



**OSW** MOVERS  
CAPE

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### Thank You for Accepting Our Quotation

We sincerely appreciate your acceptance of our quotation.

For our long-distance clients, we kindly ask for flexibility regarding collection and delivery dates. Please note that your scheduled dates may vary by 1–2 days, depending on the truck's route and scheduling. We will provide a more accurate estimated time of arrival once the truck is en route.

As noted in the quotation, we would like to remind you of the access requirements at both collection and delivery locations:

- Clients must inform us of any restrictions at loading and offloading premises.
- Extra costs may apply for additional stairways, long driveways, or other obstacles not previously mentioned.
- Carry distances longer than 40 meters, or flats above ground floor, will incur an additional charge of **R150 per staff member** for shuttle services.

### Truck Access Restrictions:

- Our trucks cannot enter villages, townships, or gravel roads.
- We use various size vehicles depending on the size of the job. If you are unsure of truck restrictions at your premises, please speak to your body corporate or the security at the main gate.
- If the distance from where the truck parks to your home entrance exceeds 40 meters:
  - 40–60 meters: Additional cost (depending on volume) applies.
  - Over 60 meters: Shuttle cost (depending on volume) will be confirmed once access is confirmed.
  - If restrictions are not disclosed prior to removal, a **minimum fee of R3,000** will apply for shuttle vehicles.

### Inventory and Additional Items:

- It is essential that the inventory submitted for your quotation includes all items to be moved.
- The crew will not load additional items without prior confirmation from the office.
- If space allows for additional items, you will be asked to sign the driver's inventory form, acknowledging responsibility for any additional costs.
- You, or your authorized representative, are requested to ensure all items are loaded according to the inventory list.

We appreciate your co-operation in helping us provide a smooth and efficient moving experience.

### Important Information – Quotation and Booking Details

#### The quoted amount includes:

- Professional packers to load and offload your items.
- Protective blankets for extra care.
- A removals vehicle, bakkie, or trailer. Vehicle type will depend on your load size; large loads, whether local or long-distance, are transported by truck, while smaller loads use bakkies, trailers, or small removals vans.

**Additional Items & Restrictions:**

- Any items not listed on the inventory will incur additional charges or may not be moved.
- Clients must inform us of any restrictions at loading or offloading locations. Extra charges may apply for stairways, long driveways, or other obstacles not previously disclosed.

**Quote Basis & Extra Costs:**

- Quotes are calculated based on load size, pick-up and delivery addresses, and scheduled date.
- Shuttle services may incur additional costs for carry distances over 50 meters.
- For apartment moves, please specify the floor level and whether lifts are available, as this may affect the quote.
- If you have large or bulky furniture, please indicate this in the comments box.
- Furniture disassembly and reassembly must be requested in the comments box.
- We do not move glass tops, mirrors, or paintings unless they are properly covered with bubble wrap, either by us or the client.

**Inventory & Pricing:**

- The quote is based on the inventory you provide. Please ensure your list is complete.
- Additional furniture or items loaded beyond the inventory may affect the quoted price.

**Deposits & Booking Confirmation:**

- For local removals, a 100% deposit is required to secure your booking.
- For long-distance removals, a 50% deposit is required.
- Deposits are non-refundable once paid, as vehicles and staff are allocated upon confirmation.

**Payment and Delivery Terms**

- The outstanding 50% balance for long-distance removals must be paid no later than the day before offloading to avoid any delays. No loads will be offloaded until full payment has been made.
- Once the deposit has been paid and the load has been booked on a vehicle, the deposit is non-refundable in the event of a cancellation.
- For weekend deliveries, please ensure that the remaining 50% payment is made by Friday.
- If payment is not received by the day before offloading, the truck will continue its route, and additional costs for re-delivery and storage will be calculated the following day.
- If the client chooses not to use bubble wrap or insurance, all risk and liability remain with the client.
- The company accepts no responsibility for loss or damage in such cases.
- Please note that if a TV is transported without being placed inside a box, it will be entirely at the Client's own risk.

**Insurance Options**

- Even though we take every precaution to protect your furniture, accidents can still occur. The Client accepts all risk regarding insurance, and no claim can be made against OSW Cape without confirmation of the insurance amount stated in the Load Confirmation Report.
- Insurance is optional. To get a quote, simply provide the value of your items.
- Clients are responsible for an **excess of R5,000** in the event of a claim.
- If no insurance is taken, goods are not covered, and it is assumed you have your own household insurance.
- Declining our insurance means OSW Cape is not responsible for any damages, theft, breakages, fire, or collisions.

**Total Loss Cover (GIT)**

- Covers your property only if our vehicle is hijacked, stolen, involved in an accident, or destroyed by fire.
- Breakages or partial damage are not covered.
- The premium is 1.5% of the declared item value.
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**Items Not Covered:**

We do not offer insurance or accept responsibility for loss or damage to:

- Jewellery, watches, money, and important documents
- Antique furniture (cannot be replaced)
- Gas bottles (only empty bottles will be transported)
- Animals, animal cages, or fish tanks
- Food in fridges or freezers
- Pot plants, cement furniture, or ornaments
- Items that require more than three people to lift
- Keys (clients are responsible for their own keys)
- Weapons of any kind
- Glass items

**Non-Payment Policy**

- If a client moves but cannot pay for transport costs, all items/furniture will be placed in storage for 30 days.
- If full payment is not received within 30 days, goods may be sold to cover costs.
- Signing this form or paying a deposit to secure a load constitutes agreement to these terms and conditions.

**Sub-Contracting**

- OSW Cape reserves the right to sub-contract some or all work.
- All terms and conditions outlined here remain in effect even if work is sub-contracted.
- It is the client's responsibility to ensure they have read and understood these terms, as all work performed by OSW Cape or sub-contractors is subject to these conditions.

**Thank You**

We would like to take this opportunity to thank you for choosing OSW Cape. We look forward to providing you with professional and reliable service for your forthcoming removal.

If you accept this quote, you also accept our Terms & Conditions as listed above.

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_