



Terms and Conditions of service

Last Updated: March 10, 2026

These Terms and Conditions ("Agreement") govern the logistics, furniture removal, and transport services provided by **Mnikathi Logistic Solutions (Pty) Ltd** ("the Company") to the client ("the Customer"). By booking a service or paying a deposit, the Customer agrees to be bound by these terms.

1. Quotations and Accuracy of Information

- **Accuracy of Details:** The Customer must provide precise pickup and delivery addresses, inventory lists, and contact details.
- **Surcharges:** The Company reserves the right to apply additional fees for incorrect details, including but not limited to: incorrect floor levels (e.g., stairs not mentioned), restricted truck access, or incorrect distance calculations provided by the Customer.
- **Validity:** Quotations are valid for 14 days from the date of issue unless otherwise stated.

2. Payment Terms and Deposits

- **Deposit Requirement:** A deposit of 50% is required to secure a booking date.
- **No Pay, No Move:** No vehicle will be dispatched, and no goods will be loaded or delivered until the required deposit has reflected in the Company's bank account.
- **Final Balance:** The remaining balance is due strictly before the offloading of goods at the destination.
- **Refunds:** In the event of a cancellation by the Customer, the deposit is refundable; however, the Company will deduct any applicable bank charges or administrative fees incurred during the transaction.

3. Prohibited and Restricted Goods

The Company will not transport the following items under any circumstances:

- **Illegal/Hazardous:** Illegal substances, stolen property, explosives, or hazardous chemicals.
- **Perishables:** Food or perishable items without specialized, leak-proof, and temperature-controlled packaging provided by the Customer.
- **High-Value Items:** Cash, jewelry, and bullion. The Customer is responsible for transporting these items personally.
- **Refusal of Service:** The Company reserves the right to refuse any cargo deemed unsafe or restricted by South African law.

4. Delivery Timelines and Delays

- **Estimated Times:** All delivery times provided are estimates.
- **Force Majeure:** The Company is not liable for delays caused by circumstances beyond its control, including but not limited to: heavy traffic, extreme weather, road closures, vehicle breakdowns, civil unrest, or industrial action.
- **No Compensation for Delay:** No refunds or discounts will be granted for late deliveries caused by the factors mentioned in Clause 4.2.

5. Liability and Damages

- **Company Responsibility:** The Company takes responsibility for damages to goods that occur strictly during the transit period while in the care of our staff, provided the damage is a direct result of our negligence.
- **Exclusions:** The Company is **not** liable for:
 - Damage to items packed by the Customer (PBO - Packed by Owner).
 - Mechanical or electrical derangement of appliances (fridges, TVs, PCs) unless there is evidence of external physical impact.
 - Damage caused by inadequate packaging of fragile items.
- **Claim Window:** Any damage must be reported in writing and noted on the Waybill/Proof of Delivery immediately upon offloading. Claims made after the team has left the site will not be entertained.

6. Customer obligations

- **Access:** The Customer must ensure that the transport vehicle has legal and physical access to the premises.
- **Permissions:** The Customer must obtain all necessary permissions from body corporates or estate security for the move to take place during the scheduled time.

7. Contact Us

For any questions regarding this Privacy Policy, your rights, or to update your information, please contact our Information Officer:

Mnikathi Logistic Solutions (Pty) Ltd

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