



Super Sorters Terms and Conditions

This document sets out the terms and conditions that apply when you work with Super Sorters, referred to as “we,” “us” “our” or “Super Sorters” in this document.

By accessing our website and/or making a booking, you agree to be legally bound by these terms and conditions. Please read these terms and conditions carefully and complete the required fields.

If you have any questions relating to these terms and conditions, or require any further information you can contact us at hellosupersorters@gmail.com.

Working Hours

Our standard working hours are 9am – 5pm Monday to Friday. Subject to availability, we are able to provide evening and weekend sessions at an additional cost.

To secure our services, Super Sorters require a minimum booking of 3 hours for in person sessions and 45 minutes for virtual sessions.

We offer 3, 4, 5 and 6 hour sessions undertaken in one day or multiple sessions split over a number of days or weeks, working round your commitments. Discounts are available for customers booking 12 or 24 hour packages.

Prior to your first session, we will have a 30 minute free consultation with you, taking the time to understand your requirements and what you want to achieve, so we are best placed to help you achieve your vision. During this session we will give you an estimate of how many hours or sessions you are likely to require.

Due to the vast number of variable factors involved in each session, such as the size of the space, how quickly you can make decisions about each item and the volume of contents, some projects may require more hours than initially estimated. Should we discover you need more hours or further sessions, we will discuss this with you in a timely manner and you can decide what you would like to do.

During each session Super Sorters will inform you when your booked time is finished. Should we have availability and more work is required, we will give you the option to extend your session. This will be charged at our hourly rate.

We recognise that the process of decluttering can be very physically and emotionally demanding, hence we will work at the pace that suits you. You can take a break whenever you require, however this will be included in the duration of the session time. Should we need to take a 15-30 minute break for lunch or dinner, you will not be charged for this.

Handling of Goods

We hold professional indemnity and public liability insurance. Whilst the utmost care and attention will be taken with your possessions at all times, Super Sorters will not be held liable in the event of any damage or loss caused during the course of services provided by us. You must ensure you have the appropriate insurance cover for your possessions and agree to cover any breakages through your home insurance cover.

We will not handle, pack or move items of high value. These items must be identified and be handled, packed or moved by yourself or a removals specialist.

Unless otherwise specified, the items sorted through during a session must be yours. If items belonging to another person are to be sorted, their permission and consent must first be obtained, and they must agree to our terms and conditions.

Removal of possessions

Super Sorters are passionate about the environment and sustainability. Wherever possible we will suggest ways for you to rehome, repurpose or recycle items you no longer need. Items you no longer need remain your sole responsibility. Items to be removed from your premises, either for disposal or to other locations, must be at your own discretion. Removal and/or disposal will not take place without your consent, and you accept responsibility for all items disposed of linked to the service provided. Items cannot be returned after they have been removed.

Where items are sold, an agreement will be signed by both parties before the sale takes place which will be legally binding.

Recommendations

Additional Services

Should you require, Super Sorters is happy to provide suggestions about services outside the scope of services we provide. While we make every effort to research and recommend the highest quality third party suppliers, customers are expected to undertake their own due diligence prior to booking or utilising these services. Super Sorters accepts no responsibility or liability for suggested products and/or services provided by third parties, nor their performance, fees payable or any loss or damage caused by them.

Super Sorters are not able to value items or identify items of value or rarity, as this falls outside the scope of our expertise. Customers must seek their own valuation of items should they wish.

Disclaimer

Super Sorters provides advice, support and encouragement in good faith prior to and during organising and decluttering sessions. Super Sorters therefore accept no responsibility for the actions of a customer, as it is the customers decision alone to discard items. Super Sorters accepts no responsibility relating to advice given to the customer or the consequences of that advice; at the time of consultation, during an organising or decluttering session or at any future date following any consultation or provision of services. Super Sorters cannot be held liable for any discarded items. Customers are responsible for obtaining any financial, legal, or other professional advice that they consider necessary to support any decision they make.

Personal Safety

Prior to booking a session with Super Sorters you have a duty of care to ensure the designated environment is safe to work in and agree to disclose any information about the project or working environment that might put the us at risk of harm or pose a risk to our health and safety. We reserve the right to terminate the session at any time should there be a risk to our health and safety. In this instance we will charge you for the full session.

You agree to ensure that there is easy access immediately outside, as well as inside your home or premises.

For our personal safety, another person will always know our location and session timings.

You must arrange for any children, grandchildren and any other individuals under your care, and/or pets to be kept safe and occupied during our session.

Limits of Work

We cannot:

- work in any space that is not deemed safe.
- undertake tasks that would risk our health and safety.
- take things to the local recycling centre on your behalf, as we are not licensed waste carriers.
- lift or carry heavy objects. Please ensure that there is help available should this be required.
- carry out DIY tasks such as drilling, carpentry, hammering and sawing.

We do not:

- assemble or disassemble furniture.
- offer a cleaning service, but we will wipe down or dust any surfaces we are organising on to where required.

Payment and Charges

The price charged for services provided by Super Sorters will be the prices stated on our website at the time of booking. An initial consultation of 30 minutes is free of charge.

Payment is required before the session, unless agreed otherwise. Super Sorters accept payment via cash or BACS bank payment using the bank details shown on the invoice. Please use the invoice number as your reference for electronic payments. Bookings are cannot be confirmed until payment is made.

Any session that extends past the end of the agreed session period will be charged at our hourly rate thereafter.

The customer will be invoiced for hours worked. This encompasses the time of arrival to the time of departure.

Lunch or dinner breaks taken by Super Sorters will not be charged for.

Where the customer requires storage solutions to be provided, these will be agreed prior to the session and invoiced to the customer.

Super Sorters reserve the right to charge an hourly rate for any items that are required by the customer to be taken to charities.

Any outstanding payments are due at the end of each session.

Overdue payments will be charged at 9% per month.

Super Sorters reserve the right to increase prices. Bookings made before the price increase will be charged at the original price.

If you wish to dispute an invoice you must email us at hellosupersorters@gmail.com within 7 days of the receipt of the invoice. We will endeavour to reply to your query within 7 working days.

Travel Costs

Travel within a 15 mile radius of Surrey GU24 is included in the cost of services provided by Super Sorters. Travel beyond a 15 mile radius will be charged at 45p/mile in both directions.

Additional costs such as parking charges, congestion charges and public transport costs will be agreed prior to the start of a session and charged to the customer.

Supplies

We will provide labels for sorting items and other equipment we need. We ask that you have essential cleaning materials to hand so we can give any surfaces we are organising a dust or wipe down if required, and in addition that you have rubbish and recycling bags and appropriate materials at the ready.

Super Sorters is available to provide storage solutions for you. Should you require this, you need to notify us during the initial consultation. Any storage solutions provided will be added to your invoice to be paid in full. Should there be a product you wish to return, where we can obtain a refund, we will reimburse you.

Discounts

Super Sorters offer a 10% discount to all NHS staff and UK Forces staff on presentation of a valid ID.

Super Sorters offer a 10% discount for you on a session if you refer a friend or family member. You will receive a 10% discount upon payment for the session booked by the person you referred.

Cancellation Policy

Customer Booking Cancellation

- Customers can cancel a booking for any reason up until 72 hours before the start time of a session, without a cancellation fee being charged. We reserve the right to charge a £50 administration fee.
- Customers may reschedule a booking with Super Sorters up until 72 hours before the start time of a session without a cancellation fee being charged. After a booking has been rescheduled, it cannot be rescheduled again and is not eligible for a refund.
- Customers cancelling within 0-71 hours of the start time of a session will not be refunded and will be charged for the full session.
- If we arrive for a session and the customer is not present to allow access, unless otherwise agreed in advance, the customer will be charged for the full session and travel expenses incurred to compensate us for the loss of opportunity and ability to undertake alternative work.
- Travel charges or further expenses paid in advance by us are not refundable and will be invoiced to you at the time of cancellation.

Organiser Booking Cancellation

- After booking and receipt of payment, if we are unavailable to deliver a session, we will reschedule for another date that is convenient to the customer. If this is not possible, we will return payment in full.
- We reserve the right to withdraw the services at any time without notice due to undisclosed or unforeseen circumstances. Your payment will be returned in full, and you will be given the opportunity to reschedule another session at a time convenient to you.

Use of our website

You must use our website in accordance with these terms and conditions. Any booking made via our website is in accordance with the terms and conditions set out in this document.

Our website includes links to third party websites and applications that may be of interest to our customers. We are not responsible nor accept responsibility for the content or availability of any third party websites. Furthermore, we cannot be held liable for any damages or consequences caused by visiting any third party websites.

Other

Super Sorters reserve the right to withdraw services at any time without notice, due to undisclosed or unforeseen circumstances.

These Terms and Conditions are subject to change in line with any changes to the law or as we see fit in relation to the business activities carried out by Super Sorters. An up-to-date copy can be found on our website. You are subject to the terms and conditions in force at the time.

Confidentiality and Privacy

Super Sorters offers a confidential and discreet service in accordance with our [Privacy Policy](#) and UK General Data Protection Regulations (GDPR). By using our website and/or booking our services you consent to our Privacy Policy and confirm all data provided by you is accurate and up to date.

Super Sorters may wear tops displaying our logo during our sessions. Should you require clothing not displaying our logo to be worn, you must notify us prior to our session.

With your permission, we will take before and after photos of your space, or you may wish to send us a photo of your space before or during our initial consultation. With your consent, we may use these photos on our social media platforms and/or website. Super Sorters reserves the rights to photos taken.

I consent to before/during/after photos to be taken by Super Sorters. Y N

I consent to before/during/after photos taken by Super Sorters to be used on their website and/or social media. Y N

I consent to any feedback given to Super Sorters by myself or my associates to be used on their website and/or social media. Y N

I would like to be added to the Super Sorters Newsletter email list and receive newsletters from Super Sorters. Y N

I confirm I am at least 18 years of age and legally capable of entering into a binding contract.

I confirm that the information I have provided is accurate, up to date and complete in all respects.

I agree to be present during the Super Sorters session, unless otherwise agreed with Super Sorters.

I acknowledge I have read and understood Super Sorters Terms and Conditions. I agree to be bound by these Terms and Conditions and to comply with all applicable laws and regulations.

Customer Signature: _____

Print name here: _____

Date: _____

On behalf of Super Sorters: _____

Print name here: _____

Date: _____