



# Terms & Conditions

## References & Reading:

- RHA Conditions of Carriage / Storage
- NWDF Ltd Packing Guidelines

## Insurance

Insurance for the shipping of goods within Europe is offered under the conditions of the RHA and the business will only pay damages if we are found to be negligent. Please refer to the above documentation for full details and to make yourself aware of what is covered. You should seek professional advice as to appropriate insurance cover to be maintained while consignments are in transit (All Risks policy) from an appropriate Insurance Broker.

## General Shipping Conditions & Information

In order to keep costs minimal and offer you a competitive price we work “on demand” which means containers will only be sent out when full and financially viable to do so, therefore dates are always estimated and may be subject to change at any time. Shipping takes approximately 8 days depot to depot.

Generally when a booking is confirmed any goods, whether collected by us or delivered to us by yourself, will be held until the next scheduled load leaves our depot. Included in your price is two weeks free storage, please ask for details if additional storage time is required.

NWDF paperwork should be completed correctly and in full otherwise any cover will be deemed invalid. Unless otherwise stated prices are always given on the condition that goods are adequately packed, protected and labelled by yourselves and that there are no access issues if collection and/or delivery is required. We do offer a full packing service, please contact one of our team for further information.

We reserve right to withhold your goods until payment is received. Goods held outside of the agreed term will incur additional storage charges and legal costs, if applicable, in recovering payments due. If payment requests are continually ignored or if contact has not been made, we shall reserve the right to dispose of any goods held after a period of 6 months.

## Excluded & Prohibited Goods

- Goods, which require government permission or licence for export or import.
- Jewellery, watches, trinkets, precious stones or metals, money, deeds, securities, stamps, coins or goods or collections of any similar kind.
- Goods not adequately packed/protected to withstand road and sea travel.
- Items which have potential to damage, explode or are dangerous including gas bottles, aerosols, paints, firearms and ammunition.
- Prohibited or stolen goods, drugs or pornographic material.
- Plants or goods which may be likely to encourage vermin, pests or cause infestation.
- Perishable foods and liquids/alcohol.
- Any pets or animals (including reptiles, fish and birds) whether in cage, tank or animal carrier.

## Claims

Should you wish to make a claim against the insurance policy, please note there is a policy excess of £250. Please ask for a claim form, to complete and return along with a copy of the relevant vat invoice and any supporting evidence.

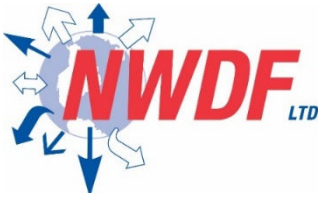
---

**Goods are accepted for carriage (and sub-contracted) only subject to the RHA Conditions of Carriage 2009  
a copy of which is available on request**

---

**Company Reg No: 8786285    VAT Reg No: 175 3364 96**

Warrington Office: 24-26 Rufford Court, Hardwick Grange, Warrington. WA1 4RF. Tel: 01925 812563 / 07951 028901  
Portugal Depot: Caminho do Foros, Quatro Estradas, Loule 8100-287. Tel: 00351 910 767634 / 910 410410  
St Helens Depot: Unit 19 Linkway Distribution Park, Elton Head Road, St Helens. WA9 5BW. Tel: 01744 818949



# Packing Guidelines

NWDF Ltd will always take the maximum amount of care when moving your possessions. When packing goods it is important to follow our guidelines stated below, as NWDF Ltd will not be held responsible for any damage caused due to poor packing/protection. Please also refer to our Terms & Conditions for details of insurance cover, liability and excluded/prohibited goods etc.

## Packing & Protection

- All boxes/items should be clearly marked with your name and numbered in sequence i.e. 1 of 15, 2 of 15, etc.
- An itemised list of goods should be provided on the Inventory Form.
- A special note should be made of any unusually expensive/precious items and the value. We would also suggest you take out a separate insurance policy to cover such items.
- Extra care should be taken to protect glass/mirror items and it is also worth noting these will not be covered on the insurance so again separate insurance should be considered.
- Always ensure all packing boxes are of good, strong quality and are not overfilled or overweight in order to prevent the box from collapsing. However, please note all boxes should be packed to a level which will prevent the box, and hence, the items inside being crushed when stacked. Strong parcel tape should be used to secure the top and bottom of each box.
- All items must be adequately protected to withstand road and sea travel.
- Furniture, sofas, etc. must be suitably covered/wrapped in order to prevent 'rubbing' whilst in transit.
- Always cover mattresses with a plastic cover.
- Electrical items must be drained of water where applicable. We cannot be held responsible for any internal working mechanisms that may fail due to being moved.

***Protection and packing is the responsibility of the client and all goods need to be packed to a sufficient level deemed fit by NWDF Ltd. Please refer to our insurance for details of cover and liability. Please be aware items above 25kg cannot be moved by one porter only.***

## Cars, Motorbikes, Caravans, Boats

- All vehicles must be drained of fuel to the minimum level and the battery disconnected prior to shipping.
- All relevant documents showing proof of ownership must travel with the vehicle.
- Any damage to the vehicle will be noted and signed for by both the operative and client before shipping.

## Further Notes and Assistance

- Self-assembled flat pack furniture does not move well and we recommend it is dismantled by the client ahead of the move. Please note our operatives will not reassemble without prior arrangement.
- Should there be any obvious issues with poor access or non-operational elevators at the property then please inform us prior to the removal date. If this information is not provided prior to removal further costs may be incurred on delivery/collection.

## Overseas Removals

With all removals crossing any borders it is vital we have full information as requested on our Goods for Transit form. We reserve the right to refuse removal of items should all necessary documentation not be completed and/or provided.

---

**Goods are accepted for carriage (and sub-contracted) only subject to the RHA Conditions of Carriage 2009  
a copy of which is available on request**

---

**Company Reg No: 8786285    VAT Reg No: 175 3364 96**

Warrington Office: 24-26 Rufford Court, Hardwick Grange, Warrington. WA1 4RF. Tel: 01925 812563 / 07951 028901  
Portugal Depot: Caminho do Foros, Quatro Estradas, Loule 8100-287. Tel: 00351 910 767634 / 910 410410  
St Helens Depot: Unit 19 Linkway Distribution Park, Elton Head Road, St Helens. WA9 5BW. Tel: 01744 818949