# Terms and Conditions

## C&S FREIGHT LIMITED

Effective Date: [Insert Date]

### 1. Definitions

“We”, “Us”, “Our” refers to C&S FREIGHT LIMITED.  
“You”, “Your” refers to the customer using our services.  
“Goods” refers to all items being moved, handled, stored, or transported on your behalf.

### 2. Services Provided

C&S FREIGHT LIMITED offers professional house removals, furniture moving, emergency relocation services, and related logistics support. All services are provided as agreed upon in your confirmed quotation or service agreement.

### 3. Quotation and Booking

- All quotations are valid for 14 days and are based on the information provided by you.  
- Any additional time, distance, or labour not disclosed at the time of booking may incur extra charges.  
- A booking is only secured upon written confirmation and, if required, a deposit.

### 4. Cancellations & Postponements

- Cancellations with more than 48 hours’ notice incur no charge.  
- Cancellations made within 48 hours of the scheduled job may result in a charge of up to 50% of the quoted fee.  
- If we arrive and cannot carry out the move due to customer fault (e.g. property not ready or no access), a call-out fee may apply.

### 5. Insurance and Liability

- We provide Goods in Transit Insurance up to £50,000 per load.  
- This insurance covers damage or loss caused by:  
 - Road traffic accidents  
 - Fire  
 - Theft while under our control  
 - Negligence by our staff  
  
Not covered:  
- Owner-packed items, unless damage is proven due to our mishandling  
- Money, jewellery, watches, documents, or fragile/valuable items not declared in advance  
- Pre-existing damage or wear and tear  
- Delays or consequential losses  
  
NOTE: You may request extended coverage or declare specific high-value items in writing prior to the move.

### 6. Your Responsibilities

You must:  
- Prepare and pack your goods securely (unless you have booked our packing service)  
- Ensure access and parking are available at both collection and delivery points  
- Inform us of:  
 - Any special care items (antiques, fragile items, pianos, etc.)  
 - Difficult access or large items requiring special equipment  
 - Items of value exceeding £1,000

### 7. Delays and Force Majeure

We are not liable for delays due to:  
- Weather conditions   
- Traffic incidents   
- Vehicle breakdowns   
- Road closures   
- Third-party delays or interference  
  
In such cases, we will notify you and reschedule or proceed as soon as safely possible.

### 8. Storage (If Applicable)

- If we store your items, you must ensure payments are up to date.  
- We reserve the right to withhold goods for non-payment.  
- Stored items are insured under separate terms—please request a copy if needed.

### 9. Loss or Damage Claims

- Any claims must be made in writing within 48 hours of delivery.  
- Claims must include:  
 - Description of the issue  
 - Photos of the damage  
 - Proof of value (receipts or estimates)  
  
Our liability is limited to repair, replacement, or compensation up to the item’s value and within the insurance limit.

### 10. Payments

- Full payment is due on completion of the service unless otherwise agreed.  
- Accepted payment methods: Bank transfer, debit/credit card, or cash.  
- Late or withheld payments may incur interest and recovery fees.

### 11. Right to Refuse or Terminate

We reserve the right to cancel or stop work if:  
- The environment is unsafe  
- The job involves illegal or hazardous materials  
- Our staff are subject to abuse or threats

### 12. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes will be resolved in the UK courts.

### Company Information

C&S FREIGHT LIMITED  
Company No: [Your Company Number]  
Phone: [Your Phone Number]  
Email: [Your Email Address]  
Website: [Your Website]  
Registered Address: [Your Company Address]