



## TERMS AND CONDITIONS OF USE – FOR CUSTOMERS

Last updated: 24 April 2026

Effective date: Upon first booking

These Terms govern your use of Mover to book transport services from independent drivers.

### **The Mover Service**

- 1.1 Mover is a technology platform connecting you with independent transport providers. We do not provide transport services ourselves.
- 1.2 Each booking is a direct contract between you and the driver. Mover facilitates payment and support.

### **Your Account**

- 2.1 You must provide accurate name, phone, pickup/delivery addresses, and item descriptions.
- 2.2 You are responsible for all activity under your account.

### **Bookings & Pricing**

- 3.1 Prices are calculated upfront based on distance, vehicle, loading time, and helpers. Tolls/fees added at cost.
- 3.2 By confirming, you agree to pay the quoted amount.
- 3.3 Operating hours: 06:00 – 20:00, Monday to Sunday. Coverage is worldwide subject to driver availability.

### **Cancellations & Refunds**

- 4.1 Cancel >48 hours before pickup: 100% refund.
- 4.2 Cancel <48 hours before pickup or after driver dispatched: No refund. Full base fare charged.
- 4.3 If Mover/driver cancels, you get 100% refund in 3–5 business days.
- 4.4 No-shows: If you or your recipient is absent after 15 min waiting, full trip fee applies.

## **Your Responsibilities**

- 5.1 Be present or arrange access at pickup/delivery.
- 5.2 Pack items safely. Mover/drivers are not liable for damage due to poor packaging.
- 5.3 Do not request transport of prohibited items: cash, firearms, hazardous goods, illegal items, or anything banned by law.
- 5.4 Declare high-value items >R10,000 before booking. Failure to declare may void claims.

## **Liability & Insurance**

- 6.1 Mover does NOT provide insurance. Drivers are independent and accept liability for proven loss/damage while goods are in their care.
- 6.2 Claims must be logged within 12 hours at [support@wheelymovers.org](mailto:support@wheelymovers.org) with photos. Mover investigates within 3 business days.
- 6.3 Maximum liability per job is limited to the driver's proven fault and subject to recovery from driver. For high-value goods, arrange your own insurance.
- 6.4 Mover is not liable for delays due to traffic, weather, breakdowns, or force majeure. <https://wheelymovers.org>

## **Payments**

- 7.1 Payment is charged via Paystack when you confirm.
- 7.2 Mover holds funds for 48 hours post-delivery for dispute resolution, then releases to driver.
- 7.3 Chargebacks during active dispute = account suspension.

## **Prohibited Use**

No illegal use, fraud, abuse of drivers, or breach of Acceptable Use Policy.

## **Termination**

We may suspend your account for breach or non-payment. You may close your account anytime if no active bookings.

## **Governing Law**

South African law applies. Contact [support@wheelymovers.org](mailto:support@wheelymovers.org) first for disputes.

<https://wheelymovers.org>