



TERMS & POLICIES

Last updated: 24 April 2026

Mover is a marketplace connecting customers with independent drivers for transport of goods. By using Mover, you agree:

Prohibited use: You may not use Mover to transport illegal goods, hazardous materials, weapons, drugs, stolen property, cash, jewellery >R10k, or live animals. You may not harass users, commit fraud, bypass platform fees, submit false KYC, or use another person's driver account.

Driver requirements:

Valid SA ID/passport + work permit if applicable

Valid driver's license for vehicle class

Roadworthy vehicle with current license disc

Pass Mover's KYC and background check before activation

Drivers are fully liable for loss/damage to goods while in their care. Mover does not carry goods-in-transit insurance.

Violations may result in immediate suspension, forfeiture of pending payouts, and reporting to authorities or Paystack.

Shipping Policy

Service: On-demand and scheduled transport of furniture, boxes, and general goods.

Mover is a marketplace — drivers are independent contractors.

Operating hours: 06:00 – 20:00, Monday to Sunday, worldwide coverage subject to driver availability in each region.

Booking:

Now: Request immediate pickup. ETA depends on driver availability.

Scheduled: Book up to 30 days in advance.

Pricing: Calculated upfront based on distance, vehicle size, loading time, and helpers.

Pickup/Delivery: Driver will call on arrival. Customer must be present and sign in-app on delivery. POD = Mark as complete on app.

Failed jobs: If no access or customer no-show after 30min, 100% of base fare + call-out fee applies.

Liability: Mover does not provide insurance. Drivers accept full liability for loss or damage to goods while in transit. Customers moving high-value items should arrange their own insurance. Claims must be logged within 12 hours.

Prohibited items: Perishables, cash, firearms, hazardous materials, or any item illegal in the pickup/delivery country.

Returns & Refunds Policy

Customer cancellations:

When you cancel	Refund
>48 hours before pickup	100% refund
<48 hours before pickup or after driver dispatched	No refund. Full base fare charged as cancellation fee
Mover/driver cancellations: 100% refund processed within 3–5 business days if we cannot reassign a driver.

Damage/Loss claims:

Report to support@wheelymovers.org within 12 hours with job #, photos, and value
Mover will investigate with driver, GPS, and trip data within 3 business days
Drivers are directly liable for proven loss/damage. Approved claims are deducted from the driver's pending payout or recovered directly from driver
Mover does not provide insurance cover. Excluded: poor packaging by customer, undeclared items, delays due to traffic/weather[<https://wheelymovers.org>].

Disputes: Handled by Mover support first. Unresolved disputes may be escalated under the Consumer Protection Act. Chargebacks during active investigation will result in account suspension.

Driver payouts: Drivers have an in-app balance to view earnings only. No stored-value wallets. Withdrawals are requested in-app and paid directly to the driver's verified bank account via Paystack. Payouts processed weekly every Friday for jobs completed >48hrs prior. Drivers cannot transfer balances to other users.

Contact: support@wheelymovers.org / info@wheelymovers.org.