
Legal

Terms of Service

A printed copy of our terms at impactandslick.com/terms. Our Privacy Policy, named in clause 15, is at impactandslick.com/privacy.

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Read these terms together with your quote. If your quote says something different in writing, the quote applies to that job.

1. Who these terms apply to

These terms apply to every removal, storage, delivery and freight job that Slick Worldwide Removals and Storage (ABN 92 329 876 702) accepts, unless we have signed a separate written agreement with you. When you accept a quote or pay a deposit, you accept these terms for yourself and for the owner of the goods. You confirm that you have the owner's authority to book the job. We may engage subcontracted crews, drivers, carriers, storage providers and customs brokers to carry out all or part of a job. These terms, including the limits in them, apply to them as they apply to us.

2. Australian Consumer Law

Our services come with guarantees under the Australian Consumer Law that cannot be excluded. Nothing in these terms excludes, restricts or changes those guarantees or any other right or remedy you have under the law. If a clause here conflicts with them, the law applies.

3. Quotes and price

Your quote is based on what you tell us: addresses, access, the goods, the volume, the services and the dates. A quote is valid for 7 days from the date we issue it. After that we may re-issue it at a new price.

The price changes if the job differs from the quote. Common causes are:

- more goods or a larger volume than you listed;
- a change of address, date or service;
- different access, stairs, lifts, parking or carry distance from what you described;
- extra stops, extra packing or extra handling;
- waiting time caused by delays that are not ours.

We tell you the new price before we carry out the extra work. Prices are in Australian dollars and include GST unless the quote says otherwise.

4. Deposit and payment

A deposit may be required to confirm the booking. The deposit is credited to the final price. The balance is due on the day the job is completed, by card or bank transfer, before goods are unloaded or released from storage unless the quote says otherwise. Approved business customers are invoiced on the terms in their quote.

If an invoice is overdue, we may pause further work and hold goods until it is paid. You pay our reasonable costs of recovering the debt.

5. Cancellation and postponement

Tell us in writing if you cancel or postpone. The fee depends on how much notice you give before the booked start time:

- More than 7 days notice: no fee.
- 48 hours to 7 days notice: 25% of the quoted price.
- Under 48 hours notice, given before the day: 50% of the quoted price.
- On the day, or after loading has begun: 100% of the quoted price.

A postponement is treated as a cancellation of the original date, so the same fees apply. The fee is taken from your deposit first. If you move your booking to a new date with more than 7 days notice, there is no fee. These fees are a genuine estimate of the cost we lose when a booked crew and truck go unused.

6. Declared value and liability

Give us a fair declared value for your goods and for any single item worth more than \$1,000. Tell us before the job if an item is fragile, rare or of high value. We cannot take the value of an undeclared item into account.

We take care of your goods. To the extent the law allows, our liability for loss of or damage to goods is limited to the lowest of: the cost of repairing the item, the cost of re-supplying it, or its declared value. We are not liable for indirect or consequential loss, such as lost income or missed opportunities, to the extent the law allows.

This clause does not limit your consumer guarantees. Where the Australian Consumer Law gives you a remedy, you keep it.

7. Transit insurance

We carry public liability insurance. Transit insurance for your goods is available on request and is quoted separately. Cover starts when you accept it in writing and pay the premium. It is subject to the policy wording, which we give you on request. Transit insurance does not cover:

- normal wear and tear, scratches and marks that come with age;
- damage that was there before the job;
- items packed by you or by anyone other than us;
- inherent vice, which means damage that comes from the nature of the item, such as rust, mould, leaking or a fault in how it was made;
- contents of packed boxes and containers that are not listed on the inventory;
- items we will not move, listed in clause 9.

8. Access, parking, stairs and delays

You make sure our crew can reach the goods. That means a clear path, a safe place to park the truck within a short carry of the door, and building access such as lift bookings, loading dock approvals and keys. Tell us before the job about stairs, steep driveways, narrow lanes, long carries and low clearances. If access differs from what you told us, or the truck cannot park close, a long carry or extra handling charge applies.

If our crew waits because the site is not ready, the keys are missing, the building will not allow access or the previous job runs late, waiting time is charged at the hourly price in your quote. Arrival and delivery times are estimates. Traffic, weather, road closures and access problems can delay a job. We are not liable for loss that comes from a delay we do not cause, to the extent the law allows.

9. Items we will not move

We do not move:

- dangerous goods, including gas, fuel, paint, chemicals, fireworks and ammunition;
- perishable food and anything that needs refrigeration;
- plants;
- animals;
- firearms;
- illegal items.

We do not take responsibility for cash, jewellery, valuables, documents, medication and items of sentimental value. Carry them with you. If you ask us to move any of them and we agree in writing, we move them at your own risk. The same applies to any other item we note on the inventory as moved at owner's risk.

We may refuse any item that is unsafe, unlawful or unfit to be moved.

10. Packing by you

If you pack your own goods, you are responsible for how they are packed. Use strong boxes, tape them shut, do not overfill them and label them clearly. We move packed boxes as they are and we do not check their contents. We are not liable for damage to the contents of boxes packed by you unless the box itself shows damage that we caused, and this does not limit your consumer guarantees. Drain and disconnect appliances before the job. Tell us about anything that must stay upright.

11. Storage and lien

Storage is charged from the day the goods arrive in our storage until the day they leave. Storage charges are payable in advance each month unless the quote says otherwise. You must tell us in writing if you want the goods released or moved, and we need reasonable notice.

If storage or other charges are unpaid, we hold a lien over your goods. That means we may keep the goods until you pay. If the amount stays unpaid, we give you written notice at the last address you gave us. If you do not pay within the time in the notice, we may sell the goods, as the law permits. We apply the proceeds to the unpaid charges and the cost of the sale, and we return any balance to you. We do not store dangerous goods, perishables, plants, animals or anything unlawful. You must keep your contact details up to date.

12. International moves

For moves into or out of Australia, you are responsible for customs, duties, taxes, quarantine and biosecurity inspection fees, port and terminal charges, and any storage or demurrage charged by authorities or port operators. We include them in the quote when they can be known and pass them on at cost when they cannot.

You must give us accurate and complete declarations: the contents, their value, their origin and your residency and ownership details. You must hold every permit, visa, licence and document the goods need. Items that are restricted or prohibited in the destination country are your responsibility. If you give inaccurate information, you pay any fines, delays and extra costs that result.

Shipping and flight schedules are estimates set by the shipping line or airline. A customs or biosecurity hold, a schedule change or port congestion is outside our control. We are not liable for loss caused by those events, to the extent the law allows.

13. Claims

Tell us in writing about visible damage or loss within 7 days of delivery. For damage that is not visible when we deliver, tell us within 7 days of finding it, and no later than 30 days after delivery. Send the claim to info@impactandslick.com with your job reference, a description of the loss and photos. Keep the damaged item and its packaging so we can inspect it.

These time limits do not take away any right you have under the Australian Consumer Law. If the law gives you longer, you have longer.

14. Events outside our control

We are not liable for a delay or a failure to do the job if the cause is outside our reasonable control. That includes floods, fire, storms, road and port closures, strikes, government orders, pandemic restrictions and vehicle breakdown that is not caused by our neglect. We tell you as soon as we can and agree a new date. If the job cannot go ahead, we refund what you have paid for work we did not do. Your consumer guarantees stay in place.

15. Privacy

We handle your personal information as set out in our [Privacy Policy](#).

16. Governing law

These terms are governed by the laws of New South Wales, Australia. Both parties submit to the courts of New South Wales.