

TLC Removals — Terms and Conditions

Please read these terms carefully before booking a removal, storage, or delivery service with TLC Removals. By confirming a booking (verbally, in writing, or by paying a deposit), you agree to be bound by these terms.

Company details

TLC Removals

Contact: 03330 049955 | info@tlcremovals.co.uk

1. Definitions

- **"We", "us", "our", "the Company"** — TLC Removals.
- **"You", "your", "the Customer"** — the person or organisation booking our services.
- **"Goods"** — all items, furniture, and belongings being moved, stored, or handled as part of the service.
- **"Services"** — removals, packing, storage, and any other service provided by us as agreed in the quotation.

2. Quotations and Booking

2.1 All quotations are valid for 30 days from the date issued, unless otherwise stated.

2.2 Quotations are based on the information you provide (volume of goods, access, distance, parking, and any special items). We reserve the right to amend the quoted price if the actual job differs materially from what was described — for example, additional items, poor access, or restricted parking not disclosed at the time of quoting.

2.3 A booking is confirmed once you accept the quotation in writing (including by email) and, where required, pay the agreed deposit.

2.4 Long-distance and nationwide moves (including Devon, Cornwall, Scotland, and Wales) are quoted individually based on distance, access, and scheduling, and may be subject to different lead times than local moves.

2.5 Where additional items are identified beyond the original inventory — whether communicated in writing, verbally over the phone, or via a photo/video inventory — we

reserve the right to charge additional for these items and any extra time or resources required.

2.6 Where access at either property is more difficult than described at the time of quoting — including a long carry distance to the entrance, restricted vehicle access, or stairs not previously disclosed — we reserve the right to charge an additional fee to reflect the extra time and labour required.

3. Payment

3.1 A deposit of between 20% and 50% of the total quoted price may be required to secure your booking date, at our discretion depending on the nature and size of the move.

3.2 We reserve the right to require full payment of the total quoted price upfront, in advance of the move date, at our discretion.

3.3 Where full payment is not taken upfront, the balance must be paid in full either before the move date or, at the very latest, once your goods have been loaded onto our vehicle — before the vehicle departs for the delivery address.

3.4 Payment is accepted by cash or bank transfer. Card payment may be available on the day, but this cannot always be guaranteed.

3.5 Late or outstanding payment may result in goods being held (see Clause 10 — Lien) until payment is received in full.

3.6 We reserve the right to charge for additional time or resources required due to circumstances outside our reasonable control or not disclosed at the time of booking (e.g. lift breakdown, extended carry distance, restricted parking, delays caused by third parties).

3.7 In all cases, full payment must be received before your goods are delivered to you. Goods will not be unloaded or handed over while any part of the balance remains outstanding.

3.8 Deposit payments are transferable to a new date. We will always do our utmost to transfer your deposit onto a new booking date, provided adequate notice is given to allow us to reschedule. Where this is not possible due to short notice, the deposit will instead be used to contribute toward the costs incurred.

4. Cancellations and Rescheduling

4.1 Cancellations made more than 7 days before the move date will receive a full refund

of any deposit paid.

4.2 Cancellations made within 7 days of the move date may be subject to a cancellation charge of 50% of the total quoted price, to cover resource and scheduling costs.

4.2.1 Cancellations made with less than 24 hours' notice before the scheduled move date and time will be charged at 50% of the total quoted price, to cover our costs.

4.2.2 Where a move is cancelled within 7 days of the scheduled date and the move falls through entirely, we reserve the right to charge to cover our costs where we are unable to fill that day with other work.

4.3 We will try to accommodate rescheduling requests where possible, subject to availability. Rescheduling within 7 days of the move may incur a fee.

4.4 If we need to cancel or reschedule your move due to circumstances outside our control, we will give you as much notice as possible and offer the next available date at no extra charge.

5. Customer Responsibilities

5.1 You are responsible for ensuring:

- Accurate information is provided about the volume of goods, access, and parking at both collection and delivery addresses.
- Parking suspensions or permits are arranged in advance where required — any parking fines or delays resulting from a failure to do so may be charged to you.
- Goods are ready for collection at the agreed time, unless a packing service has been booked.
- Fragile, valuable, or sentimental items are declared in advance.
- All electrical items are safely disconnected prior to our arrival, unless disconnection has been included in the agreed service.
- Large items are measured in advance to confirm they will fit through doorways, stairwells, and landings at the delivery property.

5.2 You must inform us before the move of any goods requiring special handling (pianos, artwork, antiques, safes, etc.) so we can plan appropriately — additional charges may apply.

5.3 **Key waiting time.** We charge £150 + VAT for key waiting time, unless a key waiting waiver has been agreed in advance. Where key waiting extends beyond 4pm, we reserve the right to return to our depot and re-deliver on a following available date, due to the extended process involved and for the safety of our team — any resulting charges are

payable by the customer.

5.4 High-value items and private documents. Customers are solely responsible for high-value items, including jewellery and other valuables, and for private or important documents. We advise customers to keep such items with them personally rather than including them for transport.

5.5 Right to refuse service. Where a member of our staff is subjected to abusive, threatening, or unsafe behaviour, we reserve the right to refuse to continue the service. In such circumstances, we may place the customer's goods into storage at the customer's cost until the matter is resolved. Goods will only be released once a written apology has been received and accepted by us. Once accepted, goods will be returned subject to additional charges to cover storage and re-delivery, or the customer may arrange collection through another party, with storage costs remaining payable by the customer.

6. Our Responsibilities

6.1 We will carry out the Services with reasonable care and skill, using appropriately trained staff and suitable vehicles and equipment.

6.2 We will take reasonable steps to protect your property and premises, including the use of protective materials where appropriate.

6.3 Timings provided are estimates. While we aim to keep to agreed schedules, we are not liable for delays caused by traffic, weather, access issues, or other circumstances beyond our reasonable control.

6.4 We may use subcontracted crews or vehicles to fulfil bookings, including for long-distance and nationwide moves. Any subcontractor engaged by us remains fully covered under these terms and conditions, and we remain responsible for the service you receive.

7. Insurance and Liability

7.1 We hold Goods in Transit / Public Liability insurance to the value of £20,000 per vehicle/load. Full policy details are available on request.

7.2 Our liability for loss or damage to goods is limited to £50 per item, unless you have arranged additional insurance cover for higher-value items in advance.

7.3 We are not liable for:

- Damage to items that were not properly packed by us (where packing was not part of

the agreed service), or packed in inadequate or non-standard boxes/containers.

- Pre-existing damage or wear not identified at the time of collection.
- Damage to items of a fragile or perishable nature not specifically declared in advance.
- Loss or damage caused by circumstances outside our reasonable control (see Clause 12 — Force Majeure), including weather conditions and road closures. Any additional time incurred as a result may be charged to the customer.
- Mechanical or electrical faults in items that develop after removal, unless caused directly by our negligence.
- Scratches or marks to large or bulky items where our team is asked to attempt moving an item that is difficult, oversized, or was not measured against the property's access in advance. Our team may decline to move an item they consider unsafe to attempt, though we will always try to assist where reasonably possible.
- Minor marks or scratches to walls and surfaces that can occasionally occur as part of the ordinary process of moving large items through a property. We take care to avoid this, but customers should be aware that light touch-up in some areas may occasionally be needed.
- Damage to the contents of boxes that were packed by the customer rather than by our team. Where our team carries out the packing as part of the agreed service, we take responsibility for items packed by us.
- TVs and other electrical items, as we have no way of verifying their working condition prior to the move — these items are typically already switched off and disconnected before we handle them.

7.4 Dismantling and reassembly. We take care when dismantling and reassembling furniture, and we always do our best to reassemble items correctly and safely. However, we cannot accept responsibility for cracks, damage, or faults that result from the pre-existing condition of an item, including hairline cracks or weaknesses that are not visible on inspection.

7.4.1 We do not dismantle or reassemble cots or toddler beds, for health and safety reasons.

7.4.2 We do not accept responsibility for the disconnection or reconnection of appliances connected to pipework, such as washing machines and dishwashers. Where we carry this out as a goodwill gesture, we cannot accept responsibility for leaks or damage to plumbing connections.

7.4.3 For health and safety reasons, we do not dismantle, reassemble, or accept responsibility for the condition of trampolines or children's play frames (indoor or outdoor, any size) following dismantling or reassembly.

7.5 Making a claim. Claims for damaged items must be reported to us within 24 hours of the move so that we can properly assess whether the damage occurred during our service. Date-stamped photographs of the item both before and after the move must be provided. You will also need to provide your booking reference and a description of the damage. Claims are subject to an excess of £250. For lower-value items where the excess would exceed the item's worth, please still get in touch — these are considered separately from the formal claims process, and there are times where, as a gesture of goodwill, we're happy to contribute toward the cost of an item that's been damaged in transit.

7.6 As members of Approved Movers, we operate to the standards required by that scheme, including a complaints and dispute resolution process — see Clause 13.

8. Prohibited and Restricted Items

8.1 We are unable to transport the following items under any circumstances:

- Flammable, explosive, or hazardous materials (gas canisters, fireworks, petrol, chemicals, etc.)
- Firearms and ammunition
- Perishable food items
- Live animals or plants (unless agreed in advance)
- Illegal items or substances

8.2 Items such as high-value jewellery, cash, important documents, and irreplaceable sentimental items should be transported by you personally where possible. We accept no liability for such items if left for us to transport unless specifically agreed and insured in advance.

9. Storage

9.1 We offer short-term, long-term, and emergency storage (for customers who require storage at short notice due to unforeseen circumstances). Pricing varies by storage type, unit size, and duration, and will be confirmed in your individual quotation.

9.2 A deposit is required to secure your storage unit. The deposit amount will be confirmed at the time of booking.

9.3 Following the deposit, storage fees are payable either biweekly or monthly, at our discretion, as confirmed at the time of booking.

9.4 Where storage services are provided, goods are held at your risk unless additional

storage insurance has been arranged.

9.5 All outstanding storage payments must be made in full before your goods are released or delivered to you.

9.6 Failure to pay storage fees may result in access being suspended until payment is made, and a lien may be exercised over stored goods in the event of non-payment (see Clause 10).

9.7 Where a move involves storage, this is treated as two separate services with two separate quotations: one covering the move from your home into storage, and a second, separate quotation covering the move from storage to your home (or other delivery address) when required. Storage fees accrued in the meantime are payable in addition to both quotations, as set out above.

10. Lien

10.1 We reserve a right of lien over your goods — meaning we may hold your goods until outstanding payment is received — in accordance with standard removals industry practice (British Association of Removers / Approved Movers guidelines).

11. Data Protection

11.1 We take the privacy of your information seriously. Any personal data, inventory details, or photos/videos you provide to us are used solely for the purpose of preparing your quotation and carrying out the agreed service, and are handled in accordance with UK GDPR and the Data Protection Act 2018.

11.2 We do not share your data with third parties except where necessary to deliver the service, such as with subcontractors involved in your move.

12. Force Majeure

12.1 We shall not be liable for any failure or delay in performing our obligations where such failure or delay results from circumstances beyond our reasonable control, including but not limited to extreme weather, road closures, vehicle breakdown outside of routine maintenance, strikes, or government restrictions.

13. Complaints and Disputes

13.1 If you are unhappy with any aspect of our service, please contact us in writing at info@tlcremovals.co.uk within 7 days of the move so we can investigate and respond.

14. Coverage Area

14.1 TLC Removals provides local removal and moving services across the South and South East, with teams based in Banbury, Oxford, Buckingham, Swindon and surrounding areas.

14.2 We also provide long-distance and nationwide removals, with weekly scheduled moves to Devon, Cornwall, Scotland, and Wales, and are able to arrange removals to any location within the UK.

15. General

15.1 These terms constitute the entire agreement between you and TLC Removals in relation to the Services, unless varied in writing and agreed by both parties.

15.2 If any provision of these terms is found to be invalid or unenforceable, the remaining provisions will continue in full force.

15.3 These terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

Last updated: 23 June 2026

Before publishing, please confirm:

- Whether 3.8 (deposit contributing to costs on short-notice cancellation) and 4.2/4.2.1/4.2.2 (cancellation charges) should both apply, or if one should take priority to avoid double-charging on the same cancellation
- 7.2's £50-per-item liability cap is low relative to most household items — worth double-checking this is the figure you want customers to see, since it will read as very limited cover

This draft reflects standard UK removals industry practice and Approved Movers expectations, but is not a substitute for a solicitor's review — worth having it checked before it goes live, especially the liability, insurance, and data protection clauses.