

# Terms & Conditions.

## Membership credentials

- 1.1 Insurance checks to be carried out annually with details of all relevant certificates provided within one month of membership renewal date.
- 1.2 'O' Licence details to be included in checks notwithstanding that they are valid for 5 years.
- 1.3 The company's liability for credential checking is limited to the fact that on the day of checking and on the annual date of same all insurances and licences are in place as per information for checking supplied by the remover.
- 1.4 Periodic visit assessment checks on vehicles, premises and working practices may be carried out as part of our Move Assured ongoing Accreditation.

## Subscriptions

- 2.1 Monthly subscriptions payable by standing order. Move Assured may offer a discount option for an annual payment plan.
- 2.2 Membership will become live once insurance and other related checks have proved satisfactory.
- 2.3 Customer leaflets and vehicle logos will be dispatched within approx. one week of first monthly subscription received.
- 2.4 Membership will cease one month after a failed or cancelled direct debit and member details will show 'withheld' on the website.
- 2.5 When membership ceases you agree to the following:
  - All payments are up to date
  - All Move Assured Logos be removed from your vehicles
  - Your Certificate of Accreditation is no longer displayed in your office
  - Move Assured logos are not displayed on your website or paperwork along with any information about your relinquished membership
  - Move Assured logos are removed from company uniforms
  - We would look for the above to be completed as soon as possible but no longer than six weeks after membership has ceased
  - Move Assured moving packs and information are not used or given to your customers

Please also be aware that if you hold Move Assured fuel cards they will no longer be valid. They will not qualify for any discounts and will attract non usage and annual fees

If you have Move Assured vehicle breakdown cover then discounted pricing will cease to apply.

- 2.6 Membership may be renewed at a later date subject to an administration fee of £25.00.

## Suspension

3.1 A member, or affiliate member, may be considered for suspension for the following.

- putting changes in place that could cause identity confusion with other members in the same area.
- unprofessional behaviour
- consistently underpricing
- an unacceptable number of customer complaints
- an unacceptable number of negative feedbacks
- a successful criminal prosecution that would impact adversely on the companies reputation.
- prosecution or suspension of 'O' licence by VOSA.
- failing to meet membership criteria.
- Failure to pay, or keep to an agreed payment plan, with any Move Assured member or affiliate.
- Failing to deal with a customer dispute in a professional manner.

3.2 In all of these cases representation may be made for mitigating circumstances.

3.3 In the case of suspension or removal from Move Assured there shall be no refund for the member or affiliate if they have opted for the annual payment plan.

## Facebook Members Only Group

4.1 Management will not be liable in any way for items posted on forum page by other members. No claims will be entertained for losses to self or company whether to reputation or financial, following advice or comments posted.

4.2 The onus of proof of validity lies with the member him/her self with regard to advice given by third parties and to satisfy him/herself that the course taken is his/her own choice.

4.3 Any combining of loads-swapping/using/lending/porters/drivers/lorries etc. shall be undertaken as a private arrangement between the companies involved. Instigating contact between these companies is the sum of the company's involvement and culpability.

4.4 All and any tips/hints/advice given on the company's website - whether to the customer or to the member - must be viewed as generalisation only and be looked at with a view of suitability for each individual customers requirements. The company will not be liable for actions following on from implementing all or any of these.

4.5 Postings and advertisements on this site must be decent and non inflammatory. Inappropriate or offensive language will not be tolerated.

4.6 This site cannot be used as an advertising platform for any products other than those that are an integral part of the mover's business. Affiliates are, of course, encouraged to offer their products and services.

## Subscription-Alterations

5.1 Subscription and administration charges will not alter in the year following annual renewal.

5.2 Any future increases will be notified at least one month before renewal date.

5.3 In the event of a break in membership (2.4) upon renewal any increases that have occurred will be levied.

## Advertising

6.1 Customer leaflets will be provided free of charge and further supplies can be ordered via the website.

6.2 The number of free customer leaflets provided will be governed by remaining within an acceptable level of usage based on the size of the company.

6.3 Upon joining we will provide 50 free quotation folders. Further supplies of these can be ordered in multiples of 50 at a cost of £25, subject to annual review.

6.4 Logos for vehicles will be provided free and any damaged or worn ones returned for free replacement.

6.5 As you dispose of any vehicle then remove the logos and return them. We will replace them when you replace that vehicle or will hold them for forwarding to you at a later date when the vehicle is replaced.

6.6 We will supply on request further logos for office windows and doors etc.

6.7 Vehicle logos and unused customer leaflets will remain the property of the company.

## Fuel Cards

7.0 Upon membership ceasing all entitlements to the discounted fuel rates will cease.

7.1 All Move Assured fuel cards that you hold will change to a higher rate to be determined between yourself and U.K. Fuels .

7.3 Your Move Assured fuel cards must be destroyed or returned to U.K. Fuels and any new account opened to be negotiated directly with UK Fuels.

7.4 With regards to any payments made annually, when membership ceases for whatever reason there is no refund due for any unused time paid for. This expressly includes membership fees, breakdown cover or any other services that may be introduced or offered.

Throughout the terms and conditions, the term 'company' shall mean Move Assured Ltd. The term 'customer' or 'member' shall mean the owner / proprietor / manager / director / transport manager / holding company.

View our Code of Conduct [here](#)