



Rapid Removals Scotland

Terms and Conditions of Service Agreement

This Agreement is made between:

Service Provider: Rapid Removals Scotland

Registered Address: 20D Broad street, Stirling FK8 1EF

Contact Email: Contact@rapidremovalsscotland.com

Client: [Insert Client Full Name]

Client Address: [Insert Client Address]

Contact Number: [Insert Phone Number]

1. Services Provided

Rapid Removals Scotland agrees to provide the following services as agreed in the quotation and confirmed by the booking:

- Domestic and commercial removals
- Packing and unpacking services
- Furniture disassembly and reassembly
- Temporary storage
- Waste disposal

Optional services may be included upon prior agreement and may be subject to additional charges.

2. Booking and Deposits

- A non-refundable deposit of £100 is required to secure the booking.
- The remaining balance is due upon completion of the move
- Cancellations within 72 hours of the move date will result in loss of the deposit.

3. Access and Client Responsibilities

The client agrees to:

- Ensure unrestricted access to the property at both pickup and drop-off locations.
- Arrange necessary parking or permits.
- Be present during the move or appoint a responsible representative.
- Ensure all items are properly packed unless packing services are included.

4. Inventory and Valuables

- Clients must provide a detailed inventory prior to the move.
- Rapid Removals Scotland is not liable for:
 - Cash, jewellery, important documents, or fragile items not packed by our team.
 - Items not listed on the inventory.



5. Insurance and Liability

- Goods in Transit Insurance is included, covering up to £100,000.00 per move.
- Additional insurance may be arranged at the client's request.
- We are not liable for:
 - Damage due to improper packing by the client.
 - Delays or damage caused by external factors

6. Delays and Postponements

Additional charges may apply if:

- The move is delayed due to client unpreparedness.
- There are key collection delays (waiting time is charged at £X per hour after 30 minutes).
- The job extends beyond scheduled hours.

7. Cancellations and Refund Policy

- Cancellation notice must be provided by email or direct contact with a member of team.
- Refunds are issued as follows:
 - More than 7 days before move: full refund
 - 2 to 6 days before move: 50% refund
 - Less than 72 hours before move: no refund

8. Disclaimers

- We reserve the right to refuse service in unsafe or hazardous conditions.
- Subcontractors may be used for certain services.
- We are not responsible for any items left outdoors, such as garden ornaments or plant pots, unless explicitly noted.

9. Complaints and Disputes

- Complaints must be submitted in writing within 7 days of the service date.
- Any disputes will be governed by the laws of Scotland.

10. Agreement and Signatures

By signing below, both parties acknowledge and agree to the terms outlined in this agreement.

Client Signature: _____

Date: _____

Rapid Removals Scotland Representative: _____

Date: _____