



TERMS & CONDITIONS

Absolute Pre-Packing & Storage

Last updated: September 2026

Welcome to Absolute Pre-Packing & Storage. These Terms & Conditions apply to services provided by Absolute Pre-Packing & Storage, including removals, pre-packing, packing assistance, storage services and the supply of packing materials.

By accepting a quotation, booking our services, making payment or otherwise instructing us to proceed, you agree to these Terms & Conditions.

1. Our Services

Absolute Pre-Packing & Storage provides services that may include:

- Pre-packing and packing
- Residential removals
- Furniture and household item transportation
- Storage solutions
- Packing boxes and packing materials
- Loading and unloading
- Other services agreed upon in writing

The exact services included in your booking will be outlined in your quotation or booking confirmation.

2. Quotes

Quotes are based on the information provided to us at the time of enquiry.

Customers should provide accurate information about the volume and type of goods being moved or stored, access to the property, stairs, lifts, driveways, parking restrictions, unusually heavy items and any other circumstances that may affect the work.

If the circumstances are substantially different from those described when the quote was provided, additional charges may apply. Where reasonably practicable, we will discuss these additional charges with you before carrying out additional work.



3. Bookings and Payment

A booking is considered confirmed once any required deposit has been received and confirmation has been provided by Absolute Pre-Packing & Storage.

Payment terms will be stated on your quotation or invoice.

Unless otherwise agreed, outstanding amounts must be paid by the due date shown on the invoice.

4. Cancellations and Changes

We understand that moving plans sometimes change.

If you need to cancel or reschedule your booking, please contact us as soon as possible.

Any cancellation or rescheduling fee will be communicated as part of your quotation or booking conditions and will reflect, where applicable, costs reasonably incurred or losses associated with the cancellation.

Nothing in this section limits any rights you may have under the Australian Consumer Law.

5. Customer Responsibilities

Customers are responsible for:

- Providing accurate information about the move, property and items.
- Ensuring we have reasonable and safe access to the premises.
- Identifying fragile, valuable or unusually heavy items before work begins.
- Ensuring items not being moved are clearly identified.
- Removing or securing personal documents, money, jewellery and other valuables.
- Ensuring appliances are appropriately disconnected and prepared for transport unless we have specifically agreed to provide this service.
- Advising us of any item requiring special handling.

Where practical, we recommend customers keep an inventory or photographs of important items before moving or storage.

6. Items We May Refuse to Move or Store

For safety, legal and insurance reasons, we may refuse to move or store items including:

- Dangerous or hazardous materials
- Explosives or flammable substances
- Illegal goods
- Perishable food
- Live animals
- Items that may create a health or safety risk
- Items that could damage other property

Please speak with us before your booking if you are unsure whether an item can be transported or stored.

7. Fragile and Valuable Items

Please tell us before work begins about particularly fragile, valuable, sentimental, antique or unusual items.

This allows us to determine whether special packing, handling or transport arrangements are required.

Where the customer packs their own goods, we cannot verify whether those goods have been adequately packed. This does not exclude any rights or remedies available under Australian Consumer Law.

8. Access and Safety

Customers must provide safe and reasonable access to collection and delivery locations.

Please tell us in advance about stairs, steep driveways, restricted parking, narrow entrances, lifts or other access difficulties.

Our team may decline to perform work where we reasonably believe conditions present an unacceptable safety risk.



9. Delays

We will make reasonable efforts to attend and complete work at the agreed time.

However, moving services can sometimes be affected by circumstances outside our reasonable control, including traffic, weather, road closures, vehicle breakdowns, accidents and delays at previous jobs.

If a significant delay occurs, we will make reasonable efforts to contact you and keep you informed.

10. Storage

Where Absolute Pre-Packing & Storage provides storage, customers must provide accurate information about the goods being stored.

Goods must not include dangerous, illegal, explosive, flammable, perishable or hazardous materials.

Storage charges and payment arrangements will be outlined in the customer's quotation, invoice or storage agreement.

Customers should consider whether they require insurance for goods while in storage. Queensland Fair Trading specifically advises consumers to consider storage insurance for risks such as fire and water damage. ([Queensland Government](#))

Additional statutory requirements may apply to stored goods and unpaid storage charges. Queensland's Office of Fair Trading provides specific information concerning storage liens. ([Queensland Government](#))

11. Insurance

Customers should check whether their home, contents or other insurance provides appropriate cover for goods while being packed, transported or stored.

Do not assume that a removalist's business or vehicle insurance automatically provides full replacement cover for your belongings. Queensland Fair Trading advises consumers to check the type and extent of insurance applying to their move and storage. ([Queensland Government](#))

We will provide information about any insurance maintained by Absolute Pre-Packing & Storage upon reasonable request.



12. Damage or Loss

We take reasonable care when handling customers' belongings.

If you believe an item has been lost or damaged during our services, please contact us as soon as reasonably possible and provide details and photographs where available.

We will investigate the matter and work with you to determine an appropriate resolution.

Nothing in these Terms & Conditions excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law.

Consumer guarantees apply automatically where the Australian Consumer Law applies.

([ACCC](#))

13. Packing Materials

Packing materials supplied or sold by Absolute Pre-Packing & Storage will be as described at the time of purchase.

Where Australian Consumer Law applies, goods come with consumer guarantees including requirements relating to acceptable quality and fitness for purpose. ([ACCC](#))

14. Australian Consumer Law

Nothing in these Terms & Conditions is intended to exclude, restrict or modify rights or remedies available under the **Competition and Consumer Act 2010 (Cth)**, including the **Australian Consumer Law**, or any other rights that cannot lawfully be excluded.

Where the Australian Consumer Law applies, our services come with statutory consumer guarantees.

15. Website Information

We make reasonable efforts to ensure information provided on absoluteprepacking.com.au is accurate and current.

Website information is provided for general information and may be updated from time to time.

Images on the website may be illustrative and individual services may vary depending on the customer's requirements.

A quotation or written booking confirmation will take precedence over general information displayed on the website where it specifically describes the services being supplied to you.



16. Intellectual Property

Unless otherwise stated, the content of this website, including business branding, logos, graphics, photographs, written content and design elements, belongs to Absolute Pre-Packing & Storage or is used with permission.

Website content must not be reproduced or used for commercial purposes without permission.

17. Privacy

Personal information supplied through our website, telephone enquiries, quotations and bookings will be handled in accordance with our Privacy Policy and applicable Australian privacy laws.

18. Complaints

If you are unhappy with any part of our service, please contact us so we have an opportunity to address the issue.

We aim to deal with concerns fairly, respectfully and promptly.

19. Changes to These Terms

We may update these Terms & Conditions from time to time.

The Terms & Conditions applying to a particular booking will generally be those provided or made available when that booking was accepted, subject to any subsequent changes agreed between us or required by law.

20. Governing Law

These Terms & Conditions are governed by the laws of Queensland, Australia.

21. Contact Us

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

- **Absolute Pre-Packing & Storage**
Queensland, Australia
Phone: **0498 148 715**
Email: **absoluteprepackingsuncst@gmail.com**
Website: **absoluteprepacking.com.au**