

## Ron Berchu

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**To:** Sarvesh Seetaram  
**Cc:** akhtar@nortan.co.za  
**Subject:** Quote 4654 Sarvesh from Riverclub to Waterfall 19.09

Hi Sarvesh

I will ensure that our supervisor inspects the table properly before moving it.  
We will also cover blankets around it to prevent scratches.

Please confirm that the details below are correct?  
Our booking details are at the bottom of this email.

Date: Friday 19th September at 16.00.

Client: Sarvesh Seetaram 0716831273.

Collect: Ground floor, 18 Jacaranda Avenue, Riverclub, Sandton (NOT Bryanston) Pranusha 0721000620.

Deliver: Ground floor, 1015 Bingini inside Waterfall Country Estate, Waterfall.

Notes:

Supervisor must inspect the table properly before moving it.

Mini truck with three staff.

This is just a quotation. Your 50% booking deposit will secure a booking for you.

The full outstanding balance must be settled with the supervisor before we start offloading.

Charges: R350

Insurance:

We have included 'goods in transit' insurance cover up to R50000 for this move.

Our cover will only apply when our vehicle has an accident, catches fire or is hijacked.

Our cover does NOT cover against scratches or damage.

You are advised to arrange your own 'all risk' insurance cover for your move.

List: 1 table tennis board.

Please read through all the details of your move, together with our terms and conditions and secure this booking with a 50% booking deposit.

Once we receive your booking deposit we will reply with confirmation that your booking has been secured.

The outstanding balance must be settled before we start offloading, either in cash or eft.

You should send your payment confirmation to ron@nortan.co.za or SMS 0728683484.

Regards,  
Ron Berchu  
Nortan Carriers  
011 805 1425  
072 868 3484

Nortan Carriers terms and conditions

Quote

1. All dealings with Nortan Carriers are subject to our standard terms and conditions. Please take the time to read and understand each one.
2. This is a provisional quote based only on information received from you.
3. All services are subject to be re-quoted when we arrive to find the information we received was not complete or incorrect.
4. Therefore please ensure that all your information is correct before we arrive because we will only handle what we have quoted for.
5. This quote is not a confirmed booking until we confirm all the details and we receive your 50% booking deposit.
6. Your booking deposit confirms our charges, the list, the date, time and any special arrangements.
7. Please ensure that all correspondence is confirmed in writing.
8. We will not be held liable for any verbal correspondence whatsoever.
9. Your quote only applies to the date and time we discussed.

10. Times mentioned, are proposed only as a guide and these times could vary by up to 3 hours in serious circumstances. You will be well updated.

#### Inventory list

1. Please take time to complete an accurate inventory list because our staffs have instructions to move only goods that are listed.
2. We will not move anything else whatsoever, no matter how small or how little effort is needed. We are firm on this.
3. Everything extra will be kept aside and we will focus on moving the list we agreed on.
4. After we have loaded our list and we find there is space to move the extra things, we will quote you for it and only move it when you accept the charges.
5. We estimate standard weights and sizes of furniture when calculating quotes.
6. If you have something that is heavier or larger than normal, let us know about it beforehand or we will need to re-quote when we arrive.
7. We do not transport pot plants heavier than 30kg unless the trees have been separated from the pots and the soil emptied out beforehand.
8. Our quote applies to goods that three men can carry and load easily. Anything heavier that needs more people must be declared so we can send enough staff for it.
9. Heavy items not declared beforehand will only be moved once we re-quote and you accept the new charges.
10. Clients are not allowed to negotiate directly with any staff members for extra services that were not quoted for.

#### Booking and payment

1. Once all details of the move are received and we discussed all special arrangements, we send you our terms and conditions to read and accept.
2. We do more than one quote for a certain timeslot so please call before doing your booking deposit to confirm that the slot is still available.
3. We need a 50% booking deposit, paid into our bank account to secure the arrangement.
4. Only after receiving your deposit is your booking confirmed.
5. The remaining 50%, including any extra charges needs to be settled, in full, before we start offloading.
6. The balance can be paid to our supervisor in cash or via EFT. and payment confirmation emailed to ron@nortan.co.za.
7. There are no other exceptions to payment allowed and the staffs have instructions not to offload if the balance is not received.
8. We do not accept cheques or cheque deposits whatsoever.
9. Company or office removals will need to be paid in full upfront before arrival to start the move.

#### Preparation

1. All goods must be prepared for transport by the time our team arrives.
2. Your quote does not include us disconnecting, dismantling, unplugging, sealing or packing of any goods unless we agree to do so in the service agreement.
3. Unpack and defrost your fridge, dismantle your sleigh or bunk bed.
4. Check and confirm that all your goods will fit through doorways, passages etc at both places.
5. Make the necessary arrangements for parking of the truck, booking service lift, informing body corporate etc.
6. Have all your small loose items packed into boxes and sealed properly or they will not be moved.
7. Please pack your boxes carefully with enough padding. Use enough tape to avoid the boxes opening while being moved.
8. Please do not offer any tips, alcohol, food, drink or any unwanted items to our staff.
9. Giving things to the staff will spoil them and they will expect free stuff from every client, everyday.

#### Vehicle access

1. This quote applies only to a free standing, ground floor address with access for our moving truck unless we are told beforehand about stairs or access restrictions.
2. To avoid serious problems, please check and inform us beforehand if there are any access restrictions at the security gate of the estate or complex.
3. Our average moving trucks have a GVM of 7500kg, are 7.5 meters long and 3.5 meters high.
4. The truck should be allowed to enter the premises and be able to park at least 20 meters from the main door of the building.
5. All exceptions or uncertainty relating to vehicle access must be declared beforehand so we can arrive prepared for it.
6. If we arrive and the truck is not allowed in, the client will be liable for standing time of the truck and team, extra staff and a shuttle vehicle.
7. We will do our best to arrange a shuttle vehicle but cannot guarantee immediate arrival if they are already booked elsewhere.
8. In the case of access restriction for the truck, we can only stand for a maximum of three hours at R200 per hour. Thereafter we will offload the goods on the ground if the truck is already booked to another client.
9. You must let us know in advance if staff need to carry id books with them. This way we will send you the correct people.

#### Building access

1. We will do our best carry furniture safely through a narrow doorway but if it just cannot fit, we will have to leave it outside that door for the client to make other arrangements.
2. We do not remove doors, or burglar gates. We do not remove couch legs or dismantle furniture until it fits through a doorway.

3. We will charge extra for the extra time and effort involved in hoisting goods up or down from balconies even if you were not aware the furniture will not fit through the door.
4. Risk for hoisting must be covered by the client's all risk insurance.
5. Steep driveways and addresses that force us to walk with goods more than 20 meters are subject to be re-quoted, and accepted first before continuing.
6. Multiple storey buildings with elevator lifts need to be declared beforehand so we can send more staff and set aside enough time for this lengthy exercise.
7. You must let us know in advance if staff need to carry id books with them. This way we will send you the correct people.

#### General

1. On shared loads, we could load several different clients' goods into the same vehicle.
2. The vehicle used to collect your goods may not be the one used to deliver.
3. Shuttle vehicles are only sent on request and must be arranged in advance.
4. Nortan Carriers reserves the right to choose the vehicle used to collect, transport and deliver goods.
5. It is the responsibility of the client to be present to ensure that all items are loaded or offloaded by the time we leave as we will not return for things forgotten.
6. We do not travel on dirt or gravel roads unless we have been informed in writing beforehand so we can quote the correct vehicle for it.
7. We charge extra for the extra kilometres and time involved in stopping over a different addresses along the way.
8. Please declare any extra stop so we can include it.

#### Insurance

1. Nortan Carriers provides goods in transit insurance cover that can cover loss or damage up to R50 000 in the event of hijacking, fire or accident only.
2. Our cover only applies to goods loaded on our vehicle and the vehicle is in transit. In the case of a claim, 20% of the claim amount or minimum access of R2500 is to be paid by the client.
3. We do not offer any insurance cover against scratches and damage. All clients are advised to arrange their own 'all risk' cover for moving.
4. If no 'all risk' cover is arranged by the client, all risk will be for the client.
5. Nortan Carriers will not accept any liability for loss, theft, deterioration or other consequences referred to as damage to goods.

#### Damage

1. Goods that are not in their original packaging are considered to be in a used condition with some extent of existing dirt marks, scratches or damage.
2. Goods will be handled by Nortan Carriers in their actual condition and we will not accept liability for existing damage or damage caused by old age. Where visible, we will notify you of any existing damage.
3. We provide protective wrapping of certain goods with grey moving blankets that could get damaged. Our supervisor will decide what to wrap at his own discretion.
4. Special wrapping with bubble-wrap and plastic is done at an extra charge. Enquire with our office about charges.
5. It is unavoidable to find surface dust or rub marks on your goods after transportation. We will also not give any refunds or pay for any cleaning.
6. We do not test any appliances beforehand and will therefore not be held responsible for electrical appliances that are found to be not working afterwards.
7. While we provide strong, trained movers, we cannot accept responsibility for damage or scratches while carrying something very heavy through a stairway or an obstructed path.
8. We take special care in handling all owner packed cartons and boxes, we accept no responsibility for the integrity of the contents of all packed boxes and cartons.

#### Storage

1. Nortan Carriers does not offer individual storage units or 24 hour access. Goods are labelled and stored together with many other clients goods.
2. We accept no responsibility for stored goods against theft, damage, natural causes or any eventuality whatsoever.
3. While we take all necessary precautions, the responsibility is for the client to arrange their own 'all risk' insurance cover for goods being stored with us.
4. Should you require access to your goods, you will need to make a suitable arrangement for your visit in advance at a cost of R150 per visit.
5. We reserve the right to sell goods to defray costs after three months of non payment for storage.

#### Bank details:

By doing your confirmation deposit into our bank account, you confirm that you have read and understood the offer from Nortan Carriers and you accept our standard terms and conditions.

If anything is not clear or you are in doubt, please contact Nortan Carriers to get clarity before confirming your booking.

Bank: First National Bank

Name: Nortan Carriers

Account: 62147688537

Branch: 250856 (The Boulders Branch)

Type: Cheque

Reference: Your name.

Swift code International: FIRZAJJ

Disclaimer

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