



- ❖ The below only applies to the requested and quoted services custom to each client.
- ❖ Each of the below services are quoted individually.

Terms and conditions:

Packing & unpacking of household content in or out of boxes.

Excludes:

- Weapons and firearms
- Illegal substances
- Medication and drugs
- Money
- Portable electronic devices
- Jewellery
- Intimate or erotic content

Basic Interior Cleaning for collection and or delivery address.

Includes:

- Interior cupboards
- Surfaces
- Floors

Excludes:

- Garage
- Glass
- Carpet

Should the site manager feel that any items are deemed unsafe or would create immense discomfort for the team members, it would be the responsibility of the client to ensure that the item be pack and or unpacked.

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 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 opinion any items are deemed too fragile, dangerous, or risky, note of this will be made and discussed with the client prior to our team handling it.

In the instance that a claim, be 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, glass, ceramic and porcelain 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. Any products that have been purchased from DC Move It and paid for by client, are non-refundable.

The client is liable to ensure that any removal requirements are cleared with the Estate manager prior to our arrival. All access codes, if needed, must be sent to the main office line for distribution prior to the scheduled slot. Written communication is required if you would like to report any questionable damages/complaints regarding your experience with us.

Estimated times of arrival for long-haul or afternoon slot moves cannot be predicted. When an unforeseen occurrence takes place on the moving day, DC Move It cannot be held accountable for the delay, if any delays occur the client will be notified and updated throughout the progress of the move.

Payment structures:

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%

Alternative payment structure will be advised by the office when required.

The deposit is payable to finalize the booking. Confirmation of receipt will be mailed to you. Clients are liable for 50% of the quoted amount during peak periods and 30% out of peak periods, if cancellation is made less than 7 days prior to the scheduled service day, this also applies when a client requests to reschedule a confirmed and paid for slot, however, the new preferred date is not available. Please warrant that final settlement is available before the completion of the requested services and valued at the final balance viewed on invoice.

Should any amendments occur prior to or on the day the requested services take place, an amended quote or invoice will be sent after the necessary adjustments are made. On completion of your move for your security and ours, kindly check our vehicles with the site supervisor to ensure all goods have been offloaded as we cannot accept liability for undelivered items once the vehicles have left site. We reserve the right to charge for any delays that are a direct result of the client as it impacts the team's schedule.

All quotes are valid for a limited period. The quote expiry date can be viewed on the top right of the quote sent labelled as 'Due date'. Should the client fail to provide confirmation, a quote re-evaluation will take place. Unpaid slot cannot be secured. Pricing is subject to change should the client change the moving date from the original enquired date.

Should the client refuse to settle the account, proceeding action shall take place. The client will be held accountable for paying any additional fees charged when debt collection is required.

Inflation can result in the increase of our quoted services or materials.

The POPI Act requires businesses to regulate how information is organized, stored, secured, and discarded. This ensures that the business can maintain the integrity and confidentiality of its clients' and employees' personal information by preventing loss, damage, and unauthorized access to the personal data. We can ensure that the above does apply to all of our clients and that no information will be exchanged or provided to external parties without written approval from the client, unless legal action be needed, therefore the necessary client details will be handed over to Kredcor. Reg nr: 2009/140932/23, CFDC: 0016365/06.

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

If you would like to provide us with any feedback regarding your service experience with us, please email us on info@dcmoveit.co.za or review our services on Facebook.

Chat GPT Version

It is hereby agreed that, should the site manager deem any items to be unsafe or that may create discomfort for the team members, the client shall be responsible for ensuring that such items are properly packed and/or unpacked.

The client is advised to insure their goods privately, and it is their responsibility to notify the insurer that the content will be in transit. DC Move It shall not be liable for any damages that may occur, but will take the utmost care and attention with regard to the client's goods. If, in the opinion of the supervisor, any items are deemed too fragile, dangerous, or risky, notice of this shall be made, and discussed with the client, prior to the team handling such items.

If a claim is made on behalf of the client under our insurance, the client shall be liable to pay an additional fee. The amount of the excess shall be calculated in accordance with the policy terms of the insurance.

Potted plants are expressly excluded from any insurance claims. Although the Company will move them, they are deemed to be high-risk items. Any damage claim related to such items must be reported within three (3) days of completion of the services to allow for investigation of such claim. Furthermore, any products purchased from DC Move It and paid for by the Client are non-refundable.

The Client shall be responsible for ensuring that all necessary clearances for the removal are obtained from the Estate manager prior to the arrival of the DC Move It personnel. The Client shall provide all access codes, if applicable, to the DC Move It office prior to the scheduled slot. Should the Client wish to report any damages or complaints regarding the services provided by DC Move It, such report shall be made in writing. DC Move It shall not be held responsible for any delay in arrival times for long-haul or afternoon slot moves, as such delays may be caused by unforeseen circumstances. In the event of a delay, DC Move It shall keep the Client updated on the progress of the move.

Upon booking our services, the Client shall pay a deposit in order to finalize the booking. The Client shall receive confirmation of the receipt of the deposit via mail. During peak periods, the Client shall be liable for fifty percent (50%) of the quoted amount, and during non-peak periods, the Client shall be liable for thirty percent (30%) of the quoted amount. Should the Client cancel the booking less than seven (7) days prior to the scheduled service date, or if the Client requests to reschedule a confirmed and paid-for slot but the new preferred date is not available, the aforementioned payment structure shall still apply. The Client warrants that payment of the final balance, as indicated on the invoice, shall be made prior to the completion of the requested services.

Should any amendments occur prior to or on the day the requested services take place, an amended quote or invoice will be sent after the necessary adjustments are made. On completion of your move, for your security and ours, it is the client's responsibility to check our vehicles with the site supervisor to ensure all goods have been offloaded. The Company shall not be held liable for any undelivered items once the vehicles have left site. The Company reserves the right to charge for any delays that are a direct result of the client as it impacts the team's schedule.

These Terms and Conditions ("Terms", "Agreement") govern the relationship between the Customer and the Moving Company with respect to the services to be provided by the Moving Company. All quotes provided by the Moving Company are valid for a limited period of time as indicated in the quote. The quote due date can be viewed on the top right of the quote sent and is labeled as "Due Date". If the Customer fails to provide confirmation of the quote within the due date, a re-evaluation of the quote may be required. Payment is required in order to secure the services; any unpaid slots will not be secured. The pricing of the services may be subject to change should the Customer change the moving date from the original date of enquiry. If the Customer does not settle the account for the services provided by the Moving Company, legal action may be taken. The Customer will be responsible for paying any additional fees charged by the Moving Company should debt collection be required.

In the event of an increase in the cost of services or materials, we reserve the right to adjust the quoted cost of our services or materials to reflect such increases.

We, [Company Name], hereby acknowledge and agree that we are bound by the Protection of Personal Information Act (No. 4 of 2013) ("POPI") and that we shall take all reasonable and necessary measures to protect the personal information of our customers, employees, and third parties. We further agree that all personal information which we collect shall be used only for the purpose for which it was collected, and shall not be disclosed to any third party without the written consent of the customer

or employee, or as otherwise required by applicable law. In the event that legal action is required, we shall provide the necessary details to Kredcor (Reg nr: 2009/140932/23, CFDC: 0016365/06) as necessary.

By accepting the quote, the Client hereby confirms that he/she has read, understood, and agreed to the terms and conditions listed herein. Should the Client wish to provide any feedback or opinion on his/her service experience with us, he/she may do so by sending an email to info@dcmoveit.co.za or by reviewing our services on Facebook.