

Terms & Conditions



o Upon accepting a quote from East Coast Aus Removals, you are accepting a booking for the space you have requested on the truck, once your amount is paid, then your booking is confirmed and volume secured.

o Ensure all information provided to East Coast Aus Removals to be accurate and truthful, any items that exceed a safe weight of 100kg have been disclosed, and that you have provided full pickup and delivery details upon booking; including any access that could prove difficult for your move.

o Upon requesting a quote and/or booking a job, you accept that you are the owner or have authorization rights to make decisions on behalf of the owner of the items to be moved. If this is not possible for someone to be present upon uplift day or delivery, it is recommended that arrangements be made prior to your move for a smooth pick up and/or drop off. You accept and take on responsibility, including insurance, of the items being moved upon booking.

2. Payments

o East Coast Aus Removals require a deposit of the quoted amount to ensure your booking is secured. This is to be paid within x2 working days of booking via bank transfer; unless other payment arrangements have been made. Cheques and Money Orders are not accepted as a payment method. Unless paid in advance, final balance is due upon confirmed volume at pickup, before delivery of your goods your final payment must be finalized by bank transfer. Items will remain on truck and will not be unloaded until payment is made in full.

o If no deposit is obtained within x2 working days of a confirmed booking, East Coast Aus Removals obtains the right to cancel the booking; unless otherwise arranged with client in writing via email.

o If your Booking is made within x7 days of your job commencement, the full amount quoted is required within x2 working days.

o For Interstate Removals, once your booking and volume has been paid and confirmed, we can make changes to the inventory list and pricing – this is only up until x7 days before your move date. If you are decreasing your inventory within the x7 days of uplift by 3 m³ +, your price will not be decreased as the space is already sold on the truck and it limits the ability to re-sell your allocated space.

3. Interstate & Local

o Upon booking in an interstate relocation, please note that your booking and payment schedule is based on the volume of cubic meterage (m³) and accesses i.e. stairs, lift, distance. It is important that we receive accurate information from the client to provide an accurate quote and limit any additional costs to the client or East Coast Aus Removals. At the time of quoting and booking, it is important that you disclose any information that would be relevant to your relocation. All cubic meter allowances are based on average sized items only; if you have any items that are flat packed (pulled apart completely), of a larger or smaller size than average, including custom made items or of a weight more than 80kg, it is important that you make us aware when quoting and booking. You may also like to send through your own measurements or images of items, or schedule an in-house quote to ensure accurate information and quoting is received. Please note, when providing your own dimensions (height, width, depth), it is important to allow for “rug” space around these items, which is usually .1m³ additionally per item; our removalists use furniture rugs & padding when packing the truck to protect your items, so it is important to have an allowance of this padding when quoting your cubic meters.

o Please remember that East Coast Aus Removals is a furniture removalist. Anything of a freight nature creates difficulty for loading and transport and may be refused. Items in excess of 80kgs or of a palletted nature will need to be disclosed prior to uplift and may be refused for transport, as it is not worth the injury that can occur from moving these items without the correct equipment.

o Please note that the common trucks that are assigned to your job are of a large size, including semi-trailers. It is important that the client disclose any restrictions / difficulty in accesses prior to arrival of our team; including no parking/standing signs, one way streets, clear ways, alley ways or suburb “no truck zones”, low bridge areas with height restrictions or area weight restrictions of vehicles. If your pick up or delivery addresses include any of these access, please discuss this with your relocation representative. In some cases, we may require a “ferry vehicle” which is a smaller vehicle that can gain access to your premises. This does include additional charges of labour and vehicle hire. If applicable, we can advise the client to have access to a utility vehicle at the address of concern if available, or other arrangements can be made.

4. Cancellations

o Deposits will not be refunded if cancellation is made within x7 days from scheduled uplift day. Only 50% of your deposit will be refunded if cancellation occurs before x7 days from uplift.

o If cancellation is a result of false information supplied by the customer and not limited to, no access to premises for truck, no entry for removalists by code, opening hours or key, no one present as arranged, inability to contact client, pickup or delivery contact by phone, or due to unavailability of the client and the job is unable to commence or be completed for any of other reasons, payment amount will not be refunded. Our team will attempt to re-schedule an arranged time for uplift or delivery on a one-time basis and may ask for an amount payable; any complications further, can expect additional charges be made for re-delivery, time or labour.

5. Schedules

o At the time of quoting and booking in your relocation, you will be supplied with approximate dates and or times available for commencement or completion of your job. East Coast Aus Removas holds no guarantees to meet these arranged dates and or times, although we will try our best to accommodate your requested times. We advise you (“client”) of such changes in pre-arrangements, if there was a change in our scheduled booking for your move. As our guys are on the road for hours at a time, certain factors including, but not limited to, road works, break downs, previous job hold ups or access issues can influence the assigned schedules. Our guys do their very best to meet arranged times, although these factors can have a strong influence on pickups and deliveries.

o Please let us know if you are booking anything of the nature of flights, cleaners, pest or bond inspections, not present, flexible with dates or time. If you are looking to book additional services close to your move date we do recommend pushing these bookings to late afternoon of your removal date, or even better, the following day.

o Have a contingency plan! Remember we don't make guarantees! If you have a flight to catch, a going away party or a tanning session (yes it happens) – organise for a friend or family member to meet the truck, or leave a key out for your removalist with any important notes, items marked to be taken, etc. If you have any concerns, please contact us as soon as convenient and we will do our very best to work in with your schedule as best possible.

6. Pickup/Delivery

o Full payment or deposit amount of invoice is to be paid before commencement of your booking. Local & Interstate: Unloading of items will not commence until full payment is completed.

o If full payment is not made before delivery, and cannot be made on delivery; items will be stored for additional charges until the balance of invoice has been paid in full. This will also incur additional re-delivery charges.

o If authorised person/s are not present at the delivery point and prior arrangements have not been made, items will not be unloaded and will be placed into storage for additional charges until delivery can commence. This will also incur additional re-delivery charges.

o If our removalists are expected to wait longer than average for uplift or delivery of items, we will have to charge at an hourly rate to cover wages and costs as associated.

7. Insurance

o Whilst moving with us, you are covered for basic Marine Cover (Transit Insurance) only, which covers your items in

the event of a Fire, Flood, Vehicle Collision or Vehicle turnover. You are not covered for items that are damaged during transit or by accident by any removalist unless additional payment for specified insured items have been covered.

o It is important that you understand that you are not covered for accidental damage upon loading or unloading of items. It is not a requirement that we replace or cover the cost of any item damaged within this process; it is recommended that the client take out additional insurance cover or full comprehensive insurance if concerned or have items of a high value.

o In the event of one of these major instances to occur, our Marine Cover has an excess of \$750 payable by the customer, or if applicable, split between the clients booked on the particular truck at the time of incident.

o For additional insurance inquiries, please consult one of our team as we can direct you in the path of further insurance options.

o If you currently hold home and contents insurance with one or more of your properties, we strongly recommend consulting your contents insurance provider to obtain information on additional coverage for your goods whilst in transit.