

# IMPORTANT PLEASE READ

Please read and follow the instructions in this leaflet very carefully. They form part of our terms and conditions and when followed, lead to a smooth, stress-free service. We recommend booking your collection date at least 2 working days prior to any travel arrangements in case you need to make last-minute changes to your booking.

## Checklist

Use the checklist below to keep track of the steps involved in your booking.

	<b>Get a quote and order free boxes online</b>	✓
<b>1</b>	<b>Reduce the cost of your booking</b>	
<b>2</b>	<b>Receive and pack your free boxes</b>	
<b>3</b>	<b>Confirm booking Online: Box numbers, collection address, date, and time</b>	
<b>4</b>	<b>Print and attach labels to your boxes</b>	
<b>5</b>	<b>Collection from your front door (or reception at halls of residence)</b>	

## 1. Reduce the Cost of your Booking

Place the enclosed flyers in your reception/department/common room and write your booking reference number (SSB-XXXXXX, OSW-XXXXXX, or SC-XXXXXX) on the front to receive £5 off your booking for every customer that books with your flyers.

## 2. Receive and Pack your Free Boxes

### Suitcase/Bike/Guitar Boxes

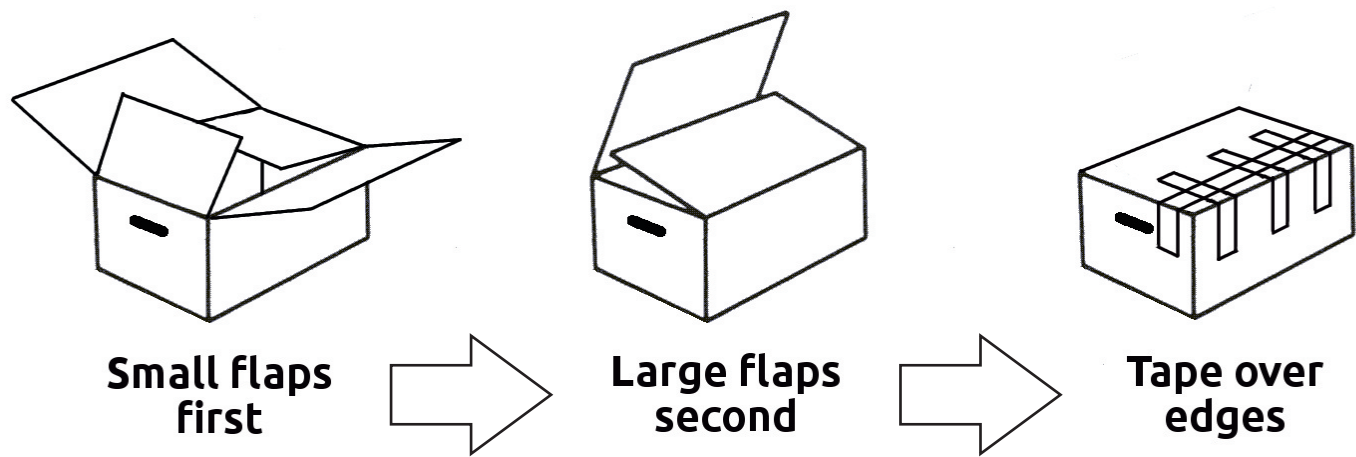
Leave Suitcases unlocked. Please note, our item-specific boxes are not designed to contain assorted items and will have to be re-packed if they are found to contain anything other than what they are intended for. Use the cardboard packing materials provided to fill any empty space.

### Weight Limits

Maximum total packed weight per box: 30kg.

(Weights shown on labels are just a guide for our shipping partners.)

Box Assembly



Packing Guide\*

<b>Fill boxes completely</b> <b>Leave no empty space!</b>	Leave no empty space in your boxes. Pack full. If necessary, use the cardboard packaging materials provided to pad any empty space.
<b>Shake test</b> <b>No rattles!</b>	If your box rattles when shaken, it's not ready.
<b>Glassware and crockery?</b> <b>Pre-pack + padding</b>	Pre-pack every item individually with thick cardboard or bubble wrap and isolate within a rigid container.  Do not pack adjacent to other heavy/hard items.
<b>Electricals?</b> <b>Original packaging + padding</b>	Pre-pack using the original foam and cardboard packaging for primary protection.  Place pre-packed items into your boxes.  Remove batteries and print cartridges, and tape lids shut.
<b>Paperwork, files and books?</b> <b>Use our book boxes</b>	Use our small book boxes for paperwork and books. Be sure to fill empty spaces with the cardboard packaging materials provided.
<b>Knives, forks, and other kitchen utensils</b> <b>Pre-pack in solid boxes</b>	These items <i>must</i> be pre-packed in solid plastic/wooden/metal containers before being packed into your boxes for storage/shipping.

**\* BE SURE TO AVOID PACKING ANYTHING ON THE LIST OF PROHIBITED ITEMS ON PAGE FOUR OF THESE INSTRUCTIONS.**

## 3. Confirm Booking Online

After packing your boxes login to your account and confirm your booking, taking care to confirm the exact number of boxes, the full collection address details, and the collection date. In some areas you can also specify a collection time window. If this option is not available then a collection time window will be emailed to you within 2 working days of your collection.

Try and confirm your booking at least one working day in advance of your collection date. Collections confirmed later than this are not guaranteed. Take care to confirm the exact number of boxes required as the number cannot be increased/reduced after confirmation.

## 4. Print and attach Labels

After confirming your booking your pdf labels will be available online via your account or emailed to you within 2 working days of your collection date. You will be provided with exactly one unique label for each box. E.g. if you confirmed 3 boxes you will have 3 unique labels marked 1 of 3, 2 of 3, and 3 of 3. Collections cannot be performed without these labels.

The driver must be given the exact number of boxes confirmed. Do not deface or attempt to modify your labels to reduce or increase the number of boxes. Do not use the same label more than once. Attach labels to the small end of each box using clear parcel tape.

## 5. Collection

### General

Depending upon area, collection of your boxes will be within a time window chosen either by you via your online account, or by our systems and communicated to you via email. Please have your boxes packed, labelled, and ready for collection at least 30 minutes prior to your allocated collection window.

If you live in a **hall of residence or other managed accommodation** you must make your boxes available at the reception/concierge at least 30 minutes prior to your allocated collection time window.

If you have other commitments you can leave your boxes in the care of a representative such as a flatmate or receptionist/concierge for collection. However, please do not leave your boxes unattended.

Please do not rely on a telephone call from the driver. Whilst our drivers have telephones, we cannot guarantee they will be able to call you when they arrive for collection. Instead, you must make sure your doorbell/buzzer works and that you or your representative can be reached via the doorbell/buzzer during your allocated collection window.

### Failed Collections

If your collection fails for any reason please email or call us immediately to receive assistance in identifying and resolving the problem that caused the failure and to arrange a new collection. If you leave your boxes in the care of a representative, please check with them that the collection was successful. In cases where your circumstances prevent a new collection we can arrange to receive your boxes at one of thousands of service points throughout the UK free of charge.

# WARNINGS

## THE FOLLOWING ARTICLES ARE STRICTLY FORBIDDEN ON ALL SERVICES

**Food** (including canned, preserved, and dried), Tea, Herbs and Spices, **Liquids**, cooking oil, Alcohol, cycle oil, lava lamps, Liquid Printer cartridges, **Flammables**, Aerosols, Correction Fluid, Nail Varnish, Perfume, Hairspray, mousse, cigarette lighters, lighter fluid, matches, gas bottles, **Animals**, furs, animal skins, Ivory and/or Ivory products, Cremated Remains, **Drugs**, Tobacco and/or tobacco products, **Organic items**, Perishable goods, Plants, Seeds, **Pornographic/Offensive Materials**, **money**, **Firearms**, Articles of **exceptional value** (eg, works of art, antiques, precious stones, gold and silver), **Mirrors**, loose **glassware/crockery**, loose **kitchen knives**.

*A REMOVAL FEE OF £10 PER ITEM IS AUTOMATICALLY CHARGED WHEN ANY OF THE ABOVE ITEMS ARE FOUND IN BOXES FOR STORAGE OR UK MOVES. ADDITIONALLY:*

*ALL INSURANCE COVER IS PERMANENTLY INVALIDATED WITHOUT REFUND. OWNERS OF SUCH BOXES BECOME LIABLE FOR ANY RESULTING DAMAGE TO OTHER CUSTOMERS' PROPERTY.*

*SUBSEQUENT DISPOSAL OF REMOVED ITEMS IS CHARGED AT £10 PER ITEM. IF REMOVED ITEMS CAN BE PACKED AND RETURNED TO A UK ADDRESS THEN THIS IS CHARGED AT A RATE OF £20 PER BOX.*

## THE FOLLOWING ARTICLES ARE ALSO STRICTLY FORBIDDEN FOR INTERNATIONAL SHIPPING

- **All of the above**

- **Batteries** (Including those found in laptops, smartphones, cameras, kindles, toys etc)

If you want to ship battery powered devices you **MUST** remove the batteries. Devices whose batteries cannot be removed **MUST NOT** be shipped under any circumstances.

- **Other Dangerous goods/Hazardous materials** (following IATA and ADR regulations).

*A REMOVAL FEE OF **£500 PER ITEM** IS AUTOMATICALLY CHARGED FOR FORBIDDEN ITEMS FOUND IN INTERNATIONAL SHIPPING BOXES.*

*PROSECUTION BY NATIONAL AND INTERNATIONAL AUTHORITIES MAY ALSO OCCUR.*