



Frequently Asked Questions



How much is the deposit for a truck move?

Answer: To lock in your date for a truck move, we require a \$250 deposit, which is paid via a secure Square link.



What is your cancellation policy for a truck move?

Answer: If you cancel with more than 72 hours' notice, you'll get a full refund of your deposit. For cancellations within 72 hours of your booking, the deposit is forfeited to cover the spot we reserved for you.



What happens if you damage my belongings?

Answer: In the unlikely event of loss or damage caused by our negligence, we will make it right. Our company is fully insured with Public Liability and Transit Insurance. For minor incidents not covered by these main policies, we have a promise to compensate up to \$1,000 per move, however a \$250 excess applies if you wish to make a claim. Please note that items with inherent risk are not covered at all. We highly recommend you also get your own comprehensive removals insurance.



How do I make a claim for loss or damage?

Answer: You must report any loss or damage by emailing us at dan@nhpu.com.au within 24 hours of the job's completion. Full payment for the service is still required on the day, regardless of any claims.



Are there any items you won't cover for damage?

Answer: Yes. Due to their fragile nature, we are not liable for items like self-assembly (Ikea) furniture, glass, stone bench tops, pot plants, or TVs not in their original box. We also aren't liable for items damaged inside boxes that you packed yourself.



What if an item won't fit through the door at my new place?

Answer: Please let us know about any potential access challenges in advance! If our team arrives and determines an item cannot be moved in safely, their professional judgment is final. For everyone's safety, the item will be placed in the nearest secure alternative location, like a garage or ground-floor room.



Can I help the movers carry things?

Answer: For safety and insurance reasons, we ask that you let our trained professionals handle all the lifting. We cannot be held responsible for any damage that occurs if customers or their party assist with moving items.



Do I need to be there for the entire move?

Answer: Yes, we require you or a trusted representative to be present. Your most important job is to conduct a final walkthrough at each location before our team leaves to ensure everything has been moved correctly.



What if I have more items than I initially told you?

Answer: No problem, we can usually handle it! However, if the job is significantly larger than described, we may need to bring in more staff or another vehicle, and the additional costs will be added to your final bill.

**NO HICCUP
PICKUP
DELIVERIES AND REMOVALS**

**Ask Us Anything:
nhpu.com.au
0403 99 11 66**