

TERMS AND CONDITIONS : LOCAL & DOMESTIC MOVES

In these conditions the word “you” means you the customer; the words “we” or “us” means Myrelo Sdn. Bhd. These conditions can only be amended by written agreement between you and us.

By entering into this contract, you agree and warrant that:-

- a) The goods are your own property OR
- b) You have the authority of the goods’ owner to make this contract in respect of the goods to be removed.

1. Our Quotation

Our moving packages are based on an average volume of household goods for specific residential property sizes. Our moving packages are only recommendations and we do not guarantee that the recommended package will be ideal for all similar residential property sizes. Therefore, in the event that more trips and/or days are required then additional charges are applicable.

Our quotations are estimates only. The final billing will be based on the actual volume packed and moved.

Our quotations are valid for a period of 30 days from the date of the quotation. We reserve the right to amend our prices and terms and conditions at any time and for any reason prior to your confirmation.

Pre-paid packages are valid for a period of 6 months. Thereafter we reserve the right to amend the price and/or terms and conditions.

2. Moving Dates

Acceptance of our quotation by you does not guarantee your preferred moving date. Confirmation of moving dates is subject to our moving schedule. Please notify us at least 14 days prior to your moving date to secure your preferred moving date. We cannot guarantee moving on your preferred moving date if there is insufficient notice, if our moving schedule is fully booked or if the date is not available for moving.

3. Our Service Area

Our standard package service area covers Kuala Lumpur - Klang Valley up to and including the perimeter areas of Ampang, Batu Caves, Cheras*, Gombak*, Puchong, Serdang*, Shah Alam*, Subang, Sungai Besi, Sungai Buloh and Wangsa Maju. (* restrictions may apply).

Areas outside our service area are subject to additional charges.

Additional Drop-Offs/Collections

The service area for additional drop-offs/collections extends to a maximum radius of 10km from either the origin or destination address within our standard package service area. Additional drop-offs/collections that are beyond the 10km service area will be subject to different rates.

If the amount of household goods for drop-off/collection exceeds the permitted total volume in our standard packages then an additional trip and not a drop-off charge will be applicable.

4. What Is Included?

Our standard quotation is for our service area and includes packing material, packing (of Myrelo boxes), loading, transportation, unloading, unwrapping of large items and removal of packing debris on the last day of moving. Our package does not include unpacking of boxes.

We provide complementary dismantling and assembly of pre-existing beds and basic furniture only.

Our packages include moving up to first floor. Stair carry charges are applicable for second floor and above (if there is no lift access) at each location.

Moving logistics vary depending on the company’s resources and the client’s preference for the selected moving days.

Our Standard Package has packing blankets and stretch film as the main packing material.

The number of boxes, trips & moving days provided is based on the package you choose. Additional charges are applicable for any extra trips, days & packing materials at the current chargeable rates.

Any unpacked boxes will be collected at the end of the move. If you choose to unpack boxes by yourself, then we can collect the boxes after you are done. Please be reminded that unpacked boxes after the last moving day are no longer covered by insurance.

We care for the environment by reusing and recycling all packing items. We hope that you will too. Kindly return your boxes and preserve our environment.

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5. What is Not Included?

Our quotation does not include (unless specified) unpacking of boxes, additional costs for lift surcharges, any fee payable for parking or access, extra deliveries, stair carry, long carry, difficult access, special handling items (safes, piano, flora and fauna, etc), interim storage, overtime and any other delays which we as a company have no control over.

We will disassemble and assemble your beds on complementary basis. Other furniture and electrical items requiring extensive dismantling, reassembly, installation and/or servicing will incur additional charges. We do not dismantle built-in cabinets.

(We do not guarantee that re-assembled furniture will be in the same condition as original, especially if furniture is aged and/or of poor quality).

We will not accept for transit any of the following:

1. Toxic, flammable, explosive or other potentially dangerous products.
2. Food of any kind, except in unopened tins or cans.
3. Any form of firearms or drugs.
4. Animals

Fridges need to be emptied and turned off before moving day. For hygiene reasons, Myrelo will not move perishable food items.

We will not accept any goods that you no longer require. We accept goods for transit only and will not dispose of goods on your behalf. (except as provided for in paragraph 11).

Add-Ons

Our add-on charges for Air Conditioner, Astro, Piano and Safe relocation are for standard installation/service only. Additional charges for extra wiring, customized installation, cleaning, tuning, etc are applicable. Check with us to ensure that you are getting the service that you require.

6. Approvals & Security Deposit (If applicable)

You are responsible to liaise with your management office in a timely fashion to obtain the necessary approval for your moving requirements. You are also responsible to advise us in advance of any moving restrictions which may affect us carrying out your move. Any deposits required by your management during moving day are your responsibility. Myrelo shall not be responsible for obtaining any approvals and/or payment of any deposits and shall not be responsible for any delays resulting from failure to obtain the necessary management approval in a timely fashion.

7. Poor Weather Conditions

In an uncovered area, the crews will stop loading & unloading if it starts raining. This is to ensure the safety of your goods and our staff by avoiding accidents due to slippery conditions. If overtime is incurred due to poor weather condition, overtime charges (at 50% discount) will apply according to the number of extra hours.

8. Overtime

Standard Packages

Our official working hours are from 9.00 am to 5.00 pm (inclusive of one (1) hour lunch). If overtime is required to complete your move due to restriction of moving hours (e.g. condominiums, gated community etc), limited access to loading bay (e.g. shuttling with 1-ton lorry), excessive personal items, poor weather conditions, personal moving requirements (feng shui, etc) and any other reasons beyond our control, then overtime charges apply at a rate of RM15 per staff per hour.

If an additional day is still required to complete the move due to any of the abovementioned reasons, then additional charges are applicable.

DIY Packages

The overtime rate for the DIY Package is RM250 per hour.

9. Saturday, Sunday & Public Holiday Surcharge

There will be a surcharge in addition to standard / non-standard packages for moves scheduled on Saturday, Sunday and public holiday as follows:-

Saturday	RM 250
Sunday	RM 400
Public Holidays	RM 800

10. Completion Round

You or your authorized representative is required to do one round of inspection with our Supervisor upon completion of the move. This is to ensure that everything was delivered accordingly and verified by you.

Should there be any damage amounting to a damage claim, you will need to indicate it in the Service Completion form and have it witnessed by the Supervisor. We will not entertain further claims once you have signed off the Service Completion form.

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11. Charitable Items

As part of our community service, we will send any of your household items (up to a maximum of 12 cubic meters) to one pre-arranged charity of your choice within our Service Area. We will arrange with the charity on the sending of items according to our moving schedule.

Items for charity must be in good condition and working order otherwise they will not be accepted by the Charity.

12. Payment

Upon confirmation of the quotation, full payment is due prior to moving date. We will only reserve the moving date upon receipt of full payment.

Payment Methods:

- i) Cash
- ii) Cheque Payable : Myrelo Sdn Bhd
Cash and cheque can be banked directly into our company account. Please send us a copy of the bank-in slip as proof of payment.

Banking Details: Myrelo Sdn Bhd

Maybank Account: 5123-0700-6325

- iii) Credit Card : Mastercard & VISA

An administrative fee of 3% is chargeable on all credit card transactions.

13. Cancellation/Postponement

A cancellation fee of 50% of the total package rate, or the deposit fee, will be forfeited upon cancellation of your confirmed move.

If after one year of payment you have not moved with us then your full payment shall be forfeited and no refund will be given.

Confirmed moves that are postponed less than 7 days prior to original moving date are subject to postponement fee of RM500.

14. IMPORTANT: Our Liability for Loss or Damage

While we take utmost care as far as reasonably possible in protecting your possessions, it is normal for handled goods and goods-in-transit to be subject to wear and tear, minor scratches & dents.

It is highly recommended that insurance be purchased prior to your move. We are not liable for any loss or damage of any items during moving.

Please ensure that all of your valuable items (handphones, jewellery, money, etc.) are stored safely in your possession.

You are responsible for obtaining adequate insurance for your personal goods. Insurance is available from Myrelo if you don't already have your own.

Insurance Premium Table

Value Of Goods (RM)	Insurance Premium (RM)
10,000	200
20,000	400
Premium fixed at 2% of value of the goods.	

In the event of any claim, the damage value must be more than RM1,000 on each loss. The first RM1,000 is deducted from the settlement amount by the insurance company.

Claims settlement and compensation value are decided by the insurance company, not Myrelo.

Our maximum liability, in the event of any discrepancy for any move is limited to RM100 only.

15. Indemnity

Please tick the appropriate box:

I have been advised and decided that insurance is required for the amount of RM_____ for this move and that damage claim (if any) is in excess of RM1,000. In the event of a claim, the first RM1,000 is deducted from the settlement amount by the insurance company.

I have been advised and decided that insurance is not required for this move. I undertake to indemnify and keep Myrelo and its staff indemnified against all claims, losses, demands, expenses and any other liability in connection to the move.

16. What's Next?

To confirm your move with us, please sign your acceptance on our quotation, terms & conditions and arrange the necessary payment.

I have read and understood the terms and conditions.

Signature : _____

Name: _____

Date : _____

If you have any questions, please contact us for further clarification.