



# TERMS AND CONDITIONS

**Business Name:** Chipper Move Melbourne

**ABN:** 29 740 691 382

**Address:** Office 4092, Ground Floor  
470 St Kilda Road,

Melbourne VIC 3004, Australia

**Email:** sales@chippermovemelbourne.com.au

**Phone Number:** 1800 931 701

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## 1. General

These Terms and Conditions apply to all moving services provided by Chipper Move Melbourne ("the Business").

By making a booking, paying a deposit, or allowing the moving team to commence work, the client ("the Client") agrees to be bound by these Terms and Conditions.

Any estimate provided is valid for **30 days** from the date of issue unless a **flat-rate or fixed-price service** has been expressly confirmed in writing at the time of booking.

All invoices are payable **immediately upon completion of the service**, prior to the moving team leaving the site, unless otherwise agreed in writing.

Failure to pay on the day may result in additional fees, recovery costs, or legal action in accordance with applicable Australian law.

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## 2. Scope of Moving Services

Pricing is based on information provided by the Client, including:

- volume of goods
- access conditions
- distance
- type of property

Actual duration and cost may vary due to factors including, but not limited to:

- stairs or lifts
- narrow or restricted access

- long carry distances
- parking limitations
- delays caused by the Client, building management, or third parties
- weather conditions

Unless explicitly agreed, all items must be **packed and ready for loading** at the scheduled start time.

Waiting time caused by the Client or third parties will be charged at the standard hourly rate.

The Business does **not** transport cash, jewellery, important documents, hazardous materials, illegal goods, or restricted items.

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### 3. Flat-Rate & Interstate Services

Where a **flat-rate or interstate package** is offered, the price includes only the services and distance expressly stated in the package description.

Additional charges may apply for:

- excess distance beyond included kilometres
- difficult or unsafe access
- additional services requested on the day

Any excess kilometres will be charged at the rate specified in the relevant service description.

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### 4. Insurance

The Business maintains the following insurance coverage:

- **Goods in Transit insurance up to A\$100,000**
- **Public Liability insurance up to A\$20,000,000**

Insurance does **not** cover:

- pre-existing damage
- indirect or consequential loss
- delays
- loss of income or business interruption

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### 5. Damage & Claims

The Client must inspect all items **immediately upon completion of unloading**.

Any claims for loss or damage must be reported **before the moving team leaves the premises**.

Claims made after departure will **not be accepted**.

Minor marks, scuffs, or wear may occur when moving large items in confined spaces and do not constitute negligence.

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## 6. Deposits & Payments

A deposit may be required to secure a booking.

- Deposits are **deducted from the final balance**
- The remaining balance is payable on completion of the service
- Full payment must be made on the same day

Accepted payment methods are confirmed at the time of booking.

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## 7. Cancellations & Rescheduling

- Cancellations made **less than 24 hours** before the scheduled start time will result in **forfeiture of the deposit**
  - Cancellations or rescheduling made **more than 24 hours in advance** are free of charge
  - Late rescheduling may incur an administrative fee
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## 8. Limitation of Liability

To the maximum extent permitted by law, the Business is not liable for:

- delays outside its control
  - weather-related issues
  - access restrictions imposed by third parties
  - items packed by the Client
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## 9. Governing Law

These Terms and Conditions are governed by the laws of **Victoria, Australia**, and applicable Commonwealth legislation.