# 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]