

## CLEARANCE TERMS & CONDITIONS

These terms & conditions are designed to ensure there is no confusion about what our service includes and excludes. If you are unclear about any element, please contact us for clarification.

Our contact number is 0845 009 4219

These terms & conditions may be changed with the agreement of both the customer and The Shifters Ltd. Please notify us if you wish to make any changes at the time of booking but before submitting your deposit. By confirming a booking with The Shifters Ltd. you are agreeing to the following terms and conditions.

- 1) The Shifters are registered with The Environment Agency for standard and hazardous waste transportation. Our licence number is EAN/931951. This licence ensures we adhere to all correct and lawful procedures for removal and disposal of waste. Please be aware that if you instruct a non-regulated clearance company to dispose of your waste and that company is involved in fly-tipping (illegal disposal), you could be liable for a fine of up to £5,000 if the waste is traced back to you.
- 2) We have a 100% recycling policy and unless logistically impractical, we never dispose of waste in land-fill sites. We will also try to find a home for furniture which may be salvageable.
- 3) Where we have not conducted a physical inspection of the property prior to clearance, our estimate is not fixed and will be subject to change if the inventory of items for disposal has been under-estimated or mis-described by the customer. As a matter of goodwill, we do use discretion on excess items and generally, there is no additional charge if you have forgotten one or two smaller items from your clearance inventory.
- 4) We cannot remove paint, creosote, corrosive/noxious liquids, gas canisters or medical waste without prior notification from the customer.
- 5) Certain items that require specialised disposal will be quoted separately and will not be included within a general quote. Such items include fridges, freezers, car batteries, pianos, bagged building waste, larger electrical equipment, large quantities of PC equipment/monitors and any item considered hazardous.
- 6) All building and garden waste should be bagged or boxed prior to removal.
- 7) Unless agreed by ourselves in advance, our quote does not include dismantling any items. If an item was constructed in situ and cannot be removed in one piece, please advise us at the time of quotation so we can make a time and cost allowance for dismantling.
- 8) Unless agreed in advance, our quote does not include packing of waste items. All smaller items should be boxed or bagged ready for collection. We do provide a full packing service for circumstances where kitchen contents, personal effects, etc are still present in the property and require packing so please advise us at the time of quotation.
- 9) The customer is responsible for advising us if we cannot park our vehicle within 20 meters (65ft) of the main entrance to the property/building. Should we be unable to park our vehicle within the maximum distance you will be liable for a surcharge to cover the extra time it will take to load your waste. Any parking charges or fines will be the responsibility of the customer unless unreasonably incurred.
- 10) The customer is responsible for advising us if there are any known circumstances which may hinder our crew during the clearance.
- 11) If the waste is being removed from an apartment or flat above first floor, please advise us at the time of quotation. You should also advise us of any restrictions on access through communal areas.
- 12) By paying a deposit for your clearance you acknowledge that you have legal right to administer clearance and indemnify The Shifters Ltd against any claim from a third-party claiming ownership of waste items.
- 13) The Shifters Ltd will assume full legal ownership and responsibility for all waste items excluding unlawful or noxious items once our vehicle leaves the clearance property/site.
- 14) All invoices must be settled on the day of completion of your clearance unless you have an account or have agreed alternative payment conditions in advance.
- 15) Our current rate for clearing general domestic waste is £80.00 plus VAT per 100 cubic feet.
- 16) By paying a deposit for a quoted clearance, you are agreeing to all of the above terms and conditions.
- 17) This contract is subject to the Law and Jurisdiction of England.