



Cancellation and Postponement Policy – Commercial Removal Services

Berkshire Removals Ltd (“We”, “Us”, “the Supplier”) operates a cancellation policy for our Customers (“you”, “your”, “the customer”) in accordance with our General Terms and Conditions. We reserve the right to change this policy from time to time and you should make sure you keep up to date with changes to our cancellation policy which can be found on our website www.berkshire-removals.co.uk.

Changes and excessive delays on the Removal Date:

1. If you are unable to use our Removal Service on the agreed Removal Date in the Service Order Form, we welcome one substitute date attending your place at no additional cost. For security reasons, all requests for substitutions must be received via email at least 5 working days before the Removal Date to info@berkshire-removals.co.uk. Please note: we cannot guarantee availability on your substitute date.
2. Changes will become effective on the date of written confirmation.

Cancellation policy: 1. Cancellations must be received in writing (via email or post) in advance of the Removal Date.

The following cancellations charges apply in the following notice periods:

Notice Period	Charge
More than 5 business days	No Charge
Less than 5 business days	100% of our Service Costs

As this policy is a publicly available document, details on these costs are available by request and detailed in the Service Order Form.

Amendments/Cancellation by us.

1. Amendments: We reserve the right to modify the Removal date up to the day of the event but only to ensure we comply with Clause 3 of our General Terms and Conditions. Regrettably, this means no refunds can be issued in line with the cancellation policy.
2. Cancellation: If unforeseen circumstances cause us to cancel a scheduled Delivery, we will only invoice for work completed to date.
3. Cancellation: If, for any reason, we have to cancel an event, we accept no responsibility for covering travel, hotel or other costs incurred by you.