



Terms and Conditions

The following information consists of the Terms and Conditions under which Men with a Van Leeds operates. By using our services, be it via our Website or through any other means, you are legally bound by these Terms and Conditions. The information is presented in a Jargon-Free Manner for the benefit of our customers.

Collections and Deliveries

1. Any item travelling through our services must be able to withstand a short drop, fragile items should not be sent through our services. Any item that is damaged as a result of a fall, with the packaging intact will therefore be declined. Furthermore, items might be stacked in a van with other boxes being placed on top of them. Hence it is imperative that a box of adequate strength is used to protect the items inside from getting damaged.
2. Our Liability in Terms of Loss and Damage to Goods in Transit
3. If two individual boxes are taped up together as one and one of the boxes tears off and gets lost/damaged in transit, there will be no compensation paid for that one box whatsoever.
4. We offer no compensation for any Internal Damage that may occur to your item for e.g a T.V would Switch On before the delivery and once delivered it does not Switch On anymore.
5. In order for a claim to be accepted for Damaged/Goods, Men with a Van Leeds need to be made aware of damaged goods within 24hrs of the delivery.
6. If after inspecting the damaged goods, Men with a Van Leeds rules that the packaging used to protect the items was not sufficient, the Claim may be rejected out-right. The Men with a Van Leeds decision in this case would be final and cannot be disputed.
7. Any damage to Packaging Materials used to transport your goods is not covered under our Transit Liability. Hence if your items are packaged in a Suitcase, Briefcase, Bags, Holdalls, Bin Liners etc and these experience damage during transit, no Damage Claims would be entertained to compensate for the associated loss
8. If any Items are Missing (i.e. Lost) - Men with a Van Leeds need to be informed of this within 1 working day of delivery being made. If the stated time frame lapses, we will assume that all items were delivered in full and no Claims for missing/lost items would be entertained at a future date.
9. The Maximum Compensation awarded for a lost/damaged item would be no more than that Value of Goods declared by the customer at the time of delivery.
10. Once a Claim is requested, all necessary documents for the claim as mentioned in previous Clauses must be submitted by the Customer to Men with a Van Leeds within 2 Calendar Days. If this period lapses and we have yet to receive the necessary documents, the claim will be discarded by Men with a van Leeds and we are not to be held liable to provide any compensation at a future date.
11. If for any reason, our Insurance Company we use, refuse to provide compensation in accordance with the limits mentioned above, we are not to be held liable in anyway whatsoever.
12. The Outcome of a Lost/Damage Claim with our Insurance Company can take upto 45 working days to materialize. This time-scale is an estimate only and we are not to be held liable if it takes longer than mentioned.
13. For a Claim to be accepted, full payment for the job must be paid in full to Men with a Van Leeds prior to any claim being processed.

Our Right to Vary these Terms and Conditions

We have the right to change our Terms and Conditions at any point and without notice. We recommend our Customers study our Terms and Conditions before placing an order and take a copy for their record. Any changes to Terms and Conditions will not be applicable to orders placed in the past.