

Host Movers - Terms & Conditions

1. Introduction

These Terms and Conditions ('Terms') govern the provision of moving services by Host Movers ('the Company'). By booking, confirming, or using our services, you accept these Terms in full. If you do not agree, you must refrain from using our services. These Terms apply to all services unless otherwise agreed in writing.

2. Services Provided

We provide residential and commercial moving services, including transportation, loading, unloading, and basic furniture assembly where agreed. We may refuse to carry hazardous goods, illegal substances, cash, jewelry, antiques without prior disclosure, perishable items, or items prohibited by law. Customers acknowledge that additional services such as packing, unpacking, or long-term storage may require separate agreements.

3. Quotes, Estimates, and Pricing

All quotes are based on the information provided by the customer. Final charges may vary depending on actual time, distance, access, traffic, and resources required. Customers must disclose stairs, elevators, limited parking, or access restrictions at booking. Failure to do so may result in additional charges. Quotes are valid for 14 days unless otherwise stated. Pricing excludes tolls, parking fines, and extraordinary expenses, which are the responsibility of the customer.

4. Booking, Deposits, and Cancellations

Bookings are confirmed only upon receipt of a deposit or written confirmation. Deposits may be non-refundable in the event of cancellation within 48 hours of the scheduled move. We reserve the right to reschedule due to unforeseen circumstances such as weather, vehicle breakdown, or staff availability. Customers may reschedule with at least 72 hours' notice without penalty.

5. Customer Responsibilities

Customers are responsible for: (a) ensuring items are adequately packed and labeled, (b) notifying us of fragile, oversized, or high-value items, (c) securing necessary parking permits and building access, and (d) ensuring safe working conditions. We are not responsible for damage caused by inadequate packing, pre-existing defects, or restricted access. Customers must be present or represented on-site throughout the move.

6. Liability and Damages

We will exercise reasonable care in handling goods. However, Host Movers shall not be liable for damages not reported before our staff leaves the premises on the day of service. In case of damage, our liability is limited to repairing or replacing only the damaged part, not the entire item, unless it is completely destroyed and unusable. Repairs will be made as close as possible, though exact appearance matching cannot be guaranteed. We are not liable for indirect, consequential, or economic loss.

7. Excluded Items and Risks

We exclude liability for items including but not limited to cash, bonds, jewelry, watches, plants, animals, perishables, hazardous goods, or items packed by the customer without proper disclosure. We also exclude liability for loss caused by normal wear and tear, weather conditions, defects in goods, electrical or mechanical derangement, or inherent fragility of certain items.

8. Insurance Options

We strongly recommend customers obtain independent transit or full-coverage insurance for valuable or fragile goods. While we exercise due care, our basic liability is limited under these Terms, and comprehensive cover must be arranged separately if required.

9. Payment Terms

Full payment must be made immediately upon completion of services unless otherwise agreed in writing. Deposits may apply at the time of booking. Payments can be made by credit card, EFT, or approved methods. Failure to pay may result in withholding goods until payment is settled. We reserve the right to charge interest and recovery fees on overdue accounts.

10. Delays, Access, and Force Majeure

While we endeavor to meet agreed schedules, we are not liable for delays caused by traffic, weather, accidents, breakdowns, strikes, or events beyond our control. Customers must ensure sufficient access for vehicles and safe loading/unloading areas. If access is restricted, additional time and costs may be charged.

11. Complaints and Claims

All claims must be reported immediately on the day of service before our staff leaves. Written claims, with supporting evidence, must be submitted within 48 hours. Failure to comply may invalidate the claim. Our decision regarding liability and compensation is final, subject to applicable consumer law.

12. Governing Law and Jurisdiction

These Terms are governed by the laws of Victoria, Australia. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the Victorian courts. If any provision is deemed invalid, the remaining provisions shall continue in full force.

1. Introduction

These Terms and Conditions ('Terms') govern the provision of moving services by Host Movers ('the Company'). By booking, confirming, or using our services, you accept these Terms in full. If you do not agree, you must refrain from using our services. These Terms apply to all services unless otherwise agreed in writing.

2. Services Provided

We provide residential and commercial moving services, including transportation, loading, unloading, and basic furniture assembly where agreed. We may refuse to carry hazardous goods, illegal substances, cash, jewelry, antiques without prior disclosure, perishable items, or items prohibited by law. Customers acknowledge that additional services such as packing, unpacking, or long-term storage may require separate agreements.

3. Quotes, Estimates, and Pricing

All quotes are based on the information provided by the customer. Final charges may vary depending on actual time, distance, access, traffic, and resources required. Customers must disclose stairs, elevators, limited parking, or access restrictions at booking. Failure to do so may result in additional charges. Quotes are valid for 14 days unless otherwise stated. Pricing excludes tolls, parking fines, and extraordinary expenses, which are the responsibility of the customer.

4. Booking, Deposits, and Cancellations

Bookings are confirmed only upon receipt of a deposit or written confirmation. Deposits may be non-refundable in the event of cancellation within 48 hours of the scheduled move. We reserve the right to reschedule due to unforeseen circumstances such as weather, vehicle breakdown, or staff availability. Customers may reschedule with at least 72 hours' notice without penalty.

5. Customer Responsibilities

Customers are responsible for: (a) ensuring items are adequately packed and labeled, (b) notifying us of fragile, oversized, or high-value items, (c) securing necessary parking permits and building access, and (d) ensuring safe working conditions. We are not responsible for damage caused by inadequate packing, pre-existing defects, or restricted access. Customers must be present or represented on-site throughout the move.

6. Liability and Damages

We will exercise reasonable care in handling goods. However, Host Movers shall not be liable for damages not reported before our staff leaves the premises on the day of service. In case of damage, our liability is limited to repairing or replacing only the damaged part, not the entire item, unless it is completely destroyed and unusable. Repairs will be made as close as possible, though exact appearance matching cannot be guaranteed. We are not liable for indirect, consequential, or economic loss.

7. Excluded Items and Risks

We exclude liability for items including but not limited to cash, bonds, jewelry, watches, plants, animals, perishables, hazardous goods, or items packed by the customer without proper disclosure. We also exclude liability for loss caused by normal wear and tear, weather conditions, defects in goods, electrical or mechanical derangement, or inherent fragility of certain items.

8. Insurance Options

We strongly recommend customers obtain independent transit or full-coverage insurance for valuable or fragile goods. While we exercise due care, our basic liability is limited under these Terms, and comprehensive cover must be arranged separately if required.

9. Payment Terms

Full payment must be made immediately upon completion of services unless otherwise agreed in writing. Deposits may apply at the time of booking. Payments can be made by credit card, EFT, or approved methods. Failure to pay may result in withholding goods until payment is settled. We reserve the right to charge interest and recovery fees on overdue accounts.

10. Delays, Access, and Force Majeure

While we endeavor to meet agreed schedules, we are not liable for delays caused by traffic, weather, accidents, breakdowns, strikes, or events beyond our control. Customers must ensure sufficient access for vehicles and safe loading/unloading areas. If access is restricted, additional time and costs may be charged.

11. Complaints and Claims

All claims must be reported immediately on the day of service before our staff leaves. Written claims, with supporting evidence, must be submitted within 48 hours. Failure to comply may invalidate the claim. Our decision regarding liability and compensation is final, subject to applicable consumer law.

12. Governing Law and Jurisdiction

These Terms are governed by the laws of Victoria, Australia. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the Victorian courts. If any provision is deemed invalid, the remaining provisions shall continue in full force.

1. Introduction

These Terms and Conditions ('Terms') govern the provision of moving services by Host Movers ('the Company'). By booking, confirming, or using our services, you accept these Terms in full. If you do not agree, you must refrain from using our services. These Terms apply to all services unless otherwise agreed in writing.

2. Services Provided

We provide residential and commercial moving services, including transportation, loading, unloading, and basic furniture assembly where agreed. We may refuse to carry hazardous goods, illegal substances, cash, jewelry, antiques without prior disclosure, perishable items, or items prohibited by law. Customers acknowledge that additional services such as packing, unpacking, or long-term storage may require separate agreements.

3. Quotes, Estimates, and Pricing

All quotes are based on the information provided by the customer. Final charges may vary depending on actual time, distance, access, traffic, and resources required. Customers must disclose stairs, elevators, limited parking, or access restrictions at booking. Failure to do so may result in additional charges. Quotes are valid for 14 days unless otherwise stated. Pricing excludes tolls, parking fines, and extraordinary expenses, which are the responsibility of the customer.

4. Booking, Deposits, and Cancellations

Bookings are confirmed only upon receipt of a deposit or written confirmation. Deposits may be non-refundable in the event of cancellation within 48 hours of the scheduled move. We reserve the right to reschedule due to unforeseen circumstances such as weather, vehicle breakdown, or staff availability. Customers may reschedule with at least 72 hours' notice without penalty.

5. Customer Responsibilities

Customers are responsible for: (a) ensuring items are adequately packed and labeled, (b) notifying us of fragile, oversized, or high-value items, (c) securing necessary parking permits and building access, and (d) ensuring safe working conditions. We are not responsible for damage caused by inadequate packing, pre-existing defects, or restricted access. Customers must be present or represented on-site throughout the move.

6. Liability and Damages

We will exercise reasonable care in handling goods. However, Host Movers shall not be liable for damages not reported before our staff leaves the premises on the day of service. In case of damage, our liability is limited to repairing or replacing only the damaged part, not the entire item, unless it is completely destroyed and unusable. Repairs will be made as close as possible, though exact appearance matching cannot be guaranteed. We are not liable for indirect, consequential, or economic loss.

7. Excluded Items and Risks

We exclude liability for items including but not limited to cash, bonds, jewelry, watches, plants, animals, perishables, hazardous goods, or items packed by the customer without proper disclosure. We also exclude liability for loss caused by normal wear and tear, weather conditions, defects in goods, electrical or mechanical derangement, or inherent fragility of certain items.

8. Insurance Options

We strongly recommend customers obtain independent transit or full-coverage insurance for valuable or fragile goods. While we exercise due care, our basic liability is limited under these Terms, and comprehensive cover must be arranged separately if required.

9. Payment Terms

Full payment must be made immediately upon completion of services unless otherwise agreed in writing. Deposits may apply at the time of booking. Payments can be made by credit card, EFT, or approved methods. Failure to pay may result in withholding goods until payment is settled. We reserve the right to charge interest and recovery fees on overdue accounts.

10. Delays, Access, and Force Majeure

While we endeavor to meet agreed schedules, we are not liable for delays caused by traffic, weather, accidents, breakdowns, strikes, or events beyond our control. Customers must ensure sufficient access for vehicles and safe loading/unloading areas. If access is restricted, additional time and costs may be charged.

11. Complaints and Claims

All claims must be reported immediately on the day of service before our staff leaves. Written claims, with supporting evidence, must be submitted within 48 hours. Failure to comply may invalidate the claim. Our decision regarding liability and compensation is final, subject to applicable consumer law.

12. Governing Law and Jurisdiction

These Terms are governed by the laws of Victoria, Australia. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the Victorian courts. If any provision is deemed invalid, the remaining provisions shall continue in full force.