



T'S & C'S APPLY

B&W Movers will supply the transport and the labour to ensure your goods arrive safely at their new destination.

Our team will ensure your relocation is handled professionally and efficiently.

B&W Movers maintains constant communication throughout all stages of your move, ensuring our clients are kept up to date and informed. We maintain as much involvement in your move as you require, priding ourselves in our proactive attitude and customer support.

1. Unpacking the truck:

One of the problems involved in unpacking, however, is that as items are removed from the truck these have to be placed somewhere; This means, if we unpack, all we can do is to place the contents and boxes on the floor, in the rooms selected.

This will be done by us strictly on the understanding that the furniture, boxes, Garden furniture, Pots, Garage items, etc., will be arranged in the selected designated spaces by the Client.

2. Plan of new home and Garden

It will help if you plan the room and position in which furniture and other items are to be placed in your new home. It is therefore advisable to draw scale plans of rooms to decide in advance the most favourable placing and positioning of your possessions in the new home.

Our removal team will place furniture in the required rooms. But please understand that extra charges may be raised if we are required to position items whilst you are undecided as to precisely where they should be positioned or if items which cannot be accommodated in a smaller home need to be moved elsewhere. We do not arrange Garden Pots or Garden Furniture. We will however place the items in a said space and then it is the Clients responsibility to "decorate" their garden with the accessories.

3. Insurance:

The very nature of household furniture and effects, with the many varying shapes and sizes, provides INHERENT RISKS which, despite the care and attention devoted by our people to the handling of our customer's possessions, cannot be eliminated. There is not one removal organisation anywhere in the world which has found a successful formula for the elimination of the risk of damage.

B&W Movers is proud of the reputation we have established for EXCELLENCE of service but, even we must admit that damage does sometimes occur. Because of this, it is standard practice for B&W Movers, that the Client arranges All Risk Insurance cover with their current Insurance Company for protection during the move.

The most important reason for insurance is the need for protection in the event of total loss due to calamity, accident, act of God etc. And, by arranging insurance you will receive that protection and the peace of mind which goes with it.

IT MUST BE EMPHASISED THAT:

The risks of damage, marking, scratching or breaking and other important risks are excluded. It is advisable to arrange all-risk insurance protection through your existing Insurance geared specifically to suit your needs.

4. Directions to Collecting Address:

If difficulty is sometimes experienced by people in finding your address or if you are moving from or to a plot or farm in the country, please either provide us verbally with detailed directions or let us have a simple map.

This is especially necessary when there is a move from a larger to a smaller home. In such cases it is important to establish in advance that all your possessions can be.

This will help in avoiding late arrival due to the sometimes-frustrating experiences of our supervisors when they have difficulty finding an address.

5. Direction to Offloading Address:

Whilst we will endeavour, where possible, to give you an idea of the time of commencement of a move or of delivery, please do understand that the time given by us as a guideline cannot be guaranteed because technical problems in our type of business can and do sometimes arise - although we are proud of the care taken by our people in doing everything possible to eliminate such problems. If it is possible to do so we shall notify you by phone if we do run late, but please understand, we can only do this if we are in possession of a telephone number at which you can be reached.

PLEASE NOTE CAREFULLY THAT SOMETIMES THE UPLIFTING AND DELIVERY OF A CONSIGNMENT MAY TAKE LONGER THAN EXPECTED AND THE COMPLETION MAY BE DELAYED FOR REASONS BEYOND OUR CONTROL.

IF, THEREFORE, YOU HAVE A PRIOR COMMITMENT SUCH AS A PLANE TO CATCH OR A DINNER ENGAGEMENT, PLEASE DO NOT HOLD US RESPONSIBLE IF COMPLETION IS DELAYED AND YOU ARE PREVENTED FROM ARRIVING ON TIME FOR YOUR ENGAGEMENT.

6. Plan of new home and Garden:

It will help if you plan the room and position in which furniture and other items are to be placed in your new home. It is therefore advisable to draw scale plans of rooms to decide in advance the most favourable placing and positioning of your possessions in the new home.

This is especially necessary when there is a move from a larger to a smaller home. In such cases it is important to establish in advance that all your possessions can be accommodated.

Our removal team will place furniture in the required rooms. But please understand that extra charges may be raised if we are required to position items whilst you are undecided as to precisely where they should be positioned or if items which cannot be accommodated in a smaller home need to be moved elsewhere. We do not arrange Garden Pots or Garden Furniture. We will however place

the items in a said space, and it is the Clients responsibility to “decorate” their garden with the accessories.

7. MOVE DAY:

Some simple hints to help you on the day of the move

Wear comfortable shoes and old jeans! When our removal team arrives make a point of accompanying our supervisor throughout your premises pointing out to him (if applicable) what should not be included. We cannot be held responsible for moving an item which should not be moved.

SIMILARLY, WE CANNOT BE HELD RESPONSIBLE FOR ANY ITEM LEFT BEHIND IN A BUILDING AT THE SAME TIME AS YOUR POSSESSIONS ARE BEING UPLIFTED OR DELIVERED BY B&W Movers.

OBVIOUSLY UNDER SUCH CIRCUMSTANCES, SHOULD ANYTHING GO WRONG, IT IS DIFFICULT OR EVEN IMPOSSIBLE TO ESTABLISH THE IDENTITY OF THE PARTY OR PERSONS WHO CREATED THE PROBLEM. Should you, for any reason (e.g. unavailability of the residence resulting from building delays etc.) request that your possessions be placed into the garage or outbuildings at the delivery address, it is regretted that under any circumstances accept responsibility for damage which might result from the loading of your possessions in this way. Please do not offer our moving and packing teams’ liquor or cigarettes. The consequences are obvious. They are strictly forbidden to consume alcohol whilst on duty and they may only smoke outside during their breaks for lunch and tea.

WHICH SHOULD BE INCLUDED FOR REMOVAL: IT IS THEREFORE ESSENTIAL, BEFORE DEPARTURE OF OUR REMOVAL TRUCK, FOR YOU TO ACCOMPANY OUR SUPERVISOR ON AN INSPECTION OF THE ENTIRE PREMISES TO ENSURE THAT EVERYTHING HAS BEEN LOADED ONTO OUR VEHICLE, INCLUDING ITEMS WHICH CAN SO EASILY BE OVERLOOKED SUCH AS ITEMS FROM BUILT-IN CUPBOARDS, THE BIRD BATH, WIRE NETTING, CLOTHES LINES, SWINGS, PLANTS, ITEMS FROM THE ATTIC OR BASEMENT, ETC.

Make sure that items to accompany you are kept separately and not loaded into our removal truck. It is advisable to lock such items in a built-in cupboard or room. DO NOT UNDER ANY CIRCUMSTANCES LEAVE VALUABLES INCLUDING MONEY, JEWELLERY, ETC. LYING AROUND.

IT IS MOST INADVISABLE TO ALLOW WORKMEN SUCH AS BUILDERS, ELECTRICIANS, PLUMBERS ETC. TO WORK

8. PAYMENT

100% to be paid before loading Proof of payment to be sent to our Accounts Department:
accounts@bwproductions.co.za

Before the truck leaves have one final check around the premises to satisfy yourself that everything has been cleared – If the truck is full that you have ordered, we take no responsibility for goods left behind.

UNDER NO CIRCUMSTANCES CAN WE BE HELD RESPONSIBLE IF ANYTHING IS LEFT BEHIND

9. FINALLY

When you have settled in Please write and tell B&W Movers about your move. We enjoy compliments, and even the occasional complaints help us to provide even better service in future. We are on Facebook/ Instagram @bw movers.

HAPPY MOVING