

1. Andrews Removals Limited. T/A Andrews Rescue & Recovery Vehicle terms and conditions

2. By placing a booking with us you are deemed to have fully accepted our terms and conditions.

2.1 You must take all precautions for your own safety and that of any occupants of your broken down vehicle at all times.

3. Andrews Removals Limited shall not be liable for loss of or damage to any vehicle prior to loading or unloading from the transporting vehicle however any such loss or damage should arise, other than by our negligence when handling vehicles held by us. Andrews Removals Limited does not accept any responsibility for the loss of or damage to the contents of any vehicle at any time, it is deemed that the customer has removed all valuable personal belongings and contents from the vehicle before the vehicle is loaded on to our truck or handed over to our driver.

4. The confirmation of booking or our acceptance to transport a vehicle does not imply that the vehicle will actually be loaded. Actual loading and/or delivery will depend on any circumstance, which may prevent Andrews Removals Limited from reaching the collection point or destination and actually loading / unloading the vehicle. We reserve the right to cancel or delay any shipment without penalty and / or liability.

5. Payment

5.1, All bookings must be paid for in advance prior to any work that has been booked or at the time the vehicle is handed over, we accept payment via Debit/credit card. We encourage debit cards for payment where possible and the vehicle will not be offloaded until payment has been received first.

5.2, As soon as a payment is made for your roadside breakdown/recovery the job is LIVE and considered CONFIRMED, therefore help is on the way.

5.3, Please note that ALL payments are NON refundable should you cancel for ANY reason.

5.4, If Andrews Removals Limited are instructed to collect a vehicle on or after any particular day/time, yet are unable to collect the vehicle due to the vehicle being unready at the collection point or funds being uncleared or any other reason out of our control, then the contract shall be deemed terminated and Andrews Removals Limited shall be entitled to claim full payment for the transportation order.

5.5 Andrews Removals Limited reserves the right to charge the customer for any costs incurred by Andrews Removals Limited during the transportation of your vehicle such as congestion charges, toll charges, ferry charges, low emission zone charges etc.

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5.6 Our driver(s) will wait for a maximum of 30 minutes, if the driver is required to wait any longer, then a waiting charge shall be applied. The charge is currently 48.00 per hour for each driver. Drivers reserve the right to refuse the loading of a vehicle if it is considered by him/her unsafe to do so, for whatever reason, the driver has absolute discretion on the

6. During our period of responsibility which is whilst the vehicle is loaded on our truck, all vehicles are covered by our 'Goods In Transit' insurance, a copy of which is available on request. Any additional insurance required for loads in excess of our 'Goods in Transit' insurance, will be negotiated and may be invoiced separately.

7. Whilst every effort is made to keep promising delivery schedules, Andrews Removals Limited will not be held responsible for late or failed collections or deliveries due to unforeseen circumstances beyond our control such as road works, traffic accidents, breakdowns or adverse weather conditions etc.

8. Any damage not notified on the delivery note, will not be accepted by us, unless we are notified in writing within 24 hours of the delivery, and the damage can be viewed by us, prior to any repairs. Any damage notified to us on the delivery note will require estimates to be submitted within 7 days and we reserve the right to retain any replaced parts, as proof of damage, Andrews Removals Limited will not provide or be liable to any hire cars or replacement vehicles or compensation whilst the vehicle is being repaired. Andrews Removals Limited will not be held responsible for any damage that cannot be attributable to negligence on behalf of Andrews Removals Limited or their staff for example Acts of God such as Storm damage, Bird Strike, Bird Droppings, stone chips, acts of vandalism not preventable by Andrews Removals Limited.

8.1, Andrews Removals Limited will not provide or be liable to any hire cars, replacement vehicles or compensation whilst the vehicle is being recovered.

9. Cancellation and Refund Policy.

9.1 Andrews Removals Limited have the right to charge the full call out charge or the full cost advised at the time of the booking for the specific booking once at location of the vehicle to be transported / recovered even if the customer decides not to have the vehicle transported or recovered. No refunds will be given for cancellations made less than 48 hours prior to the agreed transport date if a booking was made in advance. No refunds will be given after the vehicle has been transported. No refunds will be given for any change made by the customer to the collection or delivery address.

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