

CANCELLATION, DAMAGE & INSURANCE POLICY

Absolute Pre-Packing & Storage

Last updated: September 2026

We understand that moving house can be stressful and plans can sometimes change.

This policy explains what happens if you need to change or cancel your booking and what you should do if something is damaged or lost during your move.

Cancellations & Rescheduling

If you need to cancel or change your booking, please contact Absolute Pre-Packing & Storage as soon as possible.

We will always try to accommodate reasonable changes to booking dates where availability allows.

Any cancellation or rescheduling fee applicable to your booking will be disclosed in your quotation or booking confirmation.

Where a cancellation fee applies, it will take into account circumstances such as notice provided, work already undertaken, costs reasonably incurred and the time that had been reserved for your booking.

Nothing in this policy limits your rights under the Australian Consumer Law.

Changes on Moving Day

Please let us know before your move if there are significant changes to:

- The amount of furniture or belongings being moved
- Pickup or delivery locations
- Stairs or lift access
- Parking or vehicle access
- Large or unusually heavy items
- Items requiring special handling
- Packing requirements

Unexpected additional work may affect the time required and the final cost.

Where reasonably practicable, we will discuss additional charges with you before undertaking significant additional work.



Taking Care of Your Belongings

Our team will take reasonable care when packing, handling, loading, transporting, unloading and storing your belongings.

Australian Consumer Law requires consumer services to be provided with due care and skill, where the consumer guarantees apply. ([ACCC](#))

We ask customers to tell us before the move about particularly fragile, valuable, sentimental, antique or unusual items so appropriate arrangements can be discussed.

Customer-Packed Items

If you choose to pack your own boxes, please ensure items are adequately protected and that boxes are suitable for the weight and type of goods being packed.

Clearly label boxes containing fragile items.

If damage occurs, the circumstances surrounding the packing, handling and transport of the item will be considered when determining responsibility.

Nothing in this section removes rights you may have under Australian Consumer Law.

Existing Damage

Furniture and belongings sometimes have existing scratches, marks, cracks or other damage before a move.

Where practical, we may identify significant existing damage before moving an item.

We also encourage customers to photograph particularly valuable or fragile belongings before moving day.

Reporting Damage or Loss

If you believe something has been damaged or lost during your move, please contact us **as soon as reasonably possible**.

Please provide:

- Your name and booking details
- A description of the item
- Details of what happened
- Photographs of the damage where possible
- Photographs taken before the move, if available
- Proof of purchase or evidence of value where reasonably required

We will investigate the circumstances and work with you to determine an appropriate outcome.

Importantly, I would **not** put wording such as "damage must be reported within 24 hours or we accept no responsibility." Consumer rights cannot simply be removed through a business policy. ([ACCC](#))

Insurance

Customers should consider whether they require insurance covering their belongings during packing, transport and storage.

Do not assume that a removal company's general business or vehicle insurance automatically provides replacement-value insurance for all of your belongings.

Queensland's Office of Fair Trading specifically recommends checking insurance for goods being moved and considering storage insurance for belongings placed into storage. ([Queensland Government](#))

Before your move, we recommend checking your existing home and contents insurance to determine whether your belongings are covered:

- During removal
- During loading and unloading
- While in transit
- While temporarily located at another property
- While in storage

If necessary, speak with your insurer about appropriate transit or storage insurance.



Storage

Customers placing belongings into storage should consider appropriate insurance for those belongings.

Storage insurance may provide protection against circumstances such as fire, water damage or other insured events, depending on the policy selected. ([Queensland Government](#))

Customers remain responsible for ensuring they have the level of insurance appropriate for the value and nature of their belongings.

Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any guarantee, right or remedy available to you under the Australian Consumer Law that cannot lawfully be excluded.

Where the Australian Consumer Law consumer guarantees apply, services must generally be provided with due care and skill, be fit for an agreed purpose and be supplied within a reasonable time where no time has been agreed. ([ACCC](#))

Contact Us

If you have questions regarding these Terms & Conditions, please contact:

Absolute Pre-Packing & Storage

Queensland, Australia

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