Terms & Conditions

HOUSE REMOVAL, STORAGE & RELOCATION SERVICES
LONDON, UNITED KINGDOM

Fastiya LOGISTICS
YOUR CONVENIENCE, OUR PRIORITY

These terms and conditions are designed to ensure a smooth, safe, and transparent moving experience for both our customers and our team.

MOVE DAY OVERVIEW

- We aim to start early in the morning between 8–9am, unless otherwise arranged.
- The cost of the move is based on the information provided and, where applicable, the survey conducted. While surveys are carried out as accurately as possible, they are an estimate and minor variations may occur. However, the agreed price will remain the same unless there is a significant change in the scope of the move (e.g. additional items or services requested on the day).
- The removal team is entitled to a twenty-minute break within a 4-hour period.
- Due to safety reasons, our removal team will not remove their shoes while the move is being carried out. Customers are advised to use protective covers to prevent any damage to carpets or floors, or we can arrange carpet protection upon request.
- Arrival/departure times are estimates unless a written timescale is expressly agreed.
- If an agreed written schedule is missed due to reasons within our control, we will reimburse reasonable expenses arising from that delay.
- If delivery cannot be made through no fault of ours, we will place goods into storage at your expense, thereby fulfilling our removal obligation. We will agree the cost with you before doing so.
- In the event of breakdown/accident we will attempt to supply a replacement vehicle or agree alternative arrangements.
- We are not responsible for delays caused by events outside our reasonable control, such as severe weather, road closures, heavy traffic or strikes. If such a delay lasts more than 4 weeks, either party may cancel the booking by giving 7 days' notice in writing.

CUSTOMER RESPONSIBILITIES

- Please ensure adequate parking is available for the removal van at both locations during the move. Parking arrangements, permits, and suspensions are solely the customer's responsibility. Any parking penalties incurred will be the customer's responsibility.
- An itemised inventory list must be provided prior to the move for insurance purposes, and an inventory must be provided for any items placed into storage.
- Declare the value of goods and identify any single items valued over £500 for insurance purposes.
- You are responsible for properly packing any goods that you pack yourself. Items packed by the customer (self-packed goods) are excluded from our insurance cover.
- Obtain all documents/permissions needed for the move and be present (or appoint a representative) at collection and delivery to ensure nothing is taken/left by mistake and rooms are correct.
- Prepare and stabilise appliances (fridge/freezer must be defrosted; do not switch on for 24 hours after delivery).
- Provide a contact phone number and address where we can reach you while your goods are in transit or in storage.
- Check that the property and our vehicles are clear of your belongings at the end of the job.
- You confirm you own the goods or have authority from the owner to enter into this contract. You are liable for any claims, losses or costs if this proves untrue.

ITEMS WE CANNOT MOVE

- Money, jewellery, deeds, passports and other valuables should be carried by the customer.
- Flammable or dangerous goods, including petrol, oil-based paints, gas bottles, aerosols, fireworks and chemicals.
- Perishable food, liquids that have been opened, plants and live animals.
- Stolen or illegal goods of any kind.
- If any of these items are included without our knowledge, we accept no responsibility for them, and any damage, costs or fines they cause will be the customer's responsibility.

PACKING & HANDLING

- We cannot be held responsible for any damage to packed items not handled by us, nor for any issues arising from packing materials not supplied by us.
- We cannot be held responsible for any damage that may occur if customers/those on behalf of customers engage in partial loading/unloading of goods.

ACCESS, SPACE & SPECIAL REQUESTS

- We are not responsible for any damage that may occur due to unusual requests, such as moving furniture out of windows, removing the doors of American fridges, or where there is not enough room to manoeuvre goods due to the narrow dimensions of doors, windows, stairs or hallways.
- If the distance between the premises and the vehicle exceeds 15 metres, additional charges may apply.
- We do not clear snow, ice or other obstructions from driveways or access areas at either address.

SPECIALIST SERVICES

- We do not disconnect or reconnect white goods, cookers or other appliances, or any items with electrical components, integrated wiring, lighting, plumbing or specialised fittings, unless agreed in advance. These require a qualified technician, which the customer must arrange.
- We do not remove or lay floor coverings, or take down or re-hang curtains and blinds.
- We will not move items our crew reasonably believes are unsafe to move, or may cause damage without specialist equipment or structural changes.

CHANGES, EXTRAS & DELAYS

- Additional items or services not included in the quotation may result in revised charges.
- Extra floors or access difficulties may incur additional costs.
- Waiting time is not included in the quote. The first two hours of waiting after loading are free; after that, waiting is charged at £100 per hour per van. This applies to any delay caused by the customer, including late key collection, waiting for access, incomplete packing or the property not being ready.
- Late working surcharges may apply for work after 6:00 pm unless otherwise agreed.
- We reserve the right to sub-contract some or all of the work. These Terms apply in full to any sub-contracted services.

PAYMENT & CANCELLATIONS

- A 20% deposit is required to secure the booking, payable within 24 hours of accepting the quote. The date is not held until the deposit is received.
- The remaining balance must be paid on the move day prior to unloading of the goods.
- More than 7 days before the move: the deposit can be moved to a new date or refunded in full.

- 3 to 7 days before the move: the deposit is held and moved to a new date, subject to availability.
- Less than 3 days before the move: the deposit is non-refundable.
- Customers cannot deduct money from the agreed sum. Any dispute about the service should be raised through our claims process below.

NON-PAYMENT & CONDUCT

- We reserve the right to withhold goods if payment is not received. Goods held due to non-payment will incur storage charges.
- If payment remains outstanding for more than 28 days, we will write to you, and may then sell the goods to recover the amount owed.
- We reserve the right to discontinue services in cases of abuse or aggression.

DAMAGE, CLAIMS & INSURANCE

- Damage discovered on the day should be brought to the crew's attention immediately.
- We shall only be liable for damage to premises where it has been caused by our negligence. Such damage must be recorded on the visual inspection or job report at the completion of the job and confirmed to us within 24 hours.
- Damage to belongings must be reported within 24 hours of completion of the service.
- All claims must be made in writing within 7 days of the move; claims made after this period will not be considered (insurer requirement).
- Goods in transit cover is £50,000 per vehicle, unless higher cover is arranged in writing.
- We may repair, replace or compensate items as appropriate.
- We are not liable for indirect or consequential losses (such as loss of earnings), or for the depreciation of items.
- We are not liable for loss or damage caused by fire; normal wear and tear; gradual deterioration; leakage or evaporation; vermin or infestation; electrical or mechanical faults without external impact; self-packed contents within wardrobes, drawers, packages or appliances; or any damage, delays or issues caused by lifts or communal areas being broken, unavailable or unsuitable for use.
- Minor scratches, dents or chips to furniture are not covered unless a condition report is requested before collection.

COMPLAINTS

- If you are unhappy with our service, please contact us in writing at info@fastiya.com. We will respond within 5 working days with a proposed resolution.

GENERAL

- These Terms, together with our quotation, constitute the entire agreement and supersede all verbal statements. Any variation must be agreed in writing.
- Nothing in these Terms affects your statutory rights as a consumer under UK law.
- This contract is governed by the laws of England and Wales.
- By booking our services, you confirm you have read and accepted these Terms.