24/7 Service Availability

The Company offers services 24 hours a day, 7 days a week, including weekends and holidays. Bookings outside of standard business hours may incur additional charges.

11. Damages and Claims

In the event of damage or loss, the Client must notify the Company in writing within 24 hours of the service completion.

All claims must be supported by relevant evidence (e.g., photographs, receipts).

The Company reserves the right to inspect any damaged Goods before processing a claim.

12. Termination of Service

The Company reserves the right to terminate the service if the Client fails to comply with these terms or if the safety of personnel or vehicles is at risk.

13. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising under these terms shall be subject to the exclusive jurisdiction of the English courts.

14. Amendments

The Company reserves the right to update or amend these Terms and Conditions at any time. Clients will be notified of significant changes before they take effect.

15. Contact Information

For any questions or concerns, please contact us at:

Phone: 07947 647 531

Email: alexis247removals@gmail.com



Alexis 247
Removals & Deliveries

Address: London

By using Alexis 247 services, you agree to these Terms and Conditions.

Thank you for choosing us for your removals and delivery needs.