

Van & Driver Collection Service
Terms & Conditions

1. This is a Van & Driver Service (Not a full removal service)
2. The Customer must be present at the collection address to load goods to rear of van
3. The customer must meet our vehicle on return to the storage depot to unload goods into their storage unit
4. If the customer is not present to unload the vehicle within a reasonable time period, then the goods may be unloaded, and King Storage will take no responsibility for any damage or loss occurred
5. An arrival time slot will be allocated to the customer once booked. Please note, traffic may have an effect on our booked arrival time, but we will make every effort to advise customers of delays
6. Time starts on arrival at collection address
7. Should time onsite exceed allocated time/trips, then customer agrees to pay additional charges based on £48.00 per hour (or part thereof in 15-minute intervals)
8. It is the customers responsibility to ensure that there are enough able persons to load and unload the van and also load the goods into the storage unit
9. If items are not ready for collection or appropriate people are not at the property to load the van, the pick-up will have to be cancelled and payment forfeited
10. Customers should ensure that all domestic and garden appliances, including but not limited to washing machines, fridges, freezers and dish washers are empty, clean and dry and have no residual fluid left in them
11. It is the customer's responsibility to pay for any parking or meter charges incurred by us in carrying out the collection of goods
12. It is the customer's responsibility to ensure all goods are packed & protected accordingly for transit
13. We will identify and note on the form when we feel there is a possibility that goods being transported may be damaged e.g., boxes containing unprotected glassware, delicate surfaces which are unprotected, or any fragile items which have not been sufficiently packed for transport. You will be asked to sign the King Storage Driver and Van form as a disclaimer that any damage caused will not be our liability in this instance.
- 14. Handling & Transit Insurance**
15. Goods in Transit insurance is subject to a maximum £2000.00 for anyone item and £2000.00 any one loss
16. The insurer will not cover loss or damage to customers goods in a vehicle unless cause by:
 - i) Fire
 - ii) Accidental collision or overturning of the vehicle carrying the customers goods where the vehicle itself is damaged at the same time
17. The insurer will not pay the insured the first £250 per event
18. Whilst in transit the policy shall not provide cover in respect of breakage, scratching, denting, chipping, staining, and tearing of owner packed effects unless reasonably attributable to the physical damage to such items caused by collision or overturning of road vehicles. This cover shall also exclude claims for missing items in respect of owner packed effects
19. Cover is provided for accidental damage during loading & unloading but only whilst goods are being handled by the insured or employees of the insured
20. We cannot be held responsible for any personal injury caused to the customer nor for any damage to the items moved jointly by the customer and our staff
21. Our liability for loss or damage:
22. In the event of a total or partial loss or damage to your items, we will not be liable for the following:
23. 'New for old' replacement value for lost or damaged items.
24. Any loss or damage which is not caused by us.
25. Any unforeseeable additional costs you might incur as a result of loss of a particular item.
26. If we are responsible for causing damage to your premises or to property, you must note this on the King Storage Driver and Van agreement Form as soon as practically possible after the damage occurs or is discovered, or in any event before the form is signed.
27. We shall only be liable for damage to premises/or items caused by our negligence.
28. Any damages to premises/or items must be noted on the King Storage Driver and Van agreement Form prior to signature.
29. Any claims for loss or damage to your items or property not noted on the King Storage Driver and Van agreement Form prior to signature will not be considered.