



# RICHARD HEALEY

## REMOVALS LTD

INNOVATIVE SOLUTIONS

### Important Information

Thank you for asking Richard Healey Removals Ltd to quote for your removal. You will find enclosed our detailed quotation, which we hope you will find acceptable.

Please call us if you have any question or queries about your move. If you would like to book our service's please telephone the office on 01505 502 220 to confirm your preferred date(s) are available.

### Payment

Payments should be made to Richard Healey Removals Ltd, Santander PLC, SC 09-01-50, Acc no. 03710556 Unless otherwise agreed by Us in writing, payment is required in full by cleared funds at the time of booking the removal or storage period. Such advance payments are protected under the Advanced Payment Guarantee Scheme as detailed in the BAR Code of Practice. Please ensure that your name and client ID appears on the transfer.

### Waiting time waiver charge

You should be aware that if the keys for your new property are not available by the contracted time, a waiting time is charged according to the length of delay in gaining access to the delivery address. In order to avoid this unnecessary worry this service charge can be waived for a one off payment of £80 + VAT totaling £96 covering your delay until 5pm.

### Code of Practice

Through membership of the British Association of Removers Richard Healey Removals Ltd work to the BAR code of practice, which covers private domestic removals within the UK. Through this program and through this TSI Approved Consumer Code of Practice Scheme BAR constantly seeks to raise standards in the industry so customers may receive the best possible service.

We will be pleased to provide a copy of the full code upon request or you may download it from:

[https://bar.co.uk/wp-content/uploads/2017/05/BAR\\_TSI-CODE-OF-PRACTICE-approved-by-Board-20-July-2017.pdf](https://bar.co.uk/wp-content/uploads/2017/05/BAR_TSI-CODE-OF-PRACTICE-approved-by-Board-20-July-2017.pdf)

### Complaints handling procedure

In the unlikely event you do have a complaint please notify Richard Healey Removals Ltd in writing within 7 days of delivery or call us on 01505 502220 immediately, we will then follow our complaints procedure to efficiently resolve this matter detailed in section 7 and 8 of the BAR code of practice.

### Cancellations and claims

All work is carried out under British Association of Removers terms and conditions a copy of which is enclosed. We particularly draw your attention to section 7 relating to cancellation or significant alteration by the member and the provisions for refunding pre-payments and deposits.

### Liability

The Price(s) outlined within our quotation includes an option for Standard Liability for cover under our policy for loss of or damage to your goods whilst they are in our care, custody or control, subject to you providing us with a declaration of the value of your goods, as outlined within clause 9 of our trading conditions.

Should you not wish to accept Standard Liability or fail to declare a value of your goods, our liability to you will be limited in line with clauses 9,10 & 11.

We would be pleased if you would accept our quotation, and would appreciate the return of our acceptance form at your earliest convenience, so efficient arrangements may be made in good time.

Assuring you of our best service  
Richard Healey



BS EN 12522  
BS 8522  
BE EN 14873  
BS EN 15713  
ISO 9001  
ISO 14001  
OHSAS 18001