



Box Hill South VIC 3128  
(03) 8658 2124  
[admin@triple7removals.com.au](mailto:admin@triple7removals.com.au)

## **Triple 7 Removals Terms & Conditions**

### **Important Notice**

By accepting our quote and opting for our services verbally, through written communication, or via the Triple 7 Removals website, you (the client) are formally agreeing to our terms and conditions of trade. It is expected that you have read and understood these terms before engaging our services.

#### **1. Payment Terms**

- For local and country relocations, full payment is required upon job completion. Payment is required 15 minutes before the completion of the job to ensure efficient processing and facilitate the timely departure of our team.
- If payment is not made within this timeframe, the crew is authorized to leave the location with some items remaining on the truck until payment is completed.
- For interstate relocations, full payment is taken once the loading phase is complete. Receipts are automatically emailed post-transaction. If we have your credit card details on file, we are authorized to charge it to expedite payment.
- Payment terms are:
  - Full payment upon completion for local moves.
  - 7 day payment terms are not applicable to non-account customers.
  - Full payment at the start of the loading for interstate moves.

#### **2. Payment Mode**

Payment methods include bank transfer and cash payment. Credit card facilities can be provided on the day but it's a 5% surcharge and not preferred method of payment.

- EFT (bank transfer): No surcharge.
- Cash: No surcharge.

#### **3. Friday - Sunday Rate**

An additional \$10 per hour is applied to the regular truck rate for all jobs conducted on Friday-Sunday.



Box Hill South VIC 3128  
(03) 8658 2124  
[admin@triple7removals.com.au](mailto:admin@triple7removals.com.au)

#### 4. Working Time

- Chargeable working time begins when our crew arrives at the pickup location and ends when the last item is unloaded, all vehicles are packed up, and payment is processed.

#### 5. Packing/Unpacking Service

- Packing and unpacking services are billed at an hourly rate, ***not as a fixed quote***. Time estimates are based on the information provided by the client and may vary due to factors such as client preparation and job complexity.

#### 6. Estimated Time & Cost

- Unless labeled as a 'fixed price,' our service is based on an hourly rate, not a fixed quote. All time estimates provided are based on the information you give us and are subject to change based on various factors such as client preparation, access, parking, stairs, and job complexity.
- We ensure our crew works efficiently and takes care of your items. If the job exceeds the estimated time or cost range, the client must pay for the total time worked.
- For a free expert review, email photos of each packed room to [admin@triple7removals.com.au](mailto:admin@triple7removals.com.au) a few days before your move, and we'll confirm the right truck size.
- If you're downsizing, moving some items early, or unsure of your final load, don't worry—we can provide additional staff or trucks if needed. Same-day requests for extra resources will incur charges at our standard rates.

#### 7. Minimum Billing & Increments

- All jobs (move/pack/unpack) have a minimum charge of 2 hours. Time worked is rounded up to the nearest 30-minute increment (e.g., 2 hrs, 2.5 hrs, 3 hrs, etc.).

#### 8. Travel time

- Unless specified otherwise, all jobs include travel time, detailed in your quote. This is added to the total working time and defaults to 30 minutes. Jobs with pickup and drop-off locations more than 30 minutes apart will incur additional travel time, as shown in your quote. We use Google Maps for optimal route planning.
- Examples:
  - Burwood, VIC - Malvern, VIC (30 min travel time)
  - Burwood, VIC - Glenroy, VIC (60 min travel time)



Box Hill South VIC 3128  
(03) 8658 2124  
[admin@triple7removals.com.au](mailto:admin@triple7removals.com.au)

## **9. Cancellation Policy**

- Cancellations up to 24 hours before the scheduled start time will receive a full refund. For cancellations made less than 24 hours before the scheduled start time, the \$99 deposit will be forfeited and will be charged for 2.5 hours, covering the minimum 2 hours plus 30 min time.

## **10. \$99 Booking Deposit (Local & Country Moves)**

- A \$99 deposit secures your local or country move. If you need to change the date or time, the deposit is not forfeited and will be applied to the new slot. Cancellations with at least 24 hours' notice will receive a full refund.
- This deposit ensures priority booking, guaranteeing your specified move date and time. The deposit is not deducted from the total invoice.

## **11. 10% Deposit (Interstate Moves)**

- For interstate moves, a 10% deposit is required upfront, with the balance due on the day of the loading once the truck is fully loaded.

## **12. Additional Resources**

- If the job requires more resources than initially estimated, such as an extra truck or additional labor, extra charges will apply. The client will be informed of the rates and can choose to proceed with additional resources, continue with the current resources, or prioritize specific items to move.

## **13. Arrival Windows**

- Standard arrival times for local and country moves are between 7:30 - 8:30 am (morning) or 12:00 - 2:30 pm (afternoon). Specific arrival times can be arranged upon request.
- Interstate move arrival times for loading and unloading may vary due to factors like job completion, driving restrictions, detours, weather, and roadworks. Please notify our office if you need specific dates and times, and we will strive to accommodate your request.

## **14. Parking Requirements**

- Adequate legal parking must be provided for our vehicles. Parking fines or fees incurred will be added to the total job cost.



Box Hill South VIC 3128  
(03) 8658 2124  
[admin@triple7removals.com.au](mailto:admin@triple7removals.com.au)

## **15. Packing Materials**

- Triple 7 Removals provides shrink wrap, mattress protectors, tie-downs, and pads. Boxes and packing paper are supplied only for packing and move services, as detailed in your quote and additional charges apply.

## **16. Inventory & Volume Estimates**

- We use various platforms and internal tools to estimate the size of your move. These estimates are guidelines and subject to change. If the volume exceeds the initial quote, additional charges will apply.

## **17. Furniture Assembly & Disassembly**

- We offer assembly and disassembly of furniture, including washing machine connections, as complimentary services. Note that we are not licensed plumbers or professional handymen and may refuse to perform services beyond our capabilities.

## **18. Use of Toll Roads**

- Any toll road charges incurred during the move will be passed on to the customer at cost. Heavy-duty vehicles often incur higher toll fees.

## **19. Refusal of Work**

- We reserve the right to refuse any job or specific items if deemed hazardous or beyond our capabilities.

## **20. Contesting the Final Bill**

- Any disputes regarding the final bill will be reviewed for administrative errors. If unresolved, the crew will remain 'on the clock' until payment is made in full. Unresolved issues can be escalated to our support team for resolution.

## **21. End of Job Walk-Through**

- We recommend a property walk-through upon job completion. Any issues must be highlighted before our team leaves the premises. Once the job is signed off, we are not liable for any damages.

## **22. Insurance**

### **Property & Public Liability Damage**

Triple 7 Removals maintains a comprehensive Public Liability Insurance policy with coverage up to \$5 million. This insurance covers serious property damage and any injuries or death resulting from our moving services.



Box Hill South VIC 3128  
(03) 8658 2124  
[admin@triple7removals.com.au](mailto:admin@triple7removals.com.au)

For approved claims, the options available include:

Monetary Compensation: Based on the market value, wear & tear, and depreciation.

Repair: Repairing the damage to as close as possible to its original condition using reputable repairers.

Replacement: Replacement if a repair cannot be performed (considering market value, wear & tear, and depreciation).

Exceptions: The following are not covered under our Property & Public Liability Insurance:

- TVs not packed in their original box
- Boxes and the contents of boxes not packed by Triple7 Removals
- Stone, granite, composite, or similar items
- Pot plants
- Furniture with elements of rotten and decaying wood
- Items with internal faults or that are inherently fragile
- Front load washers without transit bolts in place
- Furniture designed to be flat packed or made of pressed wood, such as those commonly sold by Ikea, Fantastic Furniture, or similar retailers. We recommend disassembly of such items before moving to reduce risk.
- Any item or furniture that is inherently susceptible to damage no matter how carefully we move them.
- Any case where the customer refuses our recommendation as to the safest way of moving an item.

While we can still move these items at your own risk, we will take relevant precautions such as using heavy-duty blankets or shrink wrap padding to offer maximum protection.

If you require full comprehensive removals insurance for your move, we recommend contacting a specialist insurance provider.

## **23. Important Notice**

- By confirming a booking with us, you agree that you have read and understood our Terms & Conditions, and accept full responsibility for following them before we start our services.