

TERMS AND CONDITIONS OF SERVICE

Customer Service Agreement
Removals, Transport, Storage and Related Services



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Service-area business operating across Australia

NEXT MOVE REMOVALISTS

Terms and Conditions of Service

Business name	Next Move Removalists
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Business type	Service-area business operating across Australia
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Important Notice

These Terms and Conditions apply to all services arranged, quoted, booked, coordinated or supplied by Next Move Removalists. They are intended to be provided to customers with booking confirmations and made available on the business website. Nothing in this document excludes rights that cannot be excluded under Australian Consumer Law.

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These Terms and Conditions apply to all services arranged, quoted, booked, coordinated or supplied by Next Move Removalists, including services performed directly by Next Move Removalists or by an approved subcontractor, third-party operator, removalist, driver, storage provider or related service provider.

By accepting a quote, booking a service, paying a deposit, making any payment, accepting a booking confirmation, allowing a service to commence, or otherwise proceeding with a service arranged by Next Move Removalists, the customer acknowledges that they have read, understood and accepted these Terms and Conditions.

1. Definitions

In these Terms and Conditions:

“Next Move Removalists”, “we”, “us” or “our” means Next Move Removalists, ABN 63 152 680 232.

“Customer”, “you” or “your” means the person, business, organisation or entity requesting, booking, paying for or receiving services.

“Operator” means any approved subcontractor, third-party removalist, driver, mover, storage provider, packing provider, rubbish removal provider, transport provider, contractor or other service provider engaged, arranged or allocated to perform all or part of the service.

“Services” means any removal, relocation, transport, packing, unpacking, dismantling, reassembly, wrapping, storage, rubbish removal, local move, interstate move, shareload, office move, commercial move, heavy item move, high-risk item move or related service arranged by Next Move Removalists.

“Goods” means any furniture, personal belongings, boxes, appliances, equipment, stock, fixtures, rubbish or other items moved, packed, stored, handled, transported or arranged to be transported.

“Booking” means any confirmed service arrangement made by phone, SMS, email, website, payment, deposit, written confirmation or other communication.

2. Nature of the Service

Next Move Removalists may operate as a booking coordinator, service arranger, customer contact point, quoting provider, removal service provider or intermediary depending on the nature of the booking.

The customer acknowledges that some or all services may be completed by approved subcontractors, third-party operators or external providers. Next Move Removalists may allocate, replace or change the operator completing the job where required for operational, availability, staffing, vehicle, scheduling, safety, route, delay or service reasons.

Where a third-party operator completes the physical moving, transport, storage, packing, rubbish removal or other service, that operator is responsible for the conduct of its workers, vehicles, equipment, insurance, handling of goods and physical performance of the service, subject to applicable law.

Next Move Removalists may assist with communication, booking coordination and issue resolution, but is not automatically liable for acts, omissions, delays, damage, loss, injury, negligence or conduct of an independent operator except to the extent required by law.

3. Australian Consumer Law

Nothing in these Terms and Conditions excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law or any other applicable law.

To the extent permitted by law, all other warranties, guarantees, representations or conditions not expressly stated in these Terms and Conditions are excluded.

Where liability cannot be excluded, Next Move Removalists' liability is limited to the maximum extent permitted by law.

4. Services Offered

Next Move Removalists may arrange or provide the services listed below, subject to availability.

Services are subject to availability, location, access, operator capacity, truck availability, staffing, weather, route scheduling and the accuracy of information provided by the customer.

1. Local residential removals
2. Interstate removals
3. Office and commercial removals
4. Packing and unpacking services
5. Furniture dismantling and reassembly
6. Furniture wrapping and protection
7. Storage services
8. Rubbish removal
9. Piano, safe, pool table, gym equipment and heavy item moves
10. Marble, glass, stone, artwork, antique or high-risk item moves
11. Last-minute and short-notice moves
12. Shareload services
13. Other relocation-related services as agreed in writing

5. Service Areas

Next Move Removalists may arrange services across Sydney, New South Wales, interstate locations and major cities and states across Australia, subject to operator coverage and availability.

Service availability is not guaranteed in every suburb, city, regional area or interstate route.

6. Quotes and Estimates

All quotes are based on information provided by the customer. This may include item lists, addresses, access details, stairs, lift availability, parking, truck access, photos, videos, volume estimates, inventory details, moving date, moving time and special requirements.

Unless expressly stated in writing as a fixed-price quote, all quotes are estimates only.

Quotes provided by phone, SMS, email, website, photos, videos or customer descriptions may not be fully accurate. Final charges may change if the actual goods, volume, access, stairs, walking distance, parking, loading conditions, item list, timing, location, route or scope of work differs from the information supplied.

Photos and videos are optional but recommended to assist with more accurate quoting.

Quotes are subject to availability and may change before the booking is confirmed. Pricing may also change if the customer delays confirmation, changes the moving details, or if operator availability changes.

Next Move Removalists is not responsible for delays, extra costs, revised pricing, refusal of service or operational issues caused by incorrect, incomplete or misleading information supplied by the customer.

7. GST and Pricing

Next Move Removalists is not currently registered for GST. Unless otherwise stated, quoted prices are not subject to GST while Next Move Removalists is not registered for GST.

If Next Move Removalists becomes registered for GST, or if a GST-registered operator issues charges, GST may apply and pricing may be updated accordingly.

All prices are quoted in Australian dollars.

The customer is responsible for confirming whether a quoted price is hourly, fixed-price, shareload, interstate, storage, packing, rubbish removal, heavy item, or another pricing type.

8. Booking Confirmation

A booking is not confirmed until Next Move Removalists confirms the booking in writing, receives any required deposit or payment, and allocates or arranges availability for the service.

Booking confirmation may be provided by SMS, email, website message, invoice, payment confirmation or written booking confirmation.

A booking may remain subject to operator availability, truck availability, route scheduling, staffing and accurate customer information.

9. Deposits

A deposit is normally required to secure a booking. The standard deposit is generally \$200, however the deposit amount may be adjusted depending on the job type, location, service, date, operator, route, truck size, urgency or booking requirements.

Deposits are refundable if the customer cancels more than 24 hours before the booked move.

If the customer cancels within 24 hours of the booked move, the deposit is non-refundable.

Deposits may be applied toward the final balance unless otherwise agreed.

10. Rescheduling

For local jobs, rescheduling is generally free if the customer provides more than 24 hours' notice, subject to availability.

For shareload, interstate, storage, packing, rubbish removal or subcontracted jobs, rescheduling is subject to availability, route planning, operator scheduling, truck space and operational requirements.

If Next Move Removalists or the operator must cancel or reschedule a service, Next Move Removalists will first attempt to arrange another approved operator where reasonably possible. If this is not possible, the customer may be offered a refund of the deposit or a new moving date.

11. Cancellation by Customer

If the customer cancels more than 24 hours before the booked move, the deposit is refundable.

If the customer cancels within 24 hours of the booked move, the deposit is non-refundable.

If a customer cancels after a truck, team, operator, storage space, route, packing service or other resource has already been allocated, additional reasonable costs may apply depending on the circumstances.

If the customer cancels because of an unreasonable delay by Next Move Removalists or the operator, Next Move Removalists may assess the matter case by case and may offer a reschedule, refund or other resolution at its discretion.

12. Payment Arrangements

Depending on the booking, the customer may be required to pay:

1. A deposit to Next Move Removalists and the remaining balance to the operator completing the job
2. The full amount to Next Move Removalists
3. The full amount directly to the operator completing the job
4. Both deposit and final balance to Next Move Removalists
5. Another payment arrangement confirmed in writing

The customer must follow the payment instructions provided in the quote, booking confirmation or invoice.

Final balance is required at least 30 minutes before job completion.

Payment methods may include bank transfer, PayID, cash, card payment, payment link and over-the-phone payment.

A 2.5% surcharge applies to card payments, payment links and over-the-phone payments.

For cash payments, exact cash is required. Drivers, movers and operators may not carry change.

No driver, mover, subcontractor or third-party operator is authorised to approve refunds, discounts, compensation, price reductions, liability admissions or changes to these Terms unless confirmed in writing by Next Move Removalists.

13. Non-Payment

If payment is not made when due, Next Move Removalists or the operator may, where lawful and reasonable:

1. Pause the service
2. Delay final completion
3. Delay final unloading
4. Charge waiting time
5. Require payment before the service continues
6. Recover unpaid amounts
7. Recover reasonable admin, bank, chargeback, debt collection, legal and recovery costs

In serious non-payment situations, goods may be transported to secure storage where lawful and reasonable. The customer may be required to pay outstanding moving charges, storage fees, handling fees, redelivery fees, admin fees and recovery costs before goods are released.

Goods placed into storage due to non-payment, failed delivery, abandonment or failure to collect may incur storage charges immediately from the time the goods are placed into storage.

Uncollected goods will be handled in accordance with applicable laws.

14. Chargebacks and Reversed Payments

If the customer reverses a payment, disputes a valid payment, initiates a chargeback, refuses payment after the service is completed, or otherwise fails to pay amounts owing, Next Move Removalists may recover the unpaid amount plus reasonable administration fees, bank fees, chargeback fees, debt collection fees, legal costs and recovery costs.

15. Hourly Jobs

For hourly jobs, the hourly charge starts when the team arrives at the pickup address and ends once the final item is unloaded at the delivery address.

Hourly jobs are subject to a minimum booking time of 2.5 hours.

After the 2.5-hour minimum, additional time is charged in 30-minute increments.

Waiting time after the job has commenced may be charged at the applicable hourly rate. This includes waiting caused by lift delays, keys not being available, settlement delay, loading dock delay, access restrictions, parking issues, customer readiness, building access, traffic within the job route, or delivery access problems.

16. Fixed-Price Jobs

Fixed-price jobs are based strictly on the information provided by the customer at the time of quoting and booking.

If the customer adds extra items, changes pickup or delivery details, changes access details, changes building requirements, changes the item list, or if the job is larger or materially different from what was originally described:

1. Extra charges may apply
2. The fixed price may be revised before or during the job
3. The operator may refuse additional work not included in the original quote

The quoted fixed price will not change based only on time taken, provided the scope of work remains the same as originally quoted.

17. Shareload and Interstate Jobs

Shareload and interstate delivery dates, pickup dates, delivery windows and timeframes are estimates only.

Delivery windows may change due to route scheduling, truck availability, customer access, weather, road conditions, previous job delays, subcontractor availability, loading capacity, breakdowns or other operational factors.

For shareload moves, goods may travel with other customers' goods in the same vehicle as part of the shareload service. The operator will take reasonable care to separate, protect and handle items appropriately where possible.

If the customer has more cubic metres, items or volume than originally quoted, extra charges apply based on the additional volume.

Customers are not automatically entitled to compensation for delayed pickup or delivery unless agreed in writing by Next Move Removalists.

18. Access, Stairs and Parking

The customer is responsible for ensuring suitable, safe and legal access at both pickup and delivery locations.

The customer is responsible for arranging parking, loading zones, driveways, lift bookings, loading dock access, building manager approval, strata approval, move-in/move-out time windows and any other required building access.

For stairs, an additional charge of \$4 per step applies once the total stairs exceed 24 steps. Once the threshold is exceeded, the stair charge is calculated from the first step, not only the steps above 24. This is a one-time charge unless otherwise agreed.

Extra charges may apply for poor accessibility, difficult access, long walking distances, narrow access, steep driveways, lift delays, loading dock delays, shuttle runs, restricted parking, unsafe access or other access issues.

The final access charge depends on severity and is at the discretion of Next Move Removalists or the operator completing the job.

If any parking fine, council fine, strata fine, building fine, loading dock fine, access penalty or related charge occurs because suitable parking, loading access, lift access, building approval or move-in/move-out arrangements were not properly arranged by the customer, the customer may be responsible for those costs.

19. Arrival Times and Delays

Arrival times are estimates only. Next Move Removalists and the operator will make reasonable efforts to attend within the estimated time, but exact arrival times are not guaranteed unless expressly agreed in writing.

Delays may occur due to traffic, previous jobs, weather, truck issues, route changes, accidents, customer access, building delays, staffing issues, operator availability or events outside reasonable control.

If delayed, Next Move Removalists or the operator will make reasonable efforts to update the customer and complete the service as soon as reasonably possible.

Delays do not automatically entitle the customer to a refund, discount or cancellation once the service is completed, unless agreed by Next Move Removalists.

20. Circumstances Outside Our Control

Next Move Removalists is not liable for delays, non-performance, rescheduling, increased costs or service disruption caused by events outside reasonable control, including but not limited to weather, storms, floods, fires, accidents, traffic, road closures, vehicle breakdowns, operator cancellations, staffing issues, building restrictions, government action, safety concerns, illness, industrial action or route interruptions.

In such circumstances, Next Move Removalists may reschedule the service, arrange another approved operator where possible, or offer another reasonable solution.

21. Customer Responsibilities

The customer must:

1. Provide accurate and complete booking information
2. Provide correct pickup and delivery addresses
3. Disclose stairs, lifts, parking restrictions, long carries and access issues
4. Disclose heavy, fragile, high-risk or valuable items
5. Provide an accurate item list or volume estimate
6. Ensure goods are ready to move at the booked time
7. Ensure boxes are packed, sealed and suitable for transport
8. Arrange building access, lift bookings and loading dock access
9. Ensure legal and suitable parking/loading access is available
10. Ensure final payment is made on time

11. Remove excluded items before the move
12. Ensure the property is safe for the moving team

If the customer fails to meet these responsibilities, extra charges may apply, the job may take longer, the quote may be revised, or the operator may pause, refuse or reschedule the service.

22. Packing, Wrapping and Materials

For standard removal services, standard shrink wrapping, moving blankets and tape may be provided where suitable.

Extra wrapping, including bubble wrap, specialty wrapping, cartons, mattress covers, protective materials or additional packing materials, may incur additional charges.

Packing services for smaller items, boxes, kitchenware, personal items or loose goods are separate services and are charged separately.

Where packing materials are sourced for the customer, including materials sourced from Bunnings or another supplier, the cost of those materials will be invoiced to the customer in addition to the packing service fee.

Packing service charges and packing material charges must be paid 30 minutes before the job is completed, unless otherwise agreed.

23. Customer-Packed Boxes

Where the customer packs their own boxes, the customer is responsible for the condition, protection and suitability of the contents.

Next Move Removalists and the operator are not responsible for damage inside boxes packed by the customer unless there is clear evidence that the damage was caused by mishandling, negligence or an incident during the move.

Customers should ensure boxes are properly packed, sealed, labelled, not overloaded and suitable for transport.

24. Fragile, Heavy and High-Risk Items

Extra charges may apply for heavy, fragile or high-risk items, including but not limited to pianos, safes, pool tables, marble, stone, glass, artwork, antiques, gym equipment, fish tanks, chandeliers, oversized items, commercial equipment or items requiring special handling.

If the customer does not disclose heavy, fragile or high-risk items before booking, extra charges may apply on the day.

Next Move Removalists or the operator may refuse to move any item considered unsafe, too heavy, unsuitable, excessively risky, likely to cause injury, likely to cause property damage, unable to fit safely, or requiring specialist equipment not available at the time.

25. Excluded Items

The following items must be moved by the customer and are not accepted for transport unless expressly agreed in writing:

1. Cash
2. Jewellery
3. Passports
4. Legal documents
5. Personal identification documents
6. Medication
7. Firearms
8. Illegal substances
9. Gas bottles
10. Flammable liquids
11. Chemicals
12. Hazardous goods
13. Biological, medical or dangerous waste
14. Live animals
15. Perishable food
16. Highly valuable personal items
17. Items prohibited by law
18. Any item considered unsafe or unsuitable by Next Move Removalists or the operator

Next Move Removalists is not liable for loss, damage or handling of excluded items if the customer includes them without disclosure.

26. Appliances, Electronics and Mechanical Items

Next Move Removalists and the operator are not responsible for internal faults, electrical failure, mechanical failure or operational issues with appliances, electronics or mechanical items unless there is clear evidence that the issue was caused by mishandling during the move.

This includes but is not limited to televisions, fridges, freezers, washing machines, dryers, computers, monitors, sound systems, gym equipment, recliners, adjustable beds and similar items.

27. Dismantling, Reassembly and Wall-Mounted Items

Next Move Removalists and/or the operator may provide dismantling and reassembly services where required.

Assembly and disassembly services are offered as part of the service where reasonable and practical.

Complex items, poor-quality furniture, flat-pack furniture, damaged furniture, missing screws or parts, gym equipment, wall-mounted items, specialist fittings, or items requiring specialist tools may take additional time, incur extra charges, or may not be able to be safely dismantled or reassembled.

Wall-mounted items, including televisions, mirrors, shelves, artwork, brackets and fixtures, may be removed and reinstalled where possible, provided it is safe and practical to do so.

Next Move Removalists and the operator are not responsible for weak walls, hidden wiring, unsuitable mounting surfaces, existing bracket damage, previous poor installation, missing fittings, inability to safely reinstall an item, or wall damage unless caused by clear negligence.

28. Storage Services

Storage services may be provided directly by Next Move Removalists or through a subcontractor, operator or third-party storage provider, depending on the job.

Storage is quoted and charged separately from removal services.

Storage fees may include additional handling, transport, redelivery, access, admin and provider fees.

Storage fees vary depending on the volume of goods, duration, location, access requirements, storage provider and operational costs.

Access to stored goods is not guaranteed on demand. Any access request must be made and approved in advance and may depend on storage provider availability, location, safety requirements and operating procedures. Access, handling or admin fees may apply.

Goods placed into storage due to non-payment, failed delivery, abandonment or failure to collect may incur storage fees immediately.

The customer remains responsible for ongoing storage and related costs, subject to applicable laws.

29. Rubbish Removal

Rubbish removal must be approved before the job and depends on the operator completing the service.

Next Move Removalists does not accept hazardous, illegal, biological, chemical, asbestos, medical, flammable or dangerous waste.

General household rubbish may be accepted only where agreed before the job.

Additional fees may apply depending on rubbish type, volume, weight, access, disposal costs and operator availability.

30. Damage, Loss and Claims

Any visible damage should be reported as soon as possible.

All damage, loss or insurance-related claims must be reported within 7 days of the move.

The customer must provide:

1. Booking or job number
2. Photos or videos of the alleged damage
3. Photos or videos of the item before the move, if available
4. A clear description of what happened
5. Proof of ownership or value, such as receipts, valuations or similar documents
6. Any other evidence reasonably requested

Next Move Removalists or the operator is not responsible for pre-existing damage, scratches, dents, marks, weaknesses, poor condition, loose joints, unstable furniture, existing cracks or prior repairs.

The customer should identify or disclose any pre-existing damage before the move begins.

Failure to report damage within the required timeframe or failure to provide evidence may affect the ability to assess or progress a claim.

31. Insurance

Next Move Removalists may arrange services through approved subcontractors or operators. Those subcontractors or operators are responsible for carrying appropriate public liability insurance and goods-in-transit or removals insurance for the physical moving service they perform.

Insurance claims may be subject to policy terms, exclusions, excesses, assessment requirements, insurer approval and evidence requirements.

Any insurance excess, assessment fee, repair contribution or claim-related cost will be handled according to the relevant insurance policy, the circumstances of the claim, and who caused or contributed to the damage.

Next Move Removalists is not automatically responsible for paying any insurance excess unless required by law or agreed in writing.

The customer may deal directly with the subcontractor, operator or insurer. Next Move Removalists may assist with communication where appropriate, but the claim may be handled by the operator and/or their insurer.

32. Limitation of Liability

To the maximum extent permitted by law, Next Move Removalists is not liable for indirect loss, consequential loss, loss of profit, loss of opportunity, emotional distress, inconvenience, business interruption, loss of use, delay-related loss, or any loss not reasonably foreseeable.

To the maximum extent permitted by law, where liability cannot be excluded, the liability of Next Move Removalists is limited to the amount paid to Next Move Removalists for the relevant booking or service, or the resupply of the service, at the election of Next Move Removalists where legally permitted.

Next Move Removalists is not liable for loss, damage, injury or delay caused by a third-party operator, subcontractor, storage provider or external provider except to the extent required by law.

Nothing in this clause excludes any rights that cannot lawfully be excluded under Australian Consumer Law.

33. Complaints, Refunds and Disputes

Customers may contact Next Move Removalists by phone, SMS or email. Formal complaints, refund requests, damage claims and disputes must be provided in writing.

Formal written claims may be sent to:

Email: nextmoveremovalist@gmail.com

Phone/SMS: 0426 382 669

Additional Contact Number: 1300 429 532

Refunds are only approved by Next Move Removalists. No driver, mover, subcontractor or operator is authorised to approve refunds, discounts, compensation or liability admissions unless confirmed in writing by Next Move Removalists.

If a customer has a concern, Next Move Removalists asks that the customer contact Next Move Removalists first and allow a reasonable opportunity to review the matter and assist with a resolution.

34. Customer Conduct and Safety

Next Move Removalists and the operator may pause, refuse or stop a job if the customer, another person at the property, or the site conditions become unsafe, aggressive, abusive, threatening, intoxicated, hazardous, unreasonable or unsuitable for work.

Fees, waiting time, cancellation charges or completed-work charges may still apply depending on the circumstances.

The customer is responsible for ensuring that children, pets, visitors and other persons are kept safely away from work areas during the move.

35. Photos and Videos

Photos and videos may be taken during the service for job records, item condition evidence, access issues, parking concerns, damage claims, insurance matters, disputes, safety reasons and operational records.

Photos or videos may only be used for marketing with the customer's permission.

Personal information such as faces, addresses, licence plates or private details will not be knowingly published for marketing without consent.

36. Operator Authority

Drivers, movers, subcontractors and third-party operators are not authorised to approve refunds, discounts, compensation, liability admissions, price reductions or changes to these Terms and Conditions on behalf of Next Move Removalists unless confirmed in writing by Next Move Removalists.

Any verbal statement by a driver, mover, subcontractor or operator does not override the written quote, booking confirmation, invoice or these Terms and Conditions.

37. Updates to Terms

Next Move Removalists may update these Terms and Conditions at any time.

For confirmed bookings, the terms in place at the time of booking will generally apply unless changes are required by law, operational necessity, safety requirements, insurer requirements or agreed in writing.

The most current version of the Terms and Conditions may be made available on the Next Move Removalists website or provided by email.

38. Governing Law

These Terms and Conditions are governed by the laws of Australia and, where applicable, New South Wales.

For interstate or national services, mandatory laws of the relevant state or territory may also apply.

39. Severability

If any part of these Terms and Conditions is found to be invalid, unlawful or unenforceable, that part will be read down or severed to the extent necessary. The remaining terms will continue to apply.

40. Entire Agreement

These Terms and Conditions, together with the quote, booking confirmation, invoice, written messages and any written agreement between the parties, form the agreement between the customer and Next Move Removalists.

To the extent of any inconsistency, written terms provided by Next Move Removalists will prevail unless required otherwise by law.

41. Customer Acknowledgement

By proceeding with a booking, accepting a quote, paying a deposit, making payment, accepting a booking confirmation or allowing the service to commence, the customer acknowledges and agrees that:

1. They have read and accepted these Terms and Conditions
2. They have provided accurate and complete information
3. They understand services may be completed by approved subcontractors or operators
4. They understand pricing may change if the job differs from the information supplied
5. They understand final payment is required 30 minutes before job completion
6. They understand extra charges may apply for access issues, stairs, extra items, waiting time, heavy items, high-risk items, storage, packing materials or changes to the booking
7. They understand damage claims must be reported within 7 days with supporting evidence
8. They understand these Terms do not exclude rights that cannot be excluded under Australian Consumer Law