

National Removals and Storage

Master Terms and Conditions

Trading name: National Removals and Storage
Company: LJS Transport Ltd
Company number: 16833077
Website: <https://nationalremovalsandstorage.co.uk>
Email: sales@nationalremovalsandstorage.co.uk
Telephone: 0800 047 2607

Terms version: v1.0
Effective date: 5 May 2026

Important notice

These Terms and Conditions form part of the contract between you and LJS Transport Ltd trading as National Removals and Storage. By accepting a quotation, booking a service, paying a deposit, making a payment, or allowing us to begin work, you agree to these Terms and Conditions together with the quotation, service option, selected line items, and any written amendments agreed by us.

These Terms and Conditions apply to domestic removals, pre-load services, packing services, hourly services, storage-related services, office/commercial removals, European/international removals where applicable, and any ancillary services we agree to provide.

Where a specific quotation or written agreement conflicts with these Terms and Conditions, the specific written agreement will apply only to the extent of that conflict.

1. Definitions

In these Terms and Conditions:

“We”, “us”, “our”, “the Company” means LJS Transport Ltd trading as National Removals and Storage.

“You”, “your”, “the customer”, “the client” means the person, business, organisation, or authorised representative who requests, accepts, books, pays for, or receives our services.

“Quotation” means any written quotation, email quotation, portal quotation, PDF quotation, or other written pricing document issued by us.

“Accepted quotation” means a quotation accepted by you through our client portal, in writing, by email, by payment of a deposit, or by any other method we agree to accept.

“Service option” means the service level selected by you, including Essential, Standard, Premium, or any other service level stated in the quotation.

“Service line”, “line item”, or “selected service” means the specific services included in your quotation, such as Move Day, Pre-load, Packing, Storage Collection, Piano Move, Motorcycle Move, Single Item Move, or any other service listed in the quotation.

“Move Day” means the main removal day on which your goods are transported from the collection address to the delivery address.

“Pre-load service” means a separate loading service before Move Day, normally used where goods are loaded into a vehicle, storage unit, container, or other agreed location before the main Move Day.

“Packing service” means a service where our crew packs agreed goods into boxes, wraps items, or prepares items for removal, subject to the agreed scope.

“Hourly service” means a service charged by time, usually by the hour or part-hour, as stated in the quotation.

“Goods” means all furniture, contents, boxes, items, equipment, packages, cartons, containers, or other things that we agree to move, handle, pack, store, load, unload, or transport.

“Item” means an individual object, package, box, container, carton, parcel, or other unit of goods handled by us.

“Normal working hours” means 08:00 to 18:00 unless otherwise stated in your quotation.

“Client portal” means the online account area where you may view, choose, accept, and manage your quotation or booking.

2. Scope of these Terms

These Terms and Conditions apply to all work carried out by us, including but not limited to:

1. House removals.
2. Office and commercial removals.
3. Move Day services.
4. Pre-load services.
5. Packing services.
6. Hourly services.
7. Storage collection, storage delivery, or storage-related handling.
8. Single item moves.
9. Specialist item moves, where agreed in writing.
10. Domestic, European, and international removals where applicable.
11. Any additional or ancillary services we agree to provide.

Our quotation and these Terms together form the basis of the contract. Your quote will identify the services included. Services not listed in the quotation are not included unless agreed by us in writing.

3. Our quotation

3.1 Validity

Unless otherwise stated, our quotation is valid for 28 days from the date of issue. If the work is not booked, accepted, or started within that period, we may withdraw, amend, or re-price the quotation.

3.2 What the quotation includes

Your quotation includes only the services, line items, crew, vehicles, hours, days, materials, access assumptions, addresses, and service option stated in the quotation.

The quotation may include separate line items such as:

1. Move Day.
2. Pre-load.
3. Packing.
4. Hourly labour.
5. Vehicle/crew day rate.
6. Storage collection or delivery.
7. Materials.
8. Additional charges such as tolls, fuel, ferry, overnight, waiting, or parking charges where stated.

3.3 What the quotation does not include

Unless specifically stated in writing, the quotation does not include:

1. Customs duties, import duties, taxes, port charges, demurrage, inspections, quarantine charges, or government fees.
2. Parking permits, meter suspensions, fines, congestion charges, clean air zone charges, low emission zone charges, tolls, ferries, or other operational road charges.
3. Specialist lifting equipment, cranes, hoists, external elevators, window removals, door removals, structural alterations, or tradesperson services.
4. Dismantling or reassembling garden furniture, sheds, greenhouses, play equipment, satellite dishes, outdoor structures, paving slabs, planters, or similar items.
5. Taking up or laying fitted floor coverings.
6. Disposal of goods or waste unless stated in writing.
7. Packing materials unless included in the quotation.
8. Insurance above our standard included cover unless arranged and paid for separately.
9. Work outside the agreed scope, addresses, volume, access, time allowance, crew, vehicle, service level, or line items.

3.4 Additional charges

Reasonable additional charges may apply where:

1. The work does not commence within 28 days of acceptance.
2. Our costs change due to fuel, freight, ferry, toll, tax, currency, operational, or legal changes outside our control.
3. The work is carried out on a Saturday, Sunday, public holiday, or outside normal working hours at your request.
4. Collection or delivery is above the ground floor or first upper floor and this was not included in the quote.
5. Parking, permits, meter suspensions, access charges, congestion charges, clean air/low emission zone charges, tolls, ferry charges, or other charges are incurred.
6. There are extra goods, additional loads, extra addresses, or additional services not included in the quotation.
7. Access, stairs, lifts, doorways, roads, drives, parking, or loading positions are unsuitable or materially different from what was disclosed.
8. We cannot load or unload within 20 metres of the main doorway unless this was agreed in writing.
9. There are delays or events outside our reasonable control which increase the time, crew, vehicles, or resources needed.
10. You request access to stored goods or additional handling.
11. You ask us to increase our liability or insurance cover and we agree in writing.
12. We do not receive access to the delivery property, the property is not vacant, or keys are not available at the agreed time.
13. Waiting time, overnight storage, redelivery, additional hourly time, or other operational costs become necessary.

You agree to pay reasonable charges arising from these circumstances.

4. Service options: Essential, Standard and Premium

Your quotation may allow you to choose a service option. The service option changes the commercial terms, flexibility, and service level for the Move Day element of the quotation. Unless stated otherwise, pre-load, packing, materials, storage, tolls, fuel, overnight fees, and other non-Move Day services remain fixed and are not reduced or increased by the service option.

4.1 Essential Move

Essential Move is a best-price fixed-allowance option for straightforward moves. It is suitable where:

1. Your goods are packed, ready, and accessible.
2. The move can be completed within the agreed scope and allowance.
3. Access is straightforward and as described.
4. Flexibility is more limited than Standard or Premium.

Essential Move may involve stricter limits on waiting time, date flexibility, additional work, and late changes. Additional charges may apply where the move exceeds the agreed scope, agreed allowance, access assumptions, or time allowance.

4.2 Standard Move

Standard Move is the recommended option for most home moves. It includes standard support and reasonable flexibility, subject to availability and the agreed scope.

Standard Move is suitable where you want a balanced option between cost, support, and practical flexibility.

4.3 Premium Move

Premium Move provides enhanced support, priority communication, and wider flexibility, subject to availability and the agreed scope.

Premium Move is suitable where you want a more managed service experience or increased flexibility around communication, move planning, or operational handling.

4.4 Move Day service level comparison

Essential, Standard and Premium apply to the Move Day service only. Pre-load, packing, storage, hourly work and other fixed service lines stay the same whichever option you choose.

All fixed price moves include packing materials.

Included on Move Day	Essential	Standard	Premium
Blankets & straps	Yes	Yes	Yes
Floor protection	No	Yes	Yes
Wardrobe boxes	No	Yes	Yes
Soft furnishing / sofa covers	No	Yes	Yes
Full dismantling / reassembly	No	Yes	Yes
Door covers	No	No	Yes
Extra packing materials on move day	No	No	Yes
Cleaning service	No	No	Yes
Unpack service	No	No	Yes
Waiting / key delay charge	GBP 80 p/h	GBP 0 p/h	GBP 0 p/h
Re-delivery if completion fails	No	No	Yes

4.5 Service option limits

Service options do not remove your responsibilities under these Terms. They do not include unlimited work, unlimited waiting, unlimited packing, additional goods, additional addresses, specialist equipment, or services not listed in the quotation.

Where a service option provides flexibility, that flexibility remains subject to availability, operational capacity, property access, diary availability, and reasonable notice.

5. Move Day services

Move Day means the main removal day on which goods are moved from the collection address to the delivery address.

Unless otherwise stated, Move Day services include:

1. Loading agreed goods from the collection address.
2. Transporting agreed goods to the delivery address.
3. Unloading agreed goods into the delivery address.
4. Use of normal removals equipment.
5. Crew and vehicle resources stated in the quotation.

Move Day does not include packing, pre-load, storage, disposal, dismantling/reassembly, specialist lifting, additional addresses, materials, or other services unless included in the quotation.

Service option pricing applies only to Move Day lines unless the quotation states otherwise.

6. Pre-load services

A Pre-load service is a separate service before Move Day. It may involve loading goods into a vehicle, container, store, garage, storage unit, or other agreed location.

Unless stated otherwise:

1. Pre-load is charged separately from Move Day.
2. Pre-load is not adjusted by Essential, Standard, or Premium service option pricing.
3. Pre-load may be charged hourly or as a fixed line item, as stated in the quotation.
4. Pre-load does not include packing unless a packing line item is included.
5. Pre-load does not guarantee overnight storage unless this is agreed and priced.
6. If goods remain in our vehicle or care overnight, overnight fees, insurance limitations, access requirements, and redelivery terms may apply.

7. Packing services

Packing services apply only where stated in the quotation.

A packing service may include packing goods into boxes, wrapping agreed items, preparing goods for transit, or part-packing specific rooms or items. The exact scope must be stated in the quotation or agreed in writing.

Unless stated otherwise:

1. Packing is charged separately from Move Day.
2. Packing is not adjusted by Essential, Standard, or Premium service option pricing.
3. Packing may be charged hourly or as a fixed line item.
4. Packing materials are not included unless stated in the quotation.
5. Owner-packed goods are your responsibility except where damage is directly caused by our negligence.
6. Where we are not contracted to pack, you must pack all items that can fit inside our standard removal boxes.
7. Additional packing carried out by us on Move Day may be chargeable.
8. Boxes supplied on Move Day may be chargeable at the rate stated in your quotation or current price list.

8. Hourly services

Where a service is charged hourly:

1. The minimum booking period is 3 hours unless stated otherwise.
2. Time may be charged in 30-minute increments after the minimum booking period.
3. Time may start when our vehicle or crew leaves our depot and end when the vehicle or crew returns to depot, where stated in the quotation.
4. Fuel, travel time, tolls, parking, ferry, waiting, or other operational charges may apply where stated or where reasonably incurred.
5. Hourly services do not include overnight storage unless agreed in writing.
6. Hourly services do not include packing materials unless stated in the quotation.
7. The final cost may vary depending on the actual time required.

9. Your responsibilities

You are responsible for:

1. Giving us accurate information about the goods, volume, access, addresses, floors, lifts, parking, dates, timings, and any special requirements.
2. Ensuring you have authority to instruct us in relation to the goods.
3. Arranging appropriate insurance if our standard cover is not sufficient.
4. Obtaining all permits, permissions, documents, licences, customs documents, parking suspensions, and access permissions needed for the work.
5. Being present or represented throughout collection and delivery.
6. Signing inventories, job sheets, delivery receipts, waybills, or other documents when reasonably required.
7. Ensuring nothing is left behind and nothing is taken in error.
8. Protecting goods left in unattended premises or premises occupied by tenants, contractors, buyers, sellers, estate agents, or other third parties.
9. Preparing, stabilising, disconnecting, emptying, defrosting, and cleaning appliances before removal.
10. Ensuring washing machines, dishwashers, hose pipes, garden equipment, petrol lawn mowers, and similar items are clean, dry, and free from residual fluid.
11. Providing correct contact details during removal, transit, or storage.
12. Arranging transport, storage, disposal, or specialist handling for excluded items.
13. Not submitting dangerous, prohibited, contaminated, illegal, stolen, or excluded goods.
14. Telling us as soon as possible if your move date, access, completion arrangements, or instructions change.

If your quotation does not state a move date, you must email us with your confirmed move date no later than 14 days before the move, unless we agree otherwise in writing.

We will not be liable for loss, damage, costs, delay, or additional charges caused by your failure to meet these responsibilities, except where caused by our negligence or breach of contract.

10. Access, parking and waiting time

You must ensure suitable access for our vehicles, crew, and equipment at all addresses.

You must tell us in advance about:

1. Parking restrictions.
2. Narrow roads or restricted access.
3. Long carries.
4. Stairs, lifts, landings, tight turns, low ceilings, narrow doors, or awkward items.
5. Height, weight, width, or length restrictions.
6. Permits, meter suspensions, access codes, concierge restrictions, estate rules, loading bays, or time restrictions.
7. Completion chain delays, key release risks, or vacant possession risks.

If access is not as described, or if waiting time is caused by circumstances outside our control, additional charges may apply.

If access to the delivery property is not available or the property is not vacant before 4:00pm, we may charge waiting time, additional hourly charges, redelivery costs, overnight storage, or other reasonable costs. Where the service extends past daylight hours, additional charges may apply for safety and operational reasons.

11. Items we do not move or store

Unless agreed in writing by a director or authorised representative, you must not submit the following items for removal or storage:

1. Dangerous, damaging, explosive, flammable, toxic, corrosive, or hazardous items.
2. Gas bottles, aerosols, paints, firearms, ammunition, fuels, oils, fireworks, chemicals, or similar items.
3. Jewellery, watches, precious stones, precious metals, money, deeds, securities, stamps, coins, high-value collections, or similar valuables.
4. Mobile phones, portable media devices, computing devices, or data storage devices unless specifically agreed.
5. Perishable items or items requiring controlled temperature or environment.
6. Goods likely to attract vermin, pests, infestation, contamination, or health risks.
7. Animals, birds, fish, reptiles, or plants.
8. Goods requiring special licence, government permission, export permission, or import permission.
9. Illegal, stolen, prohibited, controlled, or pornographic goods.
10. Garden furniture, pots, plants, brittle outdoor items, or weathered outdoor goods where the condition makes them unstable, unless agreed at your risk.

If you submit such goods without our knowledge, we may refuse to move them, make them available for collection, or seek disposal where lawful. You agree to pay reasonable charges, expenses, damages, legal costs, or penalties incurred as a result.

12. Ownership of goods

By entering into the contract, you confirm that:

1. The goods are your property, or you have full authority from the owner or any person with a legal interest in them.
2. The goods are not subject to any undisclosed legal charge, restriction, ownership dispute, or third-party claim.
3. You have made the owner and any interested party aware of these Terms and Conditions.
4. You will tell us immediately if another person has or obtains an interest in the goods.
5. You will indemnify us against claims, costs, damages, or losses arising if these confirmations are untrue.

If you wish to transfer responsibility to another person, you must tell us in writing and provide their full details. Your agreement remains in force until we accept a replacement agreement in writing.

13. Changing your move date, postponement and cancellation

We understand property completion dates can change. If your moving date changes, you must tell us as soon as possible.

We will try to accommodate a new date, but this is subject to availability, diary capacity, crew availability, vehicle availability, route planning, and operational costs.

If you cancel or postpone an accepted booking, we may charge a reasonable fee based on notice given, work already carried out, resources allocated, administration, diary loss, inability to refill the slot, staff costs, vehicle allocation, and other losses reasonably incurred.

Unless the quotation states otherwise, the following scale may apply:

1. More than 10 days before the work is due to start: no cancellation charge.
2. Between 5 and 10 days before the work is due to start: up to 30% of the relevant removal charge.
3. Less than 5 days before the work is due to start: up to 60% of the relevant removal charge.
4. Within 24 hours of the work starting: up to 90% of the relevant removal charge.
5. On the day the work starts, or after work has commenced: up to 100% of our charges.

These charges do not automatically end our obligation to complete the work or your obligation to proceed with the move where the contract remains active, unless we agree otherwise in writing.

Where you have purchased an agreed cancellation waiver, the waiver terms stated in your quotation or written agreement will apply.

14. Cancellation waiver

Where offered, a cancellation waiver may allow you to postpone your move without certain additional cancellation or postponement charges.

Unless otherwise stated:

1. The cancellation waiver must be purchased and paid before the move date is at risk or before cancellation/postponement has occurred.
2. The waiver does not cover additional services already carried out.
3. The waiver does not cover third-party costs, permits, tolls, ferry, storage, customs, or charges outside our control unless stated in writing.
4. The waiver does not guarantee availability on any replacement date.
5. The waiver applies only to the customer and quotation for which it was purchased.

15. Route, method and shared vehicle space

We may choose the route, method, vehicle, crew allocation, storage location, loading order, and operational method used to carry out the work.

Unless expressly agreed otherwise in writing, vehicle space may be used for goods belonging to other customers where this does not prevent us from carrying out your agreed service.

16. Payment, deposits and balance

16.1 General payment terms

Unless otherwise agreed in writing, payment is required by cleared funds by BACS or another approved method.

For many Move Day services, the balance is due on completion of the move unless stated otherwise.

16.2 Deposit

Unless stated otherwise:

1. Managed Move or fixed Move Day deposit: 25% of the total accepted fee, due 7 days before the move date.
2. Hourly or day-rate deposit: equivalent to 1 hour's charge or the amount stated in the quotation, due 7 days before the move date.
3. International removals may require a higher advance payment as stated in the quotation.

Your move date is not fully reserved until we confirm availability and the required deposit/payment has been received.

16.3 Late payment

If payment is overdue, we may charge interest at 4% per annum above the Bank of England base rate, calculated daily.

If payment is not promptly received after completion of the move, we may charge a late payment administration/storage/holding charge where stated in the quotation or where reasonably incurred.

If payment is not received in full, we may be unable to commence or progress insurance claims relating to lost, stolen, or damaged goods.

16.4 Discounts

Blue Light Card and Mid-Week discounts only apply where expressly shown, agreed, and eligibility is confirmed.

Unless stated otherwise:

1. Discounts apply only to Move Day charges.
2. Discounts do not apply to packing, pre-load, storage, materials, fuel, tolls, parking, waiting time, overnight fees, or other additional services.
3. Discounts may require payment of 100% of the Move Day fee 7 days before the move.
4. Discounts cannot be combined unless agreed in writing.

17. Our right to hold goods (lien)

A lien is the legal right to hold goods until charges are paid.

If you fail to pay charges or other sums due to us, we may withhold some or all goods until payment is received. While goods are withheld, you remain liable for storage charges, handling charges, legal costs, and other costs reasonably incurred in recovering the charges and applying our lien.

These Terms continue to apply while goods are held.

18. Our right to sell or dispose of goods

If charges remain unpaid and goods remain in our custody, we may require you to remove the goods and pay all sums due.

If you fail to do so after reasonable written notice, we may sell or dispose of some or all of the goods where lawful. The cost of sale or disposal will be charged to you. Net proceeds will be credited to your account. If the amount recovered is insufficient, we may seek recovery of the balance from you.

19. Storage and termination of storage

Where storage services are provided, they are subject to these Terms and any separate storage agreement or quotation.

If payments are up to date, storage may be terminated by either party giving reasonable written notice unless otherwise agreed. Where you terminate storage, charges remain payable until the date the notice takes effect or until the goods are released if later.

We may withdraw or suspend services immediately if:

1. Our staff are subjected to verbal or physical abuse.
2. Working conditions are unsafe or hazardous.
3. Staff are threatened, intimidated, or made to feel unsafe.
4. Payment is overdue.
5. Goods are prohibited, hazardous, contaminated, or unlawful.

20. Insurance and liability

20.1 Standard cover

We include £10,000 worth of insurance cover as standard for our removals service, subject to the policy terms, exclusions, excess, and conditions.

Additional cover may be available for an additional premium. You must request this before the move and provide any required declarations.

20.2 Total sum insured

Unless confirmed in writing before the move, the standard sum insured will not exceed:

1. Household removals and storage: £10,000 for any one customer.
2. Office/commercial removals: £10,000 for any one vehicle load.

Additional cover may be available up to a higher limit where agreed and paid for.

20.3 Excess

An insurance excess may apply. Unless stated otherwise, the excess is £250 per claim. A claim is normally defined on a per-client basis, not per item.

20.4 Liability for loss or damage

Our liability is limited as set out in these Terms and any applicable insurance policy.

Unless otherwise agreed in writing, if we are negligent or in breach of contract, our liability may be limited to a fixed amount per item where legally permitted and where reflected in our charges.

We will only accept liability for loss or damage caused by our negligence or breach of contract while goods are in our physical possession, or where loss or damage is caused by our failure to pack goods to a reasonable standard where we were contracted to pack them.

20.5 Goods packed by you

For goods packed by you, we are not responsible for breakage, scratching, denting, chipping, staining, tearing, missing contents, or internal damage unless directly caused by our negligence or by fire, collision, or overturning of the transporting vehicle.

You should provide an itemised list of contents and values where required.

20.6 Damage to premises or property other than goods

If we cause damage to premises or property other than the goods through negligence or breach of contract, our liability is limited to making good the damaged area only where legally permitted.

If we move goods under your express instruction, against our advice, and damage results because of that instruction, we will not be liable for that damage.

Any damage to premises or property should be noted on the job sheet, worksheet, delivery receipt, or similar document as soon as reasonably possible.

20.7 Exclusions of liability

Unless caused by our negligence or breach of contract, we are not liable for:

1. Fire or explosion.
2. Delay or failure caused by war, terrorism, civil unrest, acts of God, adverse weather, port congestion, industrial action, rescheduled sailing or departure times, or events outside our reasonable control.
3. Normal wear and tear, natural or gradual deterioration, leakage, evaporation, damp, mould, mildew, rust, corrosion, tarnishing, or similar deterioration.
4. Moth, vermin, infestation, or pest damage unless from an insured external cause.
5. Cleaning, repairing, or restoration unless arranged by us.
6. Contents left inside wardrobes, drawers, appliances, or containers not packed and unpacked by us.
7. Mechanical or electrical derangement without evidence of related external damage.
8. Pre-existing defects or inherent defects.
9. Perishable items or items requiring controlled environments.
10. Loss of structural integrity of particle board or flat-pack furniture.
11. Goods listed as prohibited or excluded.
12. Consequential, indirect, economic, reputational, business, or emotional losses.
13. Data loss other than the cost of blank media where applicable.
14. Loss or damage caused by confiscation, seizure, removal, customs, or government authorities unless directly caused by our negligence or breach of contract.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so.

21. Claims and notification

If you believe goods have been lost or damaged, you must notify us in writing as soon as possible.

Unless an extension is requested by you and agreed by us in writing:

1. For removals and storage in the UK, full details of loss or damage must be notified within 7 days after delivery or, in the case of non-delivery, within 7 days from when the goods should reasonably have been delivered.
2. For overseas removals and storage outside the UK, full details must be notified within 30 days.
3. For self-storage, loss or damage must be notified at the time it is discovered or at the time goods are removed from storage, whichever is sooner.

You must provide reasonable evidence, photographs, inventories, receipts, values, and other information requested by us or insurers.

22. Insurance settlement terms

Insurance claims may be settled by replacement, repair, or compensation, taking into account age, quality, condition, market value, and degree of use, unless a new-for-old policy has been agreed and applies.

For pairs and sets, insurers may pay only for the item actually lost or damaged and not for undamaged items forming part of a pair or set.

For documents, settlement may be limited to reasonable costs of reprinting, reissue, or reconstruction.

Where the declared value is less than the full replacement value of the goods, under-insurance rules may apply and any claim may be reduced proportionately.

23. Unloading in the dark

If the removal service extends past daylight hours, we may charge an additional fee for the inconvenience, risk, and safety hazard caused to our staff. Unless otherwise stated, this may be charged at £25 plus VAT per hour.

24. Delays in transit

Other than where caused by our negligence or breach of contract, we are not liable for delay in transit.

Transit times are estimates based on information available at the time of quotation. Transit times may vary because of traffic, weather, ferry, port, customs, route changes, congestion, industrial action, vehicle issues, access issues, or events outside our control.

If through no fault of ours we cannot deliver the goods, we may take them into storage. The original delivery obligation will be treated as fulfilled, and additional storage, handling, and redelivery services will be at your expense.

25. International and European removals

Where we provide international or European removals, the quotation is subject to additional conditions.

Unless stated otherwise:

1. Collection and delivery are based on access suitable for large vehicles and not above first floor level.
2. All packages must be clearly labelled.
3. You must provide itemised inventories and documents required for customs and transit.
4. We recommend professional export wrapping.
5. The quotation may include receiving into store, documentation, freight, and unloading at destination only where stated.
6. The quotation excludes storage, packing, poor access charges, transshipment, long carry, parking, unpacking, debris removal, furniture assembly, door/window removal, import duty, customs fees, quarantine inspection, fumigation, transit insurance, and special equipment unless stated.
7. International removals may require 75% payment on acceptance or no later than 21 days before the move, with the balance due on completion, unless stated otherwise.
8. For Spain or other destinations, residency status, customs clearance fees, duties, taxes, and import requirements may apply. You are responsible for providing accurate information and paying applicable duties, taxes, and clearance fees.

Where we engage an international carrier, shipping company, airline, freight company, or other third party, we do so on your behalf and subject to that carrier's terms.

26. Complaints and disputes

We value client feedback and aim to resolve complaints fairly and promptly.

All post-removal enquiries, complaints, disputes, insurance queries, or claims must be sent by email to:

sales@nationalremovalsandstorage.co.uk

Please include your quotation number, booking reference, contact details, photographs, evidence, and a clear description of the issue.

We may not respond to complaints, disputes, or insurance claims raised only by WhatsApp, text message, or telephone. Those channels may be used for operational communication, but formal complaints and claims must be made by email.

If a dispute cannot be resolved between us, either party may refer it to an appropriate low-cost alternative dispute resolution process where available.

27. Staff safety and conduct

We reserve the right to refuse, suspend, withdraw, or terminate services where:

1. Our staff are abused, threatened, intimidated, or harassed.
2. Working conditions are unsafe or hazardous.
3. The environment is unsanitary, contaminated, or unsafe.
4. Access or goods present a risk that was not disclosed.
5. Illegal, hazardous, or prohibited goods are present.
6. Payment is refused or overdue.

You remain liable for charges reasonably incurred up to the point of suspension, withdrawal, or termination.

28. Acceptance through the client portal

Where you accept a quotation through the client portal, you confirm that:

1. You have reviewed the quotation.
2. You have selected the service option you wish to proceed with.
3. You have reviewed the service lines included in the quotation.
4. You understand which services are fixed, hourly, or adjusted by service level.
5. You accept these Terms and Conditions.
6. You authorise us to proceed with the accepted quote, subject to availability, deposit/payment, and move date confirmation.

The portal record, accepted quotation, selected service option, selected line items, acceptance time, and accepted terms version may be stored as evidence of acceptance.

29. Selected service details

The selected service details shown in your quotation form part of the contract. These may include:

1. Service option selected: Essential, Standard, Premium, or other.
2. Move Day line items.
3. Pre-load line items.
4. Packing line items.
5. Hourly service line items.
6. Materials.
7. Vehicle and crew allocation.
8. Service dates.
9. Collection and delivery addresses.
10. Fixed charges.
11. Hourly charges.
12. Deposits and balances.
13. Additional notes, access details, or operational assumptions.

If the selected service details change, we may issue an amended quotation or confirmation.

30. Reviews and public comments

We welcome fair and honest feedback and ask customers to contact us directly first if they are unhappy with any part of our service, so that we have a fair opportunity to investigate and resolve the matter.

Any public comment, online review, social media post, forum post, or other public statement about us, our staff, our services, or our business should be truthful, factual, fair, and based on your genuine personal experience.

You must not publish, encourage, assist, or procure any statement that is false, misleading, malicious, abusive, defamatory, harassing, or not based on fact.

You agree that where you, or anyone acting on your behalf or at your encouragement, publishes a false, non-factual, malicious, defamatory, misleading, abusive, harassing, or unlawfully damaging review, comment, post, or public statement in the public sphere, you will be liable to pay £500 as a contribution towards our reasonable administration, investigation, reputation-management, and legal costs arising from that publication. This amount is without prejudice to our right to claim any greater loss, damages, legal costs, injunctive relief, removal, correction, or any other remedy available to us.

Where a public statement, review, or comment is false, malicious, defamatory, misleading, or unlawfully damaging, we reserve the right to take legal action without further notice. This may include seeking removal of the statement, correction, damages, recovery of legal costs, injunctive relief, and any other remedy available to us.

Nothing in this clause prevents you from leaving a genuine, honest, and factual review or from exercising your legal rights.

31. Data and communication

We may communicate with you by email, telephone, text message, WhatsApp, client portal notification, or post, depending on the nature of the communication.

You must keep your contact details up to date.

We may store records of quotations, acceptance, payments, email communications, service details, job sheets, photographs, and claims information for business, insurance, legal, and audit purposes.

32. General provisions

32.1 Amendments

These Terms may be varied only by written agreement or by a newer published version applying to future quotations. Changes to a specific accepted quotation must be agreed in writing.

32.2 Severability

If any term is found to be invalid, unlawful, or unenforceable, the remaining terms will continue to apply.

32.3 Third parties

No person other than you and us has rights under these Terms unless agreed in writing.

32.4 Governing law

These Terms are governed by the laws of England and Wales unless another law is required to apply.

32.5 Jurisdiction

The courts of England and Wales will have jurisdiction unless another jurisdiction is required by law.

33. Summary of key customer obligations

Before the move, you must:

1. Confirm the move date in writing.
 2. Confirm addresses and access details.
 3. Arrange parking or permits where required.
 4. Pack goods unless a packing service is included.
 5. Remove excluded items.
 6. Empty and prepare appliances.
 7. Be present or represented.
 8. Pay the required deposit or payment.
 9. Tell us immediately about date, access, volume, or service changes.
 10. Read and accept these Terms and Conditions.
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34. Contact

For all enquiries, changes, complaints, claims, or formal notices, contact:

National Removals and Storage

LJS Transport Ltd

Email: sales@nationalremovalsandstorage.co.uk

Phone: 0800 047 2607

Website: <https://nationalremovalsandstorage.co.uk>

End of Terms and Conditions