



5 Star Transport

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TERMS AND CONDITIONS

These Terms and Conditions clarify the contract between 5 Star Transport and the customer. They do not affect your statutory rights.

Any provision in this contract found to be invalid or unenforceable will not affect the remaining provisions.

- 1. Dimensions.** We strongly recommend that customers check the dimensions of their purchase to ensure it can be accommodated into their property, particularly checking access points such as doorways and stairways. As a consequence of error by the customers, all goods, which will not fit through the normal access points of the customer's property, 5 Star Transport will return back to the supplier with a return fee charged separately to delivery charges, providing the supplier will accept the goods back into their stock.
- 2. Delivery.** Delivery is limited to the customers previously notified address and only as far as the front door. At the customers request and at the discretion of the delivery drivers goods may be taken into the customers property. Please ensure clear space and passage for delivery. As a consequence of such further arrangements 5 Star Transport do not accept any responsibility for any loss or damage to goods or customers property. Note: 5 Star Transport staff or their agents are unable to move any items other than those being delivered. 5 Star Transport have a duty to comply with health and safety at work and will refuse to comply with a customers request if, in their judgement, it will contravene these regulations.
- 3. Assembly.** Many of the goods we deliver are self assembly. It is the customers responsibility to assemble these products. Note: We are unable to unwrap and assemble any items unless by prior arrangement. If you think you will have difficulties in assembling any item please contact us prior to delivery. Any such arrangement will be charged separately to delivery charges.
- 4. Damaged goods.** 5 Star Transport must be informed of any damage to goods within 72 hours of delivery. We regret that beyond this point we are unable to rectify any faults.
- 5. Removal of old furniture.** (waste disposal) We are unable to remove old furniture unless by prior arrangement. Any such arrangement will be charged separately to delivery charges. We are a registered waste carrier and broker. Note: If you give waste to a waste carrier who is not registered, you are breaking the law. You can check if a waste carrier is registered with the environment agency by looking at the online register at www.environment-agency.gov.uk/publicregisters or by telephone on 08708 506 506.
- 6. Payment.** Customers are required to pay for the services provided to them by 5 Star Transport in full at the time of delivery. Note: We cannot accept payment by Credit/Debit. Our delivery drivers will accept cash and will provide you with a receipt. Cheques may be made payable to 5 Star Transport but are subject to a £2 surcharge.
- 7. Accounts.** We reserve the right to charge interest at 2% (two percent) above bank base rate plus charge all debt collection and court costs incurred whilst recovering outstanding or overdue monies.
- 8. Change of Details.** Having given verbal notification of any alteration, the details must be confirmed in writing to 5 Star Transport at the address shown below. This is to help avoid any misunderstanding of verbal instructions.