

Terms and conditions of service

The following paragraphs contain the general terms and conditions under which One Stop Worldwide is engaged in the movement, transportation, shipping and/or storage of personal items including, but not limited to, boxes, suitcases and packages within the United Kingdom and Internationally and jointly through interchange with its affiliates. One Stop Worldwide reserves the right to amend any portion of these terms and conditions of service at any time. The most current terms and conditions of service may be found at the One Stop Worldwide Web site and are available upon written request from One Stop Worldwide.

1. **STORAGE SERVICES.** Storage Services shall include the collection, transportation, storage, and delivery of the Customer's possessions. The Customer shall present pre-packed personal goods to One Stop Worldwide at the time of collection. One Stop Worldwide shall transport these goods to an appropriate storage facility. One Stop Worldwide will return the goods to the Customer at a date agreed by One Stop Worldwide and the Customer.
2. **SHIPPING SERVICES.** Shipping Services shall include the collection, transportation and delivery of the Customer's possessions. The Customer shall present pre-packed personal goods to One Stop Worldwide at the time of collection. One Stop Worldwide shall transport and deliver these goods to a shipping address agreed by One Stop Worldwide and the Customer.
3. **PRICING.** Pricing for the services shall be those agreed to in advance between the Customer and One Stop Worldwide. Current prices can be found using the Get Instant Quote form on the One Stop Worldwide website.
4. **COMMISSION.** Customers participating in One Stop Worldwide's commission scheme shall be paid commission by One Stop Worldwide for every subsequent Customer that books services with One Stop Worldwide using a special referral code provided to the Customer upon booking and paying for services. The period during which the Customer shall be entitled to commission payments shall last for 1 year from the date of the Customer's original booking. The Customer acknowledges that this arrangement is not a form of employment and that the Customer is solely responsible for declaration of their income and payment of any tax due to the tax authorities.
5. **VENDORS/AGENTS.** One Stop Worldwide reserves the right to use vendors and other agents in performing the services for the Customer. The Customer acknowledges the use of these parties and the fact that the Customer has no contractual relationship with these parties.
6. **HOW TO PACK GUIDE.** The Customer acknowledges reading and accepting the terms of the One Stop Worldwide Packing Guide as found on the One Stop Worldwide website and agrees that the safe packing of items is the sole responsibility of the Customer. The Customer accepts full responsibility and liability for any and all damages or losses that result from the Customer's failure to adhere to the terms of the One Stop Worldwide Packing Guide, including damages and losses incurred by other customers as a result of The Customer's failure to adhere to these terms.
7. **FREE BOXES AND PACKING MATERIALS.** Upon receiving a booking and full payment from the Customer, One Stop Worldwide shall send the requested number of free boxes and packing materials to the The Customer's pick-up address. The Customer then has until one working day before their required pick-up date to decide upon the final number of items to be stored, and to update their booking online and pay any outstanding balance, subject to a charge of £2 for each unused box provided by One Stop Worldwide.
8. **PICK-UP AND DROP-OFF ADDRESSES.** The Customer shall provide pick-up and drop-off addresses for delivery and collection of packing materials and The Customer's

belongings. The addresses used must be normal public street addresses with a building number/name and flat number, where applicable. There must be a readily identifiable buzzer with The Customer's name on it at the address. Students living in gated communities, halls of residence, or other managed accommodation must provide the reception/lodge address for deliveries, pick-ups and drop-offs. The cost of missed collections/deliveries resulting from non-adherence to the above conditions will be met by The Customer.

9. **COLLECTIONS.** One Stop Worldwide will arrange for collection of the Customer's possessions on the date and at the address agreed upon by the Customer and One Stop Worldwide during booking. Collection shall take place between 9am and 5pm on this date. The customer must ensure that either the Customer or the Customer's representative is available at the address to present the items to our courier during these hours. Repeated failed collections due to the Customer or the Customer's representative not being present to hand over the Customer's possessions will result in additional charges. One Stop Worldwide reserves the right to cancel The Customer's order if a total of 3 collection attempts fail due to the above conditions not being met. The refund due to the customer in this case will be subject to a failed collection charge of £15 per box.
10. **DELIVERY AFTER STORAGE.** One Stop Worldwide will arrange for delivery of the Customer's possessions on the date and to the address agreed upon by the Customer and One Stop Worldwide during booking. Delivery shall take place between 9am and 5pm on this date. The Customer must ensure that either the Customer or the Customer's representative is available at the address to receive the items to our courier during these hours. Repeated failed deliveries due to the Customer or the Customer's representative not being present to receive the Customer's possessions at the delivery address will result in additional charges.
11. **UK SHIPPING DELIVERIES.** One Stop Worldwide will arrange for delivery of the Customer's possessions at the delivery address agreed upon by the Customer and One Stop Worldwide during booking. Delivery shall normally take place 1 working day, and at most 2 working days, after collection between 9am and 5pm. The Customer must ensure that either the Customer or somebody trusted by the Customer is available at the address to receive the items from our courier during these hours. Repeated failed deliveries due to the Customer or the Customer's representative not being present to receive the Customer's possessions at the delivery address will result in additional charges.
12. **INTERNATIONAL SHIPPING DELIVERIES.** One Stop Worldwide will arrange for delivery of the Customer's possessions at the delivery address agreed upon by the Customer and One Stop Worldwide during booking. Delivery shall take place 2-7 working days after collection between 9am and 5pm, local time. The Customer must ensure that either the Customer or somebody trusted by the Customer is available at the address to receive the items from our courier during these hours. Failed deliveries due to the Customer or the Customer's representative not being present to receive the Customer's possessions at the collection address may incur additional charges.
13. **OVERWEIGHT ITEMS.** The weight limit for individual boxes is 25kg. Individual boxes found to exceed this limit may result in the Customer's belongings not being collected by the courier. Any resulting collection re-attempts will be charged at a rate of £10 per collection attempt. Individual overweight items that are collected by the courier, but found to be overweight at a later stage will result in the Customer being charged additional fees as set out below:

Storage box in good condition and less than or equal to 30kg:

- £10 per kg over prescribed limit.

Storage box in good condition and greater than 30kg but less than or equal to 35kg:

- £48 for each movement of the box, which amounts to £48 for moving services and £96 for storage services.

Storage box in poor condition and/or greater than 35kg:

- A re-packing fee of £20 per box plus increased storage charges based on the total number of boxes stored, after re-packing to bring overweight box(es) down to prescribed limit.

In all cases where boxes are overweight, the booking's insurance cover is reduced to cover for total loss of boxes only. Any damage to any item contained inside a box on a booking consisting of one or more overweight boxes will no longer be covered.

14. **OVERWEIGHT AND DAMAGED ITEMS.** In cases where overweight items arrive at One Stop Worldwide both damaged and overweight, the terms outlined in point 13 apply, except the re-packing fee is increased to £50 per box, due to the increased difficulties associated with re-packing damaged goods, especially glassware, and no claims for damages will be entertained.
15. **INCORRECTLY PACKED ITEMS.** Items that are found to be incorrectly or inappropriately packed (as described on the One Stop Worldwide website) shall be deemed invalid for insurance purposes and the insurance for such items will be deemed null and void.
16. **INVENTORY.** The Customer must provide to One Stop Worldwide a full inventory of all items and their replacement values stored and/or shipped before presenting items to One Stop Worldwide or to any of One Stop Worldwide's affiliates for shipping and/or storage. Failure to do so will render insurance cover for such items null and void.
17. **BOXES.** One Stop Worldwide accepts Customer's possessions packed into boxes supplied by One Stop Worldwide. Customers that present non-One Stop Worldwide boxes for storage waive their rights to One Stop Worldwide insurance cover of such suitcases and their contents. Additionally, the courier may refuse to accept non One Stop Worldwide boxes. This will result in a charge of £15 per item for each subsequent collection attempt, once the Customer's belongings have been packed into suitcases or One Stop Worldwide boxes.
18. **ITEM-SPECIFIC BOXES.** Boxes provided by One Stop Worldwide which are designed to contain specific items, including Suitcase Covers, Guitar Boxes, Bicycle Boxes, and TV Boxes must only be used for the specific items they are intended to contain. These item-specific boxes must not be packed with assorted items. Empty space around items packed inside these boxes can be padded out with cardboard packing material. Item-specific boxes are not strong enough to contain items other than the items they were intended for. Packing assorted items into a item-specific box creates extra work due to the boxes flexing and splitting open during handling and transit. Booking suitcase shipping/storage and then filling the Suitcase Cover with anything other than a suitcase could also be seen as an attempt to ship the equivalent of nearly two large boxes for a fraction of the appropriate price. When possible, One Stop Worldwide charges a flat rate fee of £40 per box for item-specific boxes packed with assorted items. When this is not possible, the item-specific box is re-packed into Standard boxes at a rate of £10 per box and the storage charge re-calculated to reflect the number of boxes in storage.
19. **CHANGES TO NUMBER OF BOXES.** The Customer can reduce the number of items for storage/shipment downwards to a minimum of one box using their online account login. Unused boxes supplied by One Stop Worldwide will be charged at £2.88 per box.
20. **CHANGES TO PICK-UP DETAILS.** Changes to the pick-up address, pick-up date and number of stored items must be made at least 2 full working days before the pick-up date by The Customer by logging into their account on the One Stop Worldwide website.

21. **CHANGES TO DROP-OFF DETAILS.** Changes to the drop-off address and drop-off date must be made at least 2 full working days before the drop-off date by The Customer by logging into their account on the One Stop Worldwide website.. Changes made after this date may not be possible.
22. **ADVANCE PAYMENT.** All bookings are subject to a non-refundable advance payment of £60.
23. **CANCELLATIONS.** Cancellations must be made at least 10 working days in advance of the collection date. Cancellations made at least 10 working days in advance of the original collection date will be granted subject to deduction of the non-refundable deposit of £60. Cancellations made less than 10 working days in advance of the original collection date will result in no refund. Cancellations made after collection are not possible. Refunds for cancellations are only processed after packing materials dispatched to the customer have been returned to One Stop Worldwide at the Customer's expense.
24. **ABANDONED ITEMS.** If One Stop Worldwide is unable to return the Customer's possessions for a period of 3 months after the end of a storage booking due to the Customer being un-contactable, or unable or unwilling to provide a return address then One Stop Worldwide reserves the right to dispose of the Customer's belongings as it sees fit, normally by donating them to a local charity.
25. **UNPAID STORAGE/STORAGE CREDIT.** One Stop Worldwide does not provide unpaid storage or credit. Customers' boxes will be kept in storage for a maximum of 3 months after the end of a storage booking. After this period One Stop Worldwide reserves the right to dispose of the Customer's belongings as it sees fit, normally by donating them to a local charity.
26. **IDENTIFICATION.** Provision of photo identification is a necessary condition of booking. Customers are required to provide scanned photo identification for each booking with One Stop Worldwide.
27. **LIABILITY FOR LOSS/DAMAGE.** The Customer recognizes that One Stop Worldwide will not be held liable for damage to their belongings after return delivery or shipping has occurred. The Customer recognizes that only loss or damage caused by the negligence of One Stop Worldwide or its affiliates will be covered by One Stop Worldwide. Only physical damage to the exterior of a package/box/suitcase will activate any claim on the item. In addition, damages that result from non-adherence to the How To Pack Guide are not the responsibility of One Stop Worldwide. One Stop Worldwide automatically protects each One Stop Worldwide package against loss or damage up to a value of £100. The customer agrees that the declared value of each package is no greater than £100 and that One Stop Worldwide's liability is limited to £100 per package/box/suitcase. One Stop Worldwide recommends the purchase of additional insurance.

Liability Description:

One Stop Worldwide's liability for storage and shipping packages is for damage or loss of the Customer's packages. The liability does not cover:

- Jewellery, coins, and collectables.
- Cash.
- Damage to electronic equipment if there is no evidence of physical damage or breakage to the packaging container.
- Items of intangible value.
- Extremely fragile items (e.g. mirrors).

- Improperly packed items.
- Concealed damage.
- Minor damage to suitcases due to normal handling (including, but not limited to scratches, nicks, & cuts).
- Damages due to natural disasters.

Damaged items must have evidence of physical damage to the exterior packaging, casing or surface of the item. One Stop Worldwide cannot be held liable for concealed damage to items within a carton, trunk, or other casing without physical damage to the exterior of the package.

The Customer acknowledges that they are liable for any damage their storage contents may cause to the property of others when those items are prohibited in the How To Pack Guide.

Notwithstanding anything to the contrary contained in this Agreement, One Stop Worldwide's maximum liability for any damage, loss, cost, or expense incurred as a result of any storage or shipping by One Stop Worldwide is limited by the terms included in this Agreement. All insurance coverage is expressly limited to the period in which the Customer's possessions are in the actual care and custody of One Stop Worldwide and/or its affiliates. Insurance cover ends when the Customer's packages are returned to them.

In the case of damage to packages, any damaged packages must be inspected in the presence of a One Stop Worldwide representative at the time of delivery (or as soon thereafter as reasonably practicable) to confirm damage. All damaged boxes must be opened at the time of delivery (or as soon thereafter as reasonably practicable), at which time One Stop Worldwide representative will document the damage. For loss of packages, the Customer must notify One Stop Worldwide representative of the loss at the time of delivery (or as soon thereafter as reasonably practicable).

Claims for loss of, or damage to, the Customer's property must be filed with One Stop Worldwide by requesting a claims form from One Stop Worldwide. Claims shall be deemed waived if not filed within 3 days following return delivery of the damaged package or, in the case of lost items, within 5 days following the scheduled delivery of the missing item. Upon receipt of a completed Claim Form and any required documentation, One Stop Worldwide will process the claim and issue a formal reply to the Customer within 30 working days of receipt of the Claim Form and documentation. One Stop Worldwide will pay the lesser of the following claim amounts:

- a. The cost of reasonably restoring the property to its condition immediately before storage/shipping (applies only in the case of damaged items).
- b. The actual replacement value of the property.
- c. The amount of One Stop Worldwide cover for the package, which is £100.

28. **WAIVER.** Except as specifically provided in this Agreement, the Customer waives any claims for damage or loss of any article against One Stop Worldwide and its employees. The Customer expressly releases and holds One Stop Worldwide, and its agents and employees harmless from any and all costs of processing any claim or defending any claim arising from this Agreement.

29. **APPLICABLE LAW.** The Customer acknowledges that there are no representations, warranties, or Agreements by or between the parties which are not fully set forth herein and no representative of One Stop Worldwide or One Stop Worldwide's agents is authorized to make any representations, warranties, or Agreements other than as expressly set forth herein.

Only a written letter signed by the parties may amend this Agreement.

30. ENTIRE AGREEMENT. This Agreement shall be governed, interpreted, and construed according to the law of England and Wales. The Customer agrees that any court action pertaining to this agreement shall be conducted in courts in England.