

Terms and Conditions

These terms are accepted by the customer for services supplied by Ausmove New Zealand Limited.



Your Specialist Mover
to & from Australia

1. That the property to be removed is owned by the customer.
2. The quotation is subject to changes in rates of exchange, government levies and taxes, war risk surcharges or equivalent shipping and airline rates in force at the date of quotation. Any changes in rates may affect the quoted price and will charge direct to clients account.
3. If additional services are required other than those set out in the quotation the customer agrees to pay for the costs of these additional services. I.e., delivery above the first floor. Tradesman's services, assembly of kitset furniture and difficult access at destination address.
4. Dangerous goods, explosives, corrosives and flammables of any nature must not be included for shipment.
5. All charges as set out in quotation will be paid in full prior to shipment or removal of goods, unless otherwise arranged. No goods will be delivered unless payment has been received in full. The customer or his representative must sign the completed inventory of goods when they are removed otherwise the company will not be liable for any discrepancies when goods are delivered.
6. If additional goods are removed extra charges will be applied and the customer agrees to pay for the removal of additional goods.
7. Delivery of goods at destination is based on normal trading hours i.e. 8:00 am – 5:00 pm, Monday to Friday. If delivery is required outside these hours additional charges may apply.
8. The customer will be responsible for any goods left behind, or goods taken away in error.
9. The customer authorises the said company to act as agents for the customer and will allow any action to be taken for the protection of the goods in transit or held in storage. Any charges resulting from such actions will be paid by the customer.
10. Costs associated with storage will be paid in advance with a proportional adjustment for any broken period.
11. The said company shall only deliver goods to the customer or a person authorised by the customer in writing.
12. The said company has the right to sell any goods for monies not paid by the customer within 3 calendar months after payment has become due. Proceeds of the sale of the goods will be used to pay for outstanding storage and removal costs as well as any costs associated with the recovery of debts, and the balance will be paid to the customer.
13. If the goods are delayed en-route by default or wrong declaration by the customer, or if the customer cannot accept immediate delivery of goods upon arrival, the goods will be delivered to a store and any costs associated with storage and an extra delivery will be additional to the quotation.
14. The said company will not be liable for any loss or damage or failure to deliver goods caused by any delay in transit by sea or air through strikes, labour troubles, riots, wars, Acts of God, burglary, housebreaking, vermin, insect or the like.
15. Unless the customer requests the said company to arrange for insurance and pays the premium prior to shipment, the goods will be carried at "Owners Risk"
16. The customer agrees to lodge written notice to the company's offices of damaged items subject to an insurance claim within 14 days of receipt of the goods. Any claim is subject to the terms and conditions of the insurance cover taken.
17. A claim will not be reason to defer payment of removal or storage costs.
18. If the customer has selected a "to depot only" service they will be responsible for any related costs incurred at the destination, i.e. port service charges, quarantine inspection, customs, documentation and collection from depot.
19. The customer shall be liable for obtaining all necessary licenses permits and other documents to enable goods to enter or pass through any foreign country or through customs.
20. The said company will not be liable for delays in transit caused by consolidation issues or shipping line schedule changes or container availability. All transit periods given are approximate time periods.
21. The said company must be notified should the goods be placed in storage in excess of 30 days and the customer must apply for storage extension insurance and pay the additional premium.
22. The services shall in all respects be governed and construed in accordance with the laws of New Zealand and the company and the customer hereby irrevocably submit to the exclusive jurisdiction of the courts of New Zealand.
23. All storage charges are due and paid monthly in advance, preferably by automatic payment. We review our storage charges periodically. You will be given 28 days' notice in writing of any increases.