

NEXT DOOR MOVERS SERVICES

LOCAL – HOURLY & FIXED QUOTE SERVICES

Please ensure to read our Services carefully to avoid any misunderstanding. If you should require further clarification please let us know.

S.no.	TABLE OF CONTENTS	Page No
1	Delivery and Pick up Days inc. Courier Fees Clarification	2
2	Plastic Crates/Boxes Information	3
3	Website Moving Package Information	4
4	FEES and Terms & Conditions of Use or Service	6
5	Packing Service Information – Inc. T&Cs for this service	7
6	Storage information – Inc. T&Cs of use	9

NEXT DOOR Movers Australia offers a variety of services that can suit your unique removal needs. Every person is different which means their belongings & circumstances will be different too. Our teams are trained to carefully handle, pack, transport, unpack, store and re-deliver your belongings according to your requirements.

NOTE : All Boxes Packages from our website are included in the quote you have been given by our office. However, it must be stated by you that you do want them. Note also that Delivery & Pick-Up by our team is not included in the quote. Please see our courier fees below and an alternative option if you do not want to pay the courier fees.

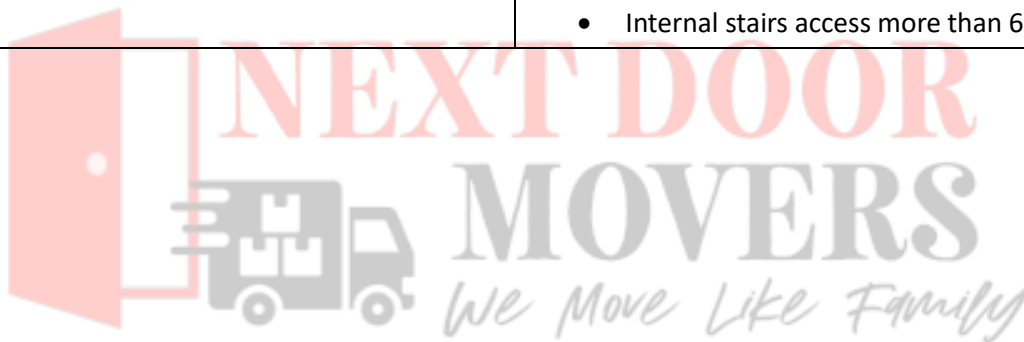
Courier Fee Clarification

Courier services are anytime between **07 AM - 08 PM**, they will give you a call 30 mins prior to arrival. We have a courier department who are delivering and picking up packing materials all over Melbourne.

WE CANNOT ADVISE TIMES OR TIMESLOTS OF DELIVERY AND PICKUP!

The courier will make contact with you within 30mins prior to arrival.

NEXT DOOR Movers Courier Delivery Day	All days 07 AM – 08 PM
NEXT DOOR Movers Courier Pick-Up Day	All days 07 AM – 08 PM
Less than 30 kms from depot	<ul style="list-style-type: none">• \$25.00 for Delivery service• \$25.00 for Pick- Up service
More than 30 kms and less than 60 kms from depot	<ul style="list-style-type: none">• \$50.00 for Delivery service• \$50.00 for Pick- up service
More than 60 kms from depot	TBA by NEXT DOOR Movers Office
Included in courier services	Lift Access & Ground Floor Delivery and Pick-Up
Not included in courier services	<ul style="list-style-type: none">• External stair access more than 6 stairs• Internal stairs access more than 6 stairs



Plastic Crates/Boxes Information

We supply/hire out eco-friendly boxes.

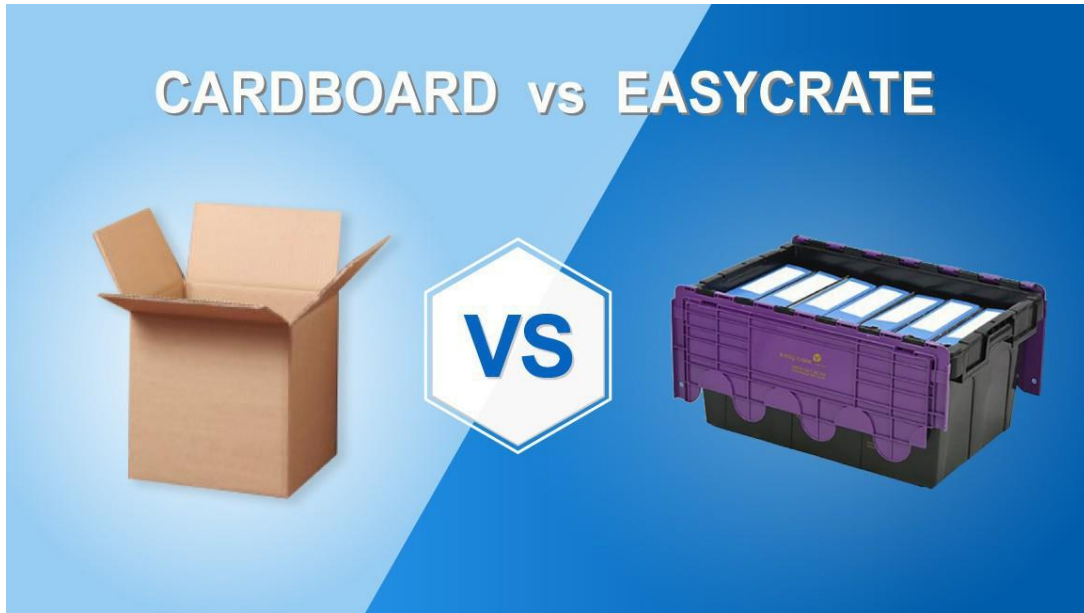
Due to confirmed bookings – Plastic crates are subject to availability.

Dimension : 600 x 400 x 360 mm

Capacity : 75 liters

To buy and keep a plastic crate/box : \$35.00 each.

A dolly will be provided only if requested.



Plastic crates are becoming increasingly popular in the cargo/transportation industry. These plastic crates provide several unique benefits which both professional movers and clients will love. These crates are durable, easy to pack, mark, stack, and transport with the added benefit of the designer double leaf lid that ensures that you have a no fuss packing experience.

When packing, ensure to fill the crates evenly and with no more than 25kg worth of items for efficiency and safety. You can read more about our boxes on our website:

<https://www.nextdoormovers.com.au/>

For Move/Truck Packages : An additional days past the first **12 days** – the rate of the additional week will be according to the first week of the boxes package (See prices in the table below).

All moves include complementary boxes according to the following table:

Website Moving Package Information

As indicated on our Website : <https://www.nextdoormovers.com.au/>

TRUCK	MINIMUM HOURS	NUMBER OF CRATES
4.5 Tonne Trucks	2	20
6 – 8 Tonne Trucks	2	20
10 – 12 Tonne Trucks	4	40
14 – 16 Tonne Trucks	4	60
Multiple Trucks	TBA	TBA

Individual Crate/Box Hire Package Information

Package Type	No. of Crates	1 st Week Rate	2 nd Week Rate
Studio Pack	20	\$99.00	\$99.00 + \$20.00
1 Bedroom Pack	25	\$129.00	\$129.00 + \$30.00
2 Bedroom Pack	30	\$169.00	\$169.00 + \$40.00
2.5 Bedroom Pack	40	\$219.00	\$219.00 + \$50.00
3 Bedroom Pack	50	\$279.00	\$279.00 + \$60.00
4 Bedroom Pack	60	\$349.00	\$349.00 + \$70.00
4.5 Bedroom Pack	70	\$429.00	\$429.00 + \$80.00
5 Bedroom Pack	80	\$519.00	\$519.00 + \$90.00
Multi Move Special	TBA	TBA	TBA

Packing Material Also Available – Inc. GST

Packing Material	Dimensions	Description/per unit	Price/unit
Small Cardboard Boxes	W : 301 mm	Small Boxes Book Boxes or Tea Boxes	\$5.00
	L : 403 mm		
	D : 330 mm		
Large Cardboard Boxes	W : 406 mm	Large Boxes – Box Standard or Tea Chest	\$7.00
	L : 431 mm		
	D : 596 mm		
Port-a-robe or Wardrobe Box	W : 406 mm	Made of Cardboard	\$25.00
	L : 431 mm		
	D : 596 mm		

Bubble Wrap	10 m roll	\$4 per meter – comes in 10 m roll	\$40.00
Butchers Paper	2.5 kg pack		\$25.00
	5 kg pack		\$45.00
Tape	Single unit	Single unit	\$5.00



FEES and Terms & Conditions of Use or Service

THE MOVE OR SERVICE DEPOSIT + DELIVERY & PICK-UP FEE MUST BE PAID PRIOR TO DELIVERY OF PACKING CRATES/BOXES AND OR MATERIALS

Breach of this condition will automatically forfeit your boxes package – your boxes/materials will not be delivered.

Minimum amount of time to hire: 1 week

DELIVERY AND PICKUP IS ONLY TO AND FROM GROUND FLOOR.

Stair access delivery and pickup : If the courier needs to deliver or pick up via stair access, the Fee is : **\$50 per level.**

Lift access delivery and pickup : Will be counted as a ground floor delivery or pickup and will not be chargeable.

Note : If you will not be home for either service – you must leave instructions via email to our office for our courier service to be aware to deliver and pickup to and from a secure place/spot/location.

Damage fee per crate/box : \$35.00

Damage fee per dolly : \$70.00

TERMS & CONDITIONS OF USE – PLASTIC CRATES/BOXES

- You can label the boxes using the highlighter that will come with the package.
- You can only write on the white strip/tape that is attached by our team onto the boxes.
- Do not write on any other part of the box.
- Use only the provided highlighter to label the boxes.
- Do not use any adhesive stickers to label the boxes.

ADDITIONAL FEES WILL APPLY FOR BREACHING TERMS AND CONDITIONS OF USE

- Unclean breach for plastic crates : \$50.00
- Other marker or pen writing on plastic crates : \$100.00 per mark
- Permanent marker on plastic crates : \$150.00 - \$200.00

Packing Service Information

Service Fee

- **Rate** : \$60 per half hour including GST + Call-out Fee
- **Number of Packers included** : 2
- **Minimum hours for this service** : 2
- **Additional packer/s hired** : \$30 per additional packer per half hour + 1 hour minimum in addition per packer + the call out fee will be adjusted accordingly.

About the “Full Service”

Note : The service include 3 stages. At least the minimum hours of all 3 stages must be included when booking this service. If any of the 3 services are not required, separate service fees will apply.

Please see the 3 stages of this service below:

Packing

Service Fee

- **Rate** : \$60 per half hour including GST + Call-out Fee
- **Number of Packers included** : 2
- **Minimum hours for this service** : 2

Additional packer/s hired : \$30 per additional packer per half hour + 1 hour minimum in addition per packer + the call out fee will be adjusted accordingly.

Included : All Packing Materials according to the size of your Move/Truck/Service.

Truck	Packing material Included
4.5 Tonne Truck	Value : \$157.00 - \$177.00 inc. GST
	20 plastic Crates
	2 Wardrobe Boxes
	2.5 kg of Butchers Paper
6 – 8 Tonne truck	Value : \$265.00 - \$305.00 inc. GST
	40 plastic Crates
	3 Wardrobe Boxes
	5 kg of Butchers Paper
10 – 12 Tonne Truck	Value : \$433.00 - \$493.00 inc. GST
	60 plastic Crates
	4 Wardrobe Boxes
	7.5 kg of Butchers Paper
	1 Roll of Bubble Wrap
14 – 16 Tonne Truck	Value : \$641.00 - \$721.00 inc. GST

	80 plastic Crates
	5 Wardrobe Boxes
	10 kg of Butchers Paper
	2 Rolls of Bubble Wrap
Multiple Trucks	Special order to be determined by the scope of the move

Scope/Summary : **NEXT DOOR Movers** will organize for the packing crates/boxes & materials to be delivered by our courier department (according to our availability + a delivery fee of: \$25) or the packers can bring the above with them on Packing day (delivery fee not applicable if this is the case pending their availability to do so).

Note : If you prefer different packing materials outside of the package for each truck, the price must be equivalent to the package included in the table above or the materials ordered outside of the packages will be additionally charged to your final invoice.

The above quote/s will apply pending the packing service is completed on a separate day to your move. If you require the whole service completed in 1 day – the rate will be according to your removals rate for the entirety of the Service.

This rate also applies for non-premium services also; it can be a stand-alone service (if you require it) PLUS materials (if you require them).

Move & Un-Packing

The Removalists will move your packed/household items and unpack them accordingly to your specifications. The packers that assisted with your 1st stage of packing can also assist with your unpacking at the packing rate:

Service Fee

- **Rate :** \$60 per half hour including GST + Call-out Fee
- **Number of Packers included :** 2
- **Minimum hours for this service :** 2

Additional packer/s hired : \$30 per additional packer per half hour + 1 hour minimum in addition per packer + the call out fee will be adjusted accordingly.

Following the completion of this service, the removalists/un-packers will return all crates/boxes to our depot.

If you require your unpacking to be done on the same day or separate day; this service can still be included in the Full Service with all materials included. The unpacking rate will be the same at the packing rate.

Storage Information

At **NEXT DOOR Movers** Australia, we offer simple and affordable Mobile Storage Solutions.

For smaller capacity storage unit options :

We have storage modules that hold up to 10 cubic meters in capacity each.

For larger capacity storage unit options :

We have 20ft high cube containers that hold up to 37.4m³ space each.

Instructions on how to book with us

Note : An inventory list of all items (including only the summary of boxed items) that are to be stored with us is mandatory to book.

The price for storage on our website does not include pick-up and/or delivery of these items. The price is just for the space.

If you would like for our team to include pick-up and/or delivery, please let us know and we can send you a quote. Send our team your full pick up and delivery address (if not known the suburb will suffice) including all access details for parking and for the removalists. **Please indicate if you would like a fixed quote :** All items and access details must be advised prior to a quote being fixed.

Terms and Conditions for this service

Visits must be booked – Site Induction process will be conducted on the first visit.

These storage modules/containers are moved around our depot via forklift – our warehousing team needs ample time to honor a warehouse visit booking with you. They will make your storage unit readily available for you and will return it (if applicable) to its place within our depot.

ALL BOOKINGS REQUIRE A DEPOSIT TO BE PAID PRIOR TO COMMENCEMENT OF THE MOVE INTO STORAGE AND OUT OF STORAGE SERVICE.

Warehouse Bookings : ALL visits to our storage facility can only be attended by booking only. Our office needs to confirm with you the availability of our Warehousing Team to accommodate your visit.

Re-Organizing Storage Item Service & Fees Clarification

We understand that sometimes the circumstances under which items are brought into our storage facility may vary. Sometimes, clients are required to vacate from a property at a particular date and sometimes the vacate date comes with very little notice. Please understand that items in our depot are stored in modules and containers and are packed in a way that utilizes all the space to save on cost to the client. Following the packing of these modules and containers, there is no room for client to walk into them. If for some reason you require for our team to take all your items out of the storage modules/containers for whatever reason, a service fee at an hourly rate is chargeable for their time to do so.

Warehouse Availability : Warehousing Availabilities are from Monday to Saturday between 08 AM – 06 PM. Please contact our office to organize your warehouse booking. Our depot is gated for security and safety reasons.

Delivery And/or Re-Delivery By NEXT DOOR Movers : All local/, long distance, Intrastate & Interstate Re-delivery services must be booked in with our office. We will confirm availability by sending you a booking for each stage of your request following the quote that you have accepted. If you have not received a booking email for each service/stage, you can guarantee that the service has not been booked. If you are booked in and you have not followed the steps to secure your bookings, you can guarantee that your bookings are not secure.

Our Insurance Covers : Public Liability, Goods in Transit & Warehouse Certificate of Currency. We will take responsibility for all else while your items that are listed are in our care.

Self Delivery/Re-Delivery : If you are not moving (delivery or re-delivery) with us: You must book this service in with our office. We will advise you of the time of availability for our warehouse representative to accommodate. You will need to be present at all times along with our warehouse representative on the day of your booking. We are not liable for your items when you are delivering and re-delivering your own items. A booking at your request with specifications included of the scope for delivery into and/or re-delivery of listed items by you (or a trusted representative of your choosing advised by email consent only) is enough of a confirmation that you will hold full responsibility for that booking. The timeframe indicated in your booking will apply and is absolute. We will only allocate the timeframe to you, once this time is past we are within our rights to turn you or anyone that is representing you away.

Delivery or Re-Delivery By Another Company : If you are using another company to deliver into or out of our storage facility – You must book this in with us. We must give you a confirmation of booking and you (or a trusted representative of your choosing advised by email consent only) must be present. A booking at your request with specifications included of the scope for delivery into and/or re-delivery of listed items by a 3rd party provider is enough of a confirmation that you will hold full responsibility for that booking and will assume responsibility or focus your claims to that 3rd party provider should there be damages of your items caused during unload or uplift of your items to our storage facility. The timeframe indicated in your booking will apply and is absolute. We will only allocate the timeframe to you, once this time is past we are within our rights to turn you or anyone that is representing you away or re-schedule the booking according to our availability. All re-schedules are subject to a fee if not advised within a suitable timeframe prior to the booking date or timeframe. 2 days prior to the booking date is sufficient time for our team to reschedule a warehouse booking, if any later, fees may apply.

FEES/PENALTIES WILL APPLY FOR MISSED OR RESCHEDULED BOOKINGS!

If you are running late or are unable to make your booking time – please let us know as soon as you can. If you have not let us know or are running late, your deposit will become forfeit. Each re-scheduled booking will require a security deposit prior to a new warehouse booking.