



Thank you for considering DC Move It (PTY) Ltd, we look forward to providing you with a professional and stress-free experience.

Terms and conditions

Section 1: Insurance

MK Walsh Holdings (PTY) Ltd moving services come standard with comprehensive GIT cover at the value of R200 000 (two hundred thousand). Excluded from the coverage is glass, ceramic, porcelain, wall art and pot plants. A quote can be provided for additional cover upon request.

Please insure your goods privately. It is the Client's responsibility to notify the insurer that the content will be in transit. DC Move It (PTY) Ltd is not liable should any damages occur; however, we do commit to take as best care of our client's goods as possible. If in our supervisor's deems any items to be too fragile, dangerous, or risky, a note of this will be made and discussed with the Client prior to our team handling it.

In the event that a claim is made on behalf of the Client with our insurance, an additional fee will be charged to said Client. The excess will be calculated as follow:

GIT breakdown:

Basic excess	10% of Claim Minimum R2000 in excess
Theft/Hijack	Additional 10% of claim

Pot plants are an exclusion from various insurance claims, although we move them, please note that they are considered as being high risk items. Probable damage claims are only valid when reported within 3 days after services have been completed to commence investigation of said claim.

Section 2: Safety and security

The Client shall ensure that all requirements for the removal have been cleared with the Estate Manager prior to the arrival of DC Move It (PTY) Ltd. All access codes, if required, must be sent to the main office for distribution prior to the scheduled time. If the Client wishes to report any questionable damages/complaints regarding their experience with DC Move It (PTY) Ltd, written communication must be provided. DC Move It (PTY) Ltd shall not be held accountable for any delays that may occur due to unforeseen occurrences. In the event of a delay, the Client shall be notified and updated throughout the progress of the move.

Upon completion of the move, for the security and protection of both the Client and DC Move It (PTY) Ltd, the Client shall inspect the vehicles with the site supervisor to ensure that all goods have been offloaded, as DC Move It (PTY) Ltd shall not accept liability for any items that have not been delivered once the vehicles have left the site.

In accordance with the POPI Act, DC Move It (PTY) Ltd shall take reasonable measures to ensure the integrity and confidentiality of all personal information provided by its Clients and employees. DC Move It (PTY) Ltd shall not exchange or provide any information to any external parties without written approval from the Client, unless legal action is required, in which case the necessary Client details shall be handed over to Kredcor (Reg nr: 2009/140932/23, CFDC: 0016365/06)

Section 3: Payment

Payment periods:	Deposit: <small>*Calculated from quoted value</small>	1 Month prior to move:	Balance of invoice:
Less than 30 calendar days	75%		25%
Less than 60 calendar days	50%	25%	25%
Less than 120 calendar days	30%	45%	25%

Payment arrangements other than those stated herein may be arranged with the office of DC Move It (PTY) Ltd upon written request. No refunds for products purchased from DC Move It (PTY) Ltd are allowed.

The deposit must be paid to confirm the booking and confirmation of receipt will be sent to the customer. In the event of a cancellation or rescheduling of services made less than 7 days before the scheduled service date, the customer shall be liable to pay 50% of the quoted amount during peak periods and 30% out of peak periods. The customer warrants that the final settlement shall be available before the completion of the requested services and shall be valued at the final balance shown on the invoice.

Prior to or on the day that the requested services are to take place, any amendments that occur shall result in an amended quote or invoice being sent after the necessary adjustments have been made. DC Move It (PTY) Ltd reserves the right to charge the Client for any delays that may be caused by the Client which have an impact on the team's schedule.

All quotes provided by DC Move It (PTY) Ltd are valid for a limited period, as stated on the quote sent to the Client, labelled as "Due Date". The Client understands that if they fail to provide confirmation of acceptance of the quote by the "Due Date" stated, DC Move It (PTY) Ltd reserves the right to re-evaluate the quote. The Client also understands that unpaid slots will not be secured. The Client further understands that DC Move It (PTY) Ltd reserves the right to change pricing should the Client change the original moving date from the date originally enquired. Should the Client refuse to settle the account, DC Move It (PTY) Ltd reserves the right to take legal action to collect any unpaid fees and the Client shall be responsible for any additional fees incurred in doing so.

In the event of inflation, the Client acknowledges and agrees that the cost of services or materials quoted may increase accordingly.

On accepting the quote, the Client has confirmed to reading, understanding, and agreeing to the terms and conditions listed above.

If you wish to provide feedback regarding your service experience with us, you may do so by emailing us at info@dcmoveit.co.za or by leaving a review of our services on our official Facebook page.