

Transitions Removals & Logistics Insurance Policy

Thank you for trusting us with your possessions. This is not a role we take lightly and we make sure to go above and beyond to ensure your belongings are transported carefully and safely.

- All staff are trained and experienced removalists
- Heavy duty plastic covers used on soft furnishings
- Strong professional grade removalists blankets used on all hard furnishings

Although ample care is taken, we are a team of humans and sometimes accidents do happen. For this reason, we recommend our clients take out appropriate insurance coverage to supplement our insurance.

Our included coverage

Goods in transit insurance (Allianz): Coverage includes up to \$150,000 value per consignment (truckload) whilst in the vehicle for defined events including theft, fire and collision.

Public Liability Insurance (CGU Insurance): Coverage protects our clients, suppliers and the general public for injury or damages to property up to the value of \$20,000,000.

Exclusions & Limitations:

Unfortunately we are, by law, unable to insure the belongings of a third party for accidental damages.

We recommend discussing your removals insurance needs with your home contents insurer or a specialist removals insurance provider (eg. PAS Insurance Brokers 02 9520 0999 or CARTS <https://www.removalsinsurance.com.au>)

Storage

Items stored with us are stored at owners own risk unless otherwise agreed. We recommend discussing insurance with your home contents insurer.

If you would like to discuss any damages or losses following your move, please notify your crew leader on the day of your move and provide photo evidence to move@transitionsremovals.com.au within 24 hours. Full payment for your move is required by the due date regardless of pending claim.

Please note that where this policy does not provide a complete answer, the policy and decision of our insurers will apply.

We welcome you to contact us at any time to discuss this policy and how it may apply to your move.

By confirming your move, you are agreeing to the above policy.