



## Rest assured, you're moving with the best...

Sterling is a member of the British Association of Removers (BAR), which means we follow their Code of Practice, regulated by the Office of Fair Trading (OFT).



The Code sets quality standards covering our premises, vehicles, staff, operational procedures and insurance arrangements. They do this to ensure that their members provide a professional service, so that customers like you have efficient and trouble free moves.

Our aim is that your move is as seamless and stress-free as possible, and this includes ensuring you fully understand the terms and conditions associated with this quote. In particular, please note that:

- \ You can postpone or cancel your removal free of charge if it is more than 14 days before move day (a charge is payable if you cancel nearer the time).
- \ We recommend that you purchase our Transit Cover in case of damage in transit. Our liability for loss or damage of belongings is limited to £40.00 per item unless they are adequately insured.
- \ If you need to make a claim you must notify us within 30 days of delivery; all claims are dealt with by our in-house Transit Cover team.
- \ We will provide you with a dedicated Coordinator throughout your move. They are available to respond to any complaints, claims or questions. For any escalation issues a Service Delivery Manager will be happy to assist you.



**The BAR Code of Practice is also available on this webpage. If you have any questions about BAR, our Transit Cover, or our Terms and Conditions, please do not hesitate to contact your Coordinator.**