Ref. No. : #ZML306240011

Zuberi Movers - Terms and Conditions

1. Introduction

By using Zuberi Movers' services, you agree to the following terms and conditions. These terms govern the rights and responsibilities of both Zuberi Movers and its clients. Our aim is to ensure a smooth and efficient moving process while maintaining high service standards.

2. Service Agreement

All moving services are subject to availability and confirmation. A confirmed booking is required before any services are rendered. Clients must provide accurate details about their moving requirements, including dates, locations, and inventory lists.

2.1 Scope of Services

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-Local Move
-Inter-county Move
-Office Move
-International Relocation
-Packing and Storage Services
-Tv, Portrait & Curtain rods Mounting
-Proffessional electrical Services
-New Furniture Assembly
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3. Client Responsibilities

Clients must ensure that all items are accessible to be packed securely before the scheduled move. Special handling requirements should be communicated in advance. Clients are responsible for providing accurate information regarding the items to be moved and ensuring that fragile or high-value items are properly protected.

3.1 Packing and Preparation

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Clients are responsible for ensuring that:
    - All items are accessible and ready before the movers arrive.
    - Fragile items are securely wrapped.
    - Personal items and alcohols are not included in the move.
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3.2 Access and Permissions

Clients must ensure clear access to pickup and delivery locations. If special permissions, such as parking permits or elevator reservations, are needed, clients should arrange these in advance.

4. Liability and Damages

Zuberi Movers takes all reasonable precautions to handle items with care but is not liable for damages resulting from improper packing by the client or pre-existing damages. Clients are encouraged to obtain additional insurance coverage for valuable items.

4.1 Handling of Goods

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Our movers take extra care to ensure:
- Items are loaded and unloaded safely.
- Large furniture is protected from scratches and damage.
- Appliances are moved with caution.
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4.2 Limited Liability

Zuberi Movers' liability is limited to basic coverage. Clients seeking full value protection must obtain additional insurance.

5. Payment Terms

Full payment is required before or upon completion of the move. Failure to make timely payment may result in additional charges or service cancellation. Payment options include cash, bank transfer, or approved digital payments.

5.1 Pricing Structure

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Our pricing is based on:
- Distance of the move.
- Volume and weight of items.
- Additional services such as packing or temporary storage.
- Required labour
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5.2 Late Payment Fees

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Failure to pay within the agreed timeframe may result in:
- A late payment fee of 5% per day.
- Potential legal action if payment is not received within 30 days.
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6. Cancellations and Rescheduling

Cancellations must be made at least 48 hours in advance. Late cancellations may incur a fee. Rescheduling is subject to availability and must be communicated promptly.

6.1 Refund Policy

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- Full refunds are available for cancellations made within the
allowed timeframe.
- Partial refunds may be issued for late cancellations,
depending on circumstances.
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7. Safety and Access

Zuberi Movers reserves the right to refuse service if conditions at the pickup or drop-off locations are unsafe. Clients must ensure clear access and provide necessary parking arrangements.

7.1 Weather and Unexpected Conditions

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- Moves may be rescheduled due to extreme weather.
- Clients will be notified in advance if adjustments are required.
- In case of natural disasters, moves may be postponed
without penalty.
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8. Claims and Disputes

Claims for lost or damaged items must be reported within 24 hours after the move. Any disputes will be assessed based on the provided inventory list and service agreement.

8.1 How to File a Claim

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- Contact our customer service team.
- Provide a detailed report with photos (if applicable).
- Allow 7–10 business days for review.
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8.2 Dispute Resolution

- Disputes will be handled through mediation first. - If unresolved, legal action may be taken under local jurisdiction laws.

9. Restricted Items

Zuberi Movers does not transport hazardous materials, illegal substances, perishable goods, or items exceeding specified weight and size limits.

9.1 List of Prohibited Items

- Flammable liquids and explosives.
- Illegal substances.
- Perishable food and plants.
- Live animals or pets.
- Firearms and ammunition.

10. Insurance and Coverage

Clients are advised to obtain insurance for high-value and fragile items. While Zuberi Movers takes precautions to ensure safe transport, liability is limited to basic coverage as outlined in the service agreement.

10.1 Insurance Options

- Basic liability coverage (included in standard services).
- Additional coverage available upon request.
- Clients must declare high-value items in advance.

11. Agreement to Terms

By using our services, clients acknowledge and accept these terms and conditions. Zuberi Movers reserves the right to update or modify these terms at any time.

12. Additional Services

12.1 Storage Options

Clients requiring temporary storage can request a customized quote.
 Storage fees depend on:
- Duration of storage.
- Volume of stored items.
- Security measures required.

12.2 Packing Assistance

- Professional packing services are available.
- Packing materials can be provided at an additional cost.
- Unpacking services available upon request.

13. Customer Support

For any inquiries, concerns, or claims, please contact:
- Email: info@zuberimovers.co.ke
- Phone: +254-759724068 / +254-758501290
- Office Address: BAVARIA BUILDING, KIWANDANI, KILIFI, KENYA.

14. Privacy Policy

- Client information will be kept confidential.
- Data is used solely for service-related purposes.
- No client data will be shared with third parties without consent.

15. Governing Law

These terms and conditions are governed by local laws applicable in the region of service. Any disputes shall be resolved in a court of competent jurisdiction.