

Customer Information Summary of our Removals & Storage Insurance Policy

If you ask us to accept responsibility for insuring your goods under our own insurance policy the insurance conditions set out below will apply. Please note that we cannot accept responsibility for insuring your goods under our own insurance policy unless you have provided us with a written declaration of values prior to commencement of the removal. If you do not provide us with a written declaration of values our liability for loss or damage to your effects is limited by our trading conditions, which forms part of our contract with you.

For your information our insurance has been arranged with AXA Insurance UK plc and **a copy of the policy wording may be inspected at our office upon request.**

Please note that our insurance has been arranged solely in the name of our company. As our customer you will have no enforceable rights under our insurance policy.

A) Cover

Our insurers provide us with cover for:

- All Risks of Physical Loss or Damage to Goods in Transit anywhere in mainland Europe (a full list of the countries covered within this definition can be inspected at our office upon request).
- All Risks of Physical Loss or Damage to Goods in Storage at any storage location owned or operated by us and declared on our policy schedule of Insurance.

B) Sum Insured

As declared to us in writing by you. When calculating an appropriate sum insured, please refer to the Basis of Claims Settlement and the Average Condition in this document.

C) Basis of Claims Settlement

This insurance will accept claims on a losses discovered basis, that is to say any loss discovered during the period of this insurance. This will not affect any rights The Insurer may have to affect recovery of such losses discovered.

Our insurers will take into consideration the age, quality, degree of use and consequent market value of items when calculating the settlement. Please note that no property shall be abandoned to insurers, but insurers reserve the right to claim appropriate salvage on any property which is the subject of a claim settlement under our policy.

In respect of claims for loss of or damage to documents, settlement shall be limited to the sum insured declared by you. The basis of settlement will be to indemnify you for reasonable costs of printing and/or reconstruction including, where applicable, fresh research or exploration to obtain essential information.

D) Average Condition

If your goods (for which we have accepted responsibility for insuring under our policy) are, at the time of loss or damage, collectively of greater value than the value you declared then you shall only be entitled to recover from our insurers the same proportion of the loss as the declared value of your goods bears to the actual value of your goods.

Example

- Actual value of your goods is £20,000, but you declare a value to us for your goods of £10,000.
- You have therefore undervalued your goods by 50% which entitles our insurers to reduce any settlement of a claim we make under our policy on your behalf by the same proportion.
- A claim presented by you to us at £5,000 would be offered settlement by our insurers at £2,500.

E) Pairs & Sets

Where any item consists of items in a pair or set, our insurers will pay for individual damaged items but not for undamaged companion pieces. If the individual items cannot be repaired or a replacement found then our insurers will also pay up to 50% towards the undamaged part of the set.

Depreciation

Our insurer's liability is limited to the reasonable cost of repair and no claim will be considered in respect of any depreciation in value of any item as a result of such repair.

Dual insurance

If any loss or damage occurring under our policy is covered by any other insurance at the time of such loss or damage our insurers will not pay more than their share.

F) Fraud

If any claims are made where the person making the claim knows the same to be false or fraudulent as regard to the amount or otherwise, our insurers shall have the right to forfeit your claim.

G) Time Limits for claim notification

All claims arising from contracts of removals and/or storage within Great Britain must be notified to us within 7 days of delivery of the property or, in the case of non-delivery, 7 days from when the property would normally be delivered, whether unpacked or not. In respect of overseas removals and storage contracts, such claims must be notified to us within 15

days of delivery or in the case of non-delivery within 15 days from when the property would normally be delivered.

H) Excess

In line with our insurance policy conditions our insurers do not accept responsibility for the first £250 of every claim for loss or damage covered by our insurance.

In respect of all claim settlements relating to loss or damage as a result of flood an excess of £750 shall apply to each and every customer claim at Units 16 & 16a Spitfire Business Park, Hawker Road, Croydon, Surrey CR0 4WD and otherwise within the policyholder's compound therefore.

I) Applicable law

The Terms and Conditions of our insurance policy are subject to the Law of England and Wales.

Exclusions

There are various exclusions to our insurance policy terms and conditions, amongst which are:

A) Electrical mechanical or electronic derangement unless shown to be as a result of physical external damage to the item concerned or as a result of fire, flood, collision, or overturning of road vehicles or other conveyances.

B) Loss or damage which occurs prior to us collecting or packing your goods or after delivery or unpacking by us of your goods.

C) Any indirect loss even if this results from the incident that caused you to ask us to claim under our policy.

D) Terrorism.