



## **SDH House Clearance Service Terms & Conditions**

Kindly read our Terms and Conditions. Thank you.

This is not a legally binding contract, but an outline of our Terms and Conditions relating to the House Clearance services that we provide.

### **Terms & Conditions**

1. Our business name is SDH House clearance service.
2. The service we provide is house and business clearance.
3. We will remove all contents from the property including out buildings connected to the property to the capacity and legal weight of our vehicles (Luton vans).
4. If some of the items in the house clearance are too heavy or large to safely remove from the property these items may need to be broken up for removal from the property in one piece, or in instances where removal in one piece may risk causing injury to staff or property. We will always ask permission to break up any items for removal from the property and remove any debris left over from any item broken up where necessary and possible.
5. Ownership of any items removed from the property transfers to SDH House Clearance Service for disposal, charity donation, staff reuse or other means of recycling as we see fit. If SDH House Clearance Service find any valuables in the property we will hand over the valuables.
6. During any telephone calls/emails and other correspondence prior to the house/property clearance we will need the following information from you ('the Client');
  - The full address and postcode of the property requiring clearing and any contact details such as telephone number, email address etc.
  - The size of the property, including the number of bedrooms and reception rooms.
  - Details of any lofts, sheds, garages, or outbuildings to be cleared.
  - Details of any items of furniture or contents from the property which are large, heavy or unusual or may be hazardous.

Details of the type of House Clearance which can be classified as the following; Standard House Clearance, Cluttered House Clearance, Verminous House Clearance, Commercial Property Clearance, Hoarders' House Clearance.

6. Details of parking and access to the property, and any other restrictions which may prevent SDH House Clearance service undertaking the House Clearance in our normal manner.

7. Once we have discussed the House Clearance with you ('the client') and we have all the information we need, you will then be given a quote. This quote will be to remove all instructed items for disposal, to the capacity and legal weight of our Luton van(s). SDH House Clearance Service will dispose of all items in a way we feel suitable. Unless specifically instructed otherwise, all items will be removed from the property and disposed of as part of the House Clearance. Unless such items are described typically as fixtures and fittings.

8. SDH House Clearance Service has the right to leave certain materials at the property as stated on the SDH House Clearance Service website.

9. House Clearance Jobs are not written/submitted into our diary or system until you ('the Client') specifically confirms that House Clearance is "booked". At this point SDH House Clearance Service will book in no other House Clearance for the date in question.

10. SDH House Clearance Service require 48 hours notice for any cancellation or postponement by you ('the Client'). There will be no charges applied for any cancellation or postponement given to us SDH House Clearance Service within the 48 hours period.

11. If you ('the client') decide you ('the Client') no longer want us SDH House Clearance Service to carry out the House Clearance once SDH House Clearance Service have arrived at the property, you ('the Client') will be charged the quoted price. This will cover our staff wages and fuel costs. When SDH House Clearance Service "book" your ('the Client') House Clearance into our SDH House Clearance Service diary or system, we keep that date or dates free for you ('the Client') that could otherwise be allocated or giving to another client.

12. If SDH House Clearance Service cannot fulfil the appointment to clear your ('the Client') property we will give you ('the Client') 48 hours notice. If we cannot fulfil the appointment to clear your ('the Client') property on the actual day of the House Clearance we will inform you on the actual day. SDH House Clearance Service will only ever cancel or postpone a House Clearance due to severe weather, illness or injury to any of SDH House Clearance Service staff or if our SDH House Clearance Service vehicle is broken down or inoperable.

13. SDH House Clearance Service reserve the right to walk away from any House Clearance "booked" at any point during the House Clearance process if SDH House Clearance Service deem the property unsafe, hazardous, reveals a conflict of interest or if you ('the Client') become violent, abusive or someone we feel that SDH House Clearance Service cannot work alongside to clear the property. SDH House Clearance Service cannot be held liable for any House Clearance not completed in full or part by ourselves.

14. The House Clearance fee is payable before or once the House Clearance has been completed and is due on the date of the completion.

15. Once payment has been received a full invoice will either be handed to you ('the Client') in person, mailed directly to an address supplied by you ('the Client') or via e-mail as again supplied by you ('the Client') SDH House Clearance Service will only supply one invoice. If you ('the Client') require any additional invoices please submit your ('the Client') request via e-mail to us SDH House Clearance Service.

18. Once the House Clearance has been completed SDH House Clearance Service will hand you ('the Client') in person, mailed directly to an address supplied by you ('the Client') or via e-mail as again supplied by you ('the Client') a full Waste Transfer Note. SDH House Clearance Service will only supply one Waste Transfer Note. If you ('the Client') require any additional Waste Transfer Notes, please submit your ('the Client') request via e-mail to us SDH House Clearance Service.

*Terms & Conditions V1.0 2019*

### **SDH House Clearance Service - Our Personal Guarantee to you ('the Client')**

1. SDH House Clearance Service, based on the information supplied by you ('the Client'), will give you ('the Client') a full quote for the House Clearance and any additional fees prior to the "booking" of the House Clearance.

2. SDH House Clearance Service guarantee the quote provided and any additional fees outlined will be the maximum you ('the Client') will pay for the House Clearance after the completion of the House Clearance where all terms have been agreed.

3. SDH House Clearance Service guarantee to send two or more of our SDH House Clearance Service staff to carry out the House Clearance using one of our SDH House Clearance Service large, unmarked Luton box vans as described and advertised on our SDH House Clearance Service website.

4. SDH House Clearance Service guarantee our SDH House Clearance Service staff will be fully uniformed and equipped with the necessary tools, and equipment to carry out the House Clearance.

5. SDH House Clearance Service guarantee to take away up to (but not exceeding more than unless otherwise discussed and agreed) 1 tonnes of house-hold items where described and instructed by you ('the Client') to be recycled, donated to charity and disposed of in a legal and environmentally friendly way where possible.

6. SDH House Clearance Service guarantee to keep you ('the Client') informed at all times regarding every aspect of the House Clearance process and costs.

7. SDH House Clearance Service retain the right to amend any of its "Terms and Conditions" at any point.