



MoveReady

Enhanced Liability

We understand that when you entrust Stephens with your move and your belongings, you expect more than just transport - you expect care, accountability, and reassurance. That's where *MoveReady* comes in.

In the unlikely event that something doesn't go to plan, *MoveReady* gives you peace of mind that your goods are protected throughout the moving process. You don't need to involve your home contents insurer and there are no hidden clauses or complex claims procedures.

MoveReady is an enhancement of our contractual liability which forms part of our Terms & Conditions. It enables us to provide compensation up to the declared value of your goods should they suffer loss and/or damage during their removal and/or storage.

If you decide not to proceed with MoveReady we strongly recommend you arrange insurance to cover your goods whilst they are being moved and/or stored as our liability in the event they are lost and/or damaged will revert to a maximum of £40 per item.

The Basics

- ✓ Customer to declare value of goods to be moved
- ✓ Standard Enhanced Liability up to £50,000
- ✓ New for Old Coverage
- ✓ 7 day notification period
- ✓ Claim Admin fee of £50
- ✓ Liability can be extended up to £150,000 for an additional fee



Is MoveReady Worth It?

The advantages of taking out MoveReady rather than a separate insurance policy are that:

*The MoveReady claim admin fee will generally be lower than the excess you pay under an insurance policy.

*Any claims you make will not impact on your future insurance premiums which might well be the case if you arrange your own insurance policy and a claim results.

*MoveReady continues seamlessly throughout the transit and any storage to the final delivery of your goods so long as you continue to stay up to date with payment of the MoveReady charges.

*Any claims under MoveReady will be handled by our insurers claims adjusters who are experts in this field.

*MoveReady is a direct contractual arrangement between us making the process more straightforward.



What do I receive?



In return for payment of the MoveReady charges we agree to accept an enhanced liability for loss or damage to your property and paragraph 9.2 of our Terms and Conditions will not apply.



Instead, we accept liability for any direct physical loss or damage to your property caused by a breach of our Duty of Care.



Our Duty of Care in relation to the goods shall be that of a reasonably careful person under like circumstances.

In common with a policy of insurance MoveReady is subject to a set of terms and conditions.

Not all items can be included under MoveReady and in certain circumstances claims may be limited or excluded.

These terms and conditions are fully set out within our MoveReady Addendum which will be provided at or before the point of sale prior to the commencement of your move.

