

Terms & Conditions of Service

1. Acceptance of Terms

By confirming a booking or using our services, you agree to these Terms & Conditions. These govern all quotes, bookings, and services provided by Marlin Transport & Removals | Busselton Removals Team.

2. Moving Services

Our team is employed to manage the physical logistics of your move with diligence and care. Please note:

- We do **not guarantee** that extra-heavy or specialty items will be moved unless details are provided **prior** to the move.
- Items such as **solid marble, slate, ceramic pot plants, glass-integrated furniture, pool tables, pianos, fish tanks**, and similar may incur **additional charges** or may **not be moved** depending on access and risk.
- Staff will not be placed under **excessive physical duress** — safety is our top priority.

3. Customer Responsibilities

To ensure a smooth move, clients must:

- Declare **high-value, fragile or specialty items** when booking
- Declare **oversized or extra-heavy items** when booking
- Disassemble **flat-pack furniture** per manufacturer instructions (e.g. IKEA)
- Prepare **artwork and paintings** for transit with proper wrapping or boxing
- Professionally **install dishwashers or washing machines** — water damage after install is not covered
- Ensure **safe and legal access** at both addresses
- Organize **adequate truck parking** and remove any known hazards
- Provide **accurate contact details and access codes**

4. Booking & Payment

- A booking deposit may be required
- Full payment is due **prior to the crew leaving site** unless otherwise approved
- Payment plans must be pre-authorized
- Overdue payments incur **2.5% interest per calendar month, compounded monthly**
- Accepted payment: cash, bank transfer, credit/debit cards (fees may apply)

5. Pricing & Rates

- **Depot-to-depot** hourly rates apply:
 - Weekdays: Standard rate
 - Saturdays: Overtime rates apply

- Sundays & Public Holidays: Overtime rates apply
- Quotes are **estimates only**, subject to actual conditions
- Pricing is valid for **60 days**

6. ⚠️ **Surcharges & Scope**

Additional charges apply for:

- Oversized, extra-heavy, or specialty items (e.g. pool tables, pianos, pot plants, gym equipment)
- Stairs, limited manoeuvrability, tight access, or overhead obstructions
- Distance between truck and access point is excessive or difficult

Standard service includes:

- Loading/unloading via **45m³ Pantech truck** with 2 tonne tail lift
- Packing blankets, straps & trolleys
- Furniture disassembly/reassembly

Additional services (charged separately):

- Packing services & materials
- Extended staging or storage

7. 📦 **Transit Insurance**

Goods are covered **only while on the truck** during transport, including:

- Fire
- Flood
- Rollover
- Vehicle collision

8. ❌ **Liability Limitations & Damage Exclusions**

We do **not** offer or sell insurance. All moves carry inherent risks. We recommend securing **personal insurance cover** with an excess no greater than **\$500**. Our **maximum compensation** is capped at **\$500**.

We do **not** cover or accept liability for:

- Contents packed by non-staff
- Items previously in storage
- Client involvement in lifting or carrying
- Cash, jewellery, antiques or valuables
- Flat-pack/chipboard/poor-quality furniture
- Artwork or paintings not boxed/protected
- Pre-existing flaws or damage not disclosed
- Minor cosmetic damage (scratches, chips, dents, flakes)

- Damage from weather, terrain or poor access
- Internal failure of electronics without exterior damage
- Stone, marble, slate, glass-integrated furniture or ceramic pots
- Items moved over balconies or uneven terrain
- Antique or aged components (clips, screws, bolts, hinges)
- Washing machines not prepped with relocation bolts
- Dishwashers/washers installed by our team — post-install leaks/damage
- Any item that loses integrity during transport despite proper handling

We are **not legally permitted** to offer accidental damage insurance under Australian law. For full protection, clients should contact their **home & contents insurer** regarding:

- Items relocated from home to truck
- Items relocated from truck to home

9. 📁 Damage Claims Protocol

Damage must be:

- Reported **within 48 hours** of job completion
 - Accompanied by **photos and/or quotes**
 - Assessed by our team if required
 - **Submitted in writing** to: marlinremovals@outlook.com
 - Payment for the move must be **settled in full** before any claim is processed
- Reports submitted outside the window or without detail may not be accepted.

10. ⚖️ Cancellation & Default

We reserve the right to cancel, suspend, or refuse service if:

- Payment terms are breached
- Booking details are withheld or inaccurate
- Conditions of service are unmet
- Additional crew or equipment is required
- Staff safety is jeopardized by client-directed handling

Unpaid invoices will incur recovery costs:

- Legal & administrative fees
- Bank dishonour or refund processing fees

11. 📖 Definitions

- **Client:** Person booking services or acting on behalf of the booking party
- **Goods:** All items to be relocated (boxes, furniture, packed containers)
- **Removalist:** Marlin Transport & Removals | Busselton Removals Team or authorized personnel

12. Jurisdiction

These terms are governed by the **laws of Western Australia**. Both parties acknowledge legal capacity to enter this agreement.