



Terms & Conditions of Service

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BINDING AGREEMENT — By confirming any booking, making any payment, or permitting wrap2move's crew to commence work, you acknowledge that you have read, understood, and unconditionally agree to be legally bound by every provision of this Agreement. If you do not agree, do not proceed with booking.

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1. DEFINITIONS

- 1.1 **"Agreement"** means these Terms and Conditions of Service, the Quotation, and any written addenda issued by the Company.
- 1.2 **"Company"** means wrap2move, its directors, employees, agents, subcontractors, and authorised representatives.
- 1.3 **"Customer"** means the individual, household, company, or legal entity that books or uses the Company's Services.
- 1.4 **"Services"** means all packing, loading, transportation, unloading, unpacking, furniture installation, storage, and any ancillary services provided by the Company.
- 1.5 **"Goods"** means all items, furniture, household or commercial property, equipment, and effects entrusted to the Company for the purpose of Services.
- 1.6 **"Quotation"** means the written or digital estimate issued by the Company for the Services.
- 1.7 **"Move Day"** means the confirmed date and agreed commencement time of Services.
- 1.8 **"Entry Permit"** means any building access permit, gate pass, move-in or move-out NOC, elevator reservation, or authorisation required by a building management, master community authority, or any UAE government body at either the origin or destination address.
- 1.9 **"Actual Cash Value" (ACV)** means the current fair market value of an item at the time of damage, calculated as the estimated replacement cost of a comparable item less applicable depreciation, which accounts for the item's age, prior usage, wear, and condition. ACV is used by the Company solely as an *assessment framework* to determine the appropriate scope and proportionality of any repair remedy – it does not represent a cash sum payable to the Customer.
- 1.10 **"Pre-Existing Condition"** means any damage, defect, deterioration, staining, scratch, structural weakness, prior repair, or degradation present on an item before the Company takes possession of it.
- 1.11 **"Mobilization Fee"** means the compensation charge due to the Company upon access denial at the service location, as described in Clause 4.3.
- 1.12 **"PBO – Packed by Owner"** means any item, carton, container, bag, or bundle that was packed, boxed, or wrapped by the Customer or any party other than the Company's crew.
- 1.13 **"Force Majeure Event"** means any event or circumstance beyond the Company's reasonable control, as specified in Clause 12.
- 1.14 **"Salik"** means the electronic road toll system operated by the Roads and Transport Authority (RTA) of Dubai.

2. QUOTATION & BOOKING

- 2.1 All Quotations are valid for seven (7) calendar days from the date of issuance unless otherwise stated in writing.
- 2.2 Quotations are based entirely on information provided by the Customer at the time of enquiry, including item inventory, volume estimates, floor levels, lift availability, access conditions, and distances. Any material change in these variables – including undisclosed items, additional floors, unavailability of lifts, access route obstructions, or scope additions – entitles the Company to revise the Quotation. The Company reserves the right to adjust the agreed amount on Move Day if actual site conditions materially differ from information provided at booking, and the Customer acknowledges this as a reasonable and accepted right.
- 2.3 A booking is confirmed only upon receipt of the advance payment specified in Clause 3.1. No commitment to availability is made until confirmation is issued.
- 2.4 The Company reserves the right to decline, modify, or cancel any booking at its sole discretion, without incurring liability to the Customer.
- 2.5 The Customer warrants that all information provided during booking – including item descriptions, declared values, access details, addresses, and special handling requirements – is accurate, complete, and not misleading. Any claim arising from conditions not disclosed or misrepresented at booking will be excluded from the Company's liability.
- 2.6 No verbal representation, undertaking, or promise by any Company employee or representative is contractually binding unless confirmed in writing by a director of the Company.
- 2.7 The Company may impose minimum order values or fees for short-distance, low-volume, or single-item moves at its discretion.

3. PAYMENT TERMS

Payment Structure: 50% advance (non-refundable) to confirm booking – cash or bank transfer. 50% balance due upon delivery completion before crew departs. The crew will not be released until balance is received. Additional charges for scope changes are payable immediately.

- 3.1 **Advance Payment:** A non-refundable deposit of **fifty percent (50%)** of the total quoted amount is required to confirm the booking. This deposit is due at the time of booking and is payable by cash or bank transfer to the Company's designated account details as provided on the Quotation.
- 3.2 **Balance Payment:** The remaining **fifty percent (50%)** of the total quoted amount is due upon completion of delivery and placement of Goods at the destination, before the Company's crew and vehicle(s) depart the delivery location. The Customer acknowledges that departure of the crew is contingent on full payment of the balance.
- 3.3 The Company expressly reserves the right to withhold completion of unloading, retain access to Goods, or suspend Services if the balance payment is not received when due.
- 3.4 All amounts are stated and payable in UAE Dirhams (AED). Bank transfer payments must represent cleared funds in the Company's account. Provision of a transfer receipt does not constitute payment; confirmed clearing of funds is required.
- 3.5 Any additional charges arising from changes in scope, additional items, access delays, extended service time, waiting beyond thirty (30) minutes, or services requested on Move Day that were not part of the original Quotation will be calculated at the Company's prevailing rates and are payable immediately upon completion of work.
- 3.6 Invoices outstanding beyond seven (7) days of their due date will attract a late payment surcharge of **two percent (2%) per week** on the outstanding balance, compounding weekly, without prejudice to any other rights of the Company.
- 3.7 The Company may pursue any unpaid amounts through UAE civil courts, commercial courts, or arbitration. The Customer shall be liable for all associated legal fees, collection costs, and recovery expenses incurred by the Company.

4. BUILDING ACCESS, ENTRY PERMITS & MOBILIZATION FEE

⚠ **MOBILIZATION FEE TRIGGER:** If the Company's crew arrives at the agreed address on Move Day and entry is denied for *any reason* – permit not ready, building management refusal, gate lockout, or any other barrier – a **Mobilization Fee of 50% of the total quoted amount** is immediately due. Crew wait time is capped at **30 minutes** from the agreed start time.

- 4.1 **Customer's Sole Responsibility for Permits:** The Customer is solely and entirely responsible for obtaining all Entry Permits, move-in/move-out NOCs, gate passes, elevator reservations, and any approvals from building management, master community associations, homeowners' associations, or any UAE government or regulatory authority at both the origin and destination addresses, prior to Move Day.
- 4.2 All Entry Permits must be confirmed and copies provided to the Company at least **twenty-four (24) hours** before Move Day. The Company bears no liability for delays, additional costs, or failed moves resulting from the Customer's failure to secure, submit, or maintain valid permits.
- 4.3 **Access Denial – Mobilization Fee:** If the Company's crew, vehicles, or equipment arrives at the agreed service location on Move Day and entry or access is denied, obstructed, or not possible for any reason beyond the Company's control – including but not limited to: building management refusal, permit invalidity, gate lockout, community security denial, property handover dispute, ongoing occupancy dispute, renovation restrictions, floor loading restrictions, or any other access barrier – the Customer becomes immediately liable for and shall pay to the Company a **Mobilization Fee equal to fifty percent (50%) of the total quoted amount**. This fee is non-negotiable and is levied to compensate the Company for crew deployment, vehicle deployment, fuel, logistics coordination, scheduling displacement, and all associated overheads.
- 4.4 The Company's crew will wait a maximum of **thirty (30) minutes** from the agreed commencement time at an access-denied location. Upon expiry of this period, the Mobilization Fee under Clause 4.3 is triggered, the booking is cancelled, and the advance payment is fully forfeited. Both the Mobilization Fee and forfeited advance are independently due and payable.
- 4.5 **Elevator and Lift:** Where an operational service elevator or goods lift is required and has been factored into the agreed scope, any unavailability of that elevator on Move Day – due to building management refusal, maintenance, or competing reservation – shall not be the Company's liability. Any additional labour, time, or equipment costs incurred as a result shall be charged to the Customer at the Company's prevailing rates.
- 4.6 **Salik & Road Tolls:** All Salik charges and officially levied UAE road tolls incurred during the course of a job shall be borne by the Company. Salik charges are not itemised separately in the Quotation.
- 4.7 **Parking:** The Company shall make reasonable arrangements for vehicle parking at or near the service location. Applicable standard parking fees at the service location are borne by the Company. Where no designated or suitable parking is available due to building or community restrictions, and the Customer has not pre-arranged parking access, the Company shall not be liable for delays or additional time incurred as a result.

5. SCOPE OF SERVICES & EXCLUSIONS

- 5.1 Services performed by the Company are limited strictly to those described in the confirmed Quotation. Any service not explicitly listed in the Quotation is outside scope and subject to availability and supplemental charges.
- 5.2 Unless explicitly included and priced in the Quotation, the Company is **not** responsible for:
- (a) Dismantling or reassembling furniture, shelving, wardrobes, beds, or any fixture or fitting.
 - (b) Servicing, calibrating, testing, or maintaining any appliance, electronic device, or mechanical equipment.
 - (c) Connecting or disconnecting electrical, gas, water, plumbing, or any utility service.
 - (d) Moving specialty items — including pianos, pool tables, safes, fine art, antiques, server racks, gym equipment, or oversized furniture — unless a dedicated specialty service has been explicitly agreed and included in the Quotation.
 - (e) Moving items that are prohibited under UAE federal law, emirate regulations, or building rules.
 - (f) Damage caused by access routes, doorframe widths, staircase dimensions, or structural limitations that were not disclosed at the time of booking and that render safe movement of certain Goods impractical.
 - (g) Items that the Customer instructs the crew to leave at the origin address.
 - (h) Post-move installation, assembly, interior design arrangement, or placement beyond what is agreed.
- 5.3 The Company reserves the right, at its sole discretion, to refuse to handle or transport any item it deems hazardous, excessively heavy without appropriate equipment, structurally compromised, impractical, or likely to cause damage to its crew, vehicles, or the building, without incurring any liability to the Customer.

6. LIABILITY & DAMAGE CLAIMS — ACTUAL CASH VALUE (ACV) MODEL

How the Company's Liability Works: The Company operates on an **Actual Cash Value (ACV) assessment model** — the same principle as UAE vehicle insurance. If your Goods are damaged through the Company's negligence, the extent and scope of any repair remedy is assessed against the item's *current depreciated market value*, not its original purchase price or new replacement cost. **Repair is the sole remedy offered.** High-value items must be declared in advance.

- 6.1 **Standard of Care:** The Company shall exercise reasonable professional care in the handling of Goods. "Reasonable care" reflects the standard expected of a competent UAE-based professional moving company and does not constitute an absolute warranty or guarantee against all damage.
- 6.2 **Liability Cap:** The Company's total aggregate liability — in the form of repair costs — for any and all claims arising from a single booking shall not exceed the **total invoice value actually paid** by the Customer to the Company for that specific engagement. Under no circumstances shall the Company's liability, whether for repair or any other remedy, exceed this cap.
- 6.3 **Actual Cash Value (ACV) — Assessment Framework:** Where the Company accepts liability for damage to Goods caused by its proven negligence, the scope and proportionality of any repair remedy shall be assessed using the Actual Cash Value (ACV) framework. ACV is the item's current fair market value at the time of damage, calculated as the estimated replacement cost of a comparable item minus applicable depreciation — reflecting the item's age, prior condition, wear, and usage history. This framework is directly analogous to how vehicle insurance operates in the UAE: the assessment reflects the item's depreciated worth, not its purchase price and not the cost to replace it with a brand-new equivalent. ACV is used solely to determine what constitutes a proportionate repair. The ACV of any item is assessed and determined by the Company or, where contested in good faith, by a mutually agreed independent assessor at the Customer's cost. **ACV does not represent a cash amount payable to the Customer.**
- 6.4 **Repair — Sole Remedy:** Repair of the damaged item is the **sole and exclusive remedy** offered by the Company. Where damage is repairable, the Company will arrange repair of the item to a reasonable functional standard, proportionate to the item's assessed ACV. The Company shall select the repair vendor and determine the repair method at its sole discretion. Where the Company determines, in its sole and absolute discretion, that an item is not practically repairable, the Company will notify the Customer and the parties shall discuss an appropriate in-kind remedy on a case-by-case basis. **No monetary payment, cash refund, or financial settlement shall be offered or implied as a remedy under this Agreement.**
- 6.5 **Pre-Existing Conditions:** The Company bears no liability whatsoever for any Pre-Existing Condition. Before loading commences, the Company's crew will conduct a visual inspection of Goods and document apparent conditions through written notes and photographs. The Customer's signature on the pre-move condition record — or documented refusal to sign — constitutes formal acceptance of the documented state of Goods at the time of handover. No claim may be brought in respect of damage that the Company's pre-move records show was present before loading.
- 6.6 **Items Excluded from Liability:** The Company accepts no liability whatsoever for loss, damage, or deterioration of:
- (a) Cash, currency, negotiable instruments, cheques, bank cards, or bearer financial documents.
 - (b) Jewellery, precious metals, gemstones, bullion, or coins of monetary value.
 - (c) Passports, visas, government-issued identification, legal contracts, deeds, wills, or confidential records of any kind.
 - (d) Perishable food, beverages, medicines, or temperature-sensitive goods.
 - (e) Living plants or animals.
 - (f) **Packed by Owner (PBO) items** — any item in a container, carton, bag, or wrapping that was prepared by the Customer or any third party, regardless of whether the exterior packaging appears undamaged upon delivery.
 - (g) Items with known or apparent pre-existing structural weakness, prior repairs, manufacturing defects, or deterioration disclosed or visible before loading.
 - (h) Electronic data, stored files, software, firmware, or digital media of any kind.

- (i) Items not declared or not included on the booking inventory at the time of Quotation.
 - (j) Antiques, fine art, collectibles, custom-made items, or objects whose sentimental, insurance, or cultural value exceeds their apparent current market value, unless specifically declared and a premium specialist service was agreed in the Quotation.
 - (k) Vehicles, motorcycles, watercraft, or motorised equipment unless explicitly included in the Quotation.
 - (l) Items that the Customer, or any agent of the Customer, loaded, unloaded, carried, or handled independently without Company crew supervision.
 - (m) Items the Customer directed to be moved contrary to the Company crew's professional advice.
- 6.7 **High-Value Item Declaration:** The Customer must declare all individual items with an estimated current replacement value exceeding **AED 2,000** at the time of booking, so that appropriate packing and handling can be arranged. For undeclared items whose value exceeds this threshold, the Company's maximum liability shall be **AED 2,000 per item**, regardless of actual value. It is the Customer's responsibility to obtain independent insurance for items of exceptional value.
- 6.8 **Customer or Representative Presence:** The Customer, or a nominated adult representative with authority to make decisions, must be continuously present at the service location throughout the entire duration of the move – from loading of the first item to placement of the last item at the destination. If the Customer or their representative is absent or departs before completion, the Company shall not be liable for any claims of missing items, incorrect placement, or disputes arising after their departure.
- 6.9 **Building and Property Damage:** The Company shall not be liable for damage to walls, floors, ceilings, paintwork, doorframes, elevator interiors, communal areas, or any part of building structure or property, unless caused by the proven gross negligence of the Company's crew. The Customer is responsible for ensuring that access routes at both origin and destination are clear, adequate in width and height, and fit for the purpose of moving the Goods as described.
- 6.10 **Inherently Fragile or Vulnerable Items:** No liability is accepted for damage to items that are inherently susceptible to damage during standard moving activities, including: glass panels or glass-topped furniture, marble, stone, or granite surfaces, items constructed from particle board, MDF, or engineered wood, items previously repaired or held together by adhesive, aged or brittle items, and thin-walled or hollow items – unless the Company was explicitly informed of the item's fragile nature at the time of booking and dedicated protective packing was explicitly included in the Quotation.
- 6.11 **Customer-Directed Actions:** The Company accepts no liability for damage, loss, or deterioration caused by actions carried out at the express instruction of the Customer, including specific packing methods requested by the Customer, forced disassembly, or moving items the Company advised against handling.

7. CLAIMS PROCEDURE

⚠ **STRICT 24-HOUR CLAIM WINDOW:** All damage or loss claims must be submitted in writing **within 24 hours of delivery completion**. Claims received after this period will not be accepted under any circumstances. Do *not* repair, discard, or alter damaged items before Company inspection – doing so voids all claims.

- 7.1 All damage or loss claims must be submitted in writing – by email to info@wrap2move.ae or WhatsApp to **+971 54 797 3900** – within **twenty-four (24) hours** of delivery completion. Claims submitted after this deadline will not be entertained, regardless of circumstance.
- 7.2 A valid claim submission must include all of the following:
- (a) Clear, unedited photographic evidence of the alleged damage.
 - (b) Written description of the specific item and the nature of the damage.
 - (c) Original purchase receipt, invoice, or credible evidence of value where available.
 - (d) Full name of the Customer, delivery address, Move Date, and booking reference.
- 7.3 The Customer must **not** repair, dispose of, alter, clean, or modify any allegedly damaged item before the Company has had the opportunity to carry out a physical inspection. Failure to comply will void the claim entirely and irrevocably.
- 7.4 Upon receipt of a valid claim, the Company will arrange inspection within a reasonable period. The Company will assess the claim using the ACV framework in Clause 6.3 to determine the appropriate scope of repair. Repair is the sole remedy available under this Agreement. No monetary payment is offered in lieu of repair.
- 7.5 The Company's assessment and determination following inspection is final. Challenges to the Company's determination must be escalated to formal dispute resolution as provided in Clause 16, and shall not entitle the Customer to withhold any payment due to the Company.
- 7.6 The Customer bears the burden of proof to demonstrate that damage occurred while Goods were in the Company's custody and was caused by the Company's negligence. The Company's pre-move photographic record shall be treated as the primary evidence of Goods condition at time of handover.

8. PACKING SERVICES

- 8.1 Where packing is included in the confirmed Quotation, the Company warrants that professional-grade packing materials appropriate to the item type will be used and that standard packing protocols will be followed.
- 8.2 **Packed by Owner (PBO):** Any item packed, boxed, wrapped, or prepared by the Customer or any third party is transported entirely at the Customer's risk. The Company accepts **zero liability** for damage to contents of PBO containers, regardless of whether the exterior packaging appears intact, undamaged, or professionally presented upon delivery. This exclusion is absolute.
- 8.3 The Company is not responsible for damage to items resulting from insufficient, inadequate, or improper packing not performed by the Company.
- 8.4 The Company's crew reserve the right to decline to pack or transport items in containers they deem unsuitable, unsafe, or inadequately packaged for transport.
- 8.5 Packing materials supplied by the Company remain the Company's property unless otherwise stated. Unused materials may be collected by the Company at the end of the move.

9. DELAYS, RESCHEDULING & CANCELLATIONS

- 9.1 The Company will make all reasonable efforts to complete Services within the agreed timeframe. Completion time estimates are not guaranteed and are subject to traffic, building access conditions, elevator availability, Customer-side readiness, and other variables.
- 9.2 Delays caused by factors outside the Company's direct control — including UAE road authority closures, traffic congestion, sandstorms, building restrictions, Customer delays in providing access, elevator queuing, permit processing, or Force Majeure Events — will not attract compensation and may attract additional time-based charges at the Company's prevailing rates.
- 9.3 **Rescheduling by the Customer:**
 - (a) More than 48 hours before Move Day: No rescheduling fee. Advance payment is transferred to the new agreed date, subject to availability confirmation from the Company.
 - (b) Between 24 and 48 hours before Move Day: A rescheduling administration fee of **25% of the total quoted amount** is payable in addition to the advance payment already held.
 - (c) Less than 24 hours before Move Day: Treated as a same-day cancellation. The full advance payment is forfeited. Rescheduling is subject to availability and a new advance payment.
- 9.4 **Cancellation by the Customer:**
 - (a) More than 48 hours before Move Day: 50% of the advance payment is refundable; the remaining 50% is retained by the Company as an administrative fee.
 - (b) Within 24 to 48 hours of Move Day: The entire advance payment is non-refundable.
 - (c) On Move Day or no-show: The full advance payment is forfeited. If crew has been deployed, the Mobilization Fee under Clause 4.3 applies in full and is separately due.
- 9.5 **Cancellation by the Company:** The Company reserves the right to cancel or postpone Services due to safety concerns, Force Majeure Events, material Customer non-compliance with these Terms, or operational constraints beyond its reasonable control. In such cases, a full refund of the advance payment will be issued and no further liability shall arise on the part of the Company.

10. STORAGE SERVICES

- 10.1 Where the Company provides storage, Goods are held under the Company's reasonable care obligations. The Customer is strongly advised to obtain independent insurance cover for stored Goods, as the Company's liability remains subject to the ACV model and the cap in Clause 6.2.
- 10.2 The Company's storage facilities are climate-monitored. However, the Company does not guarantee specific temperature ranges, humidity levels, or environmental conditions, and shall not be liable for damage caused solely by ambient environmental factors.
- 10.3 Storage charges are due monthly in advance. Where payment is not received within **seven (7) days** of the due date, access to stored Goods may be suspended. If payment remains outstanding for thirty (30) or more days from the due date, the Company may arrange disposal or auction of stored Goods to recover costs, following seven (7) days' written notice to the Customer's last known contact details.
- 10.4 The Customer must not store perishable food, live animals, hazardous materials, flammable substances, explosives, weapons, narcotics, or any item prohibited under UAE federal or Dubai emirate law. Violation of this clause entitles the Company to remove and dispose of the offending items immediately and bill the Customer for all associated costs.
- 10.5 The Company may inspect stored Goods at any time for safety, compliance, or insurance purposes without prior notice.
- 10.6 The Company holds a possessory lien over all stored Goods until all outstanding amounts owed by the Customer are paid in full.

11. CUSTOMER OBLIGATIONS

- 11.1 The Customer shall, before and on Move Day:
- (a) Ensure that all walkways, staircases, corridors, driveways, and access routes at both addresses are clear, unobstructed, and safe for the Company's crew and equipment.
 - (b) Disconnect, defrost, and drain all appliances prior to the move unless this is explicitly part of the agreed scope.
 - (c) Identify and clearly flag all fragile, high-value, irreplaceable, or specialty items to the Company's crew *before* loading begins.
 - (d) Be personally present, or have a designated adult representative with full authority present, throughout the entire duration of the move.
 - (e) Provide accurate and complete origin and destination addresses, building names, unit numbers, floor levels, and community access details.
 - (f) Obtain, confirm, and provide all Entry Permits to the Company at least 24 hours before Move Day.
 - (g) Identify any items containing hazardous, flammable, corrosive, or otherwise dangerous substances, or remove them entirely from the move scope.
 - (h) Ensure children and pets are kept away from the work area throughout the move for safety reasons.
- 11.2 Failure to fulfil any Customer obligation may result in: additional charges, partial or full voiding of the Company's liability under Clause 6, cancellation of Services on Move Day with forfeiture of the advance payment, and/or the Mobilization Fee becoming due.

12. FORCE MAJEURE

- 12.1 The Company shall not be liable for any failure, delay, or partial performance of Services caused by events or circumstances beyond its reasonable control, including but not limited to:
- (a) Acts of God – including earthquakes, floods, sandstorms, cyclones, lightning, or other extreme natural events.
 - (b) Declared pandemic, epidemic, public health emergency, or quarantine directive issued by any UAE or international authority.
 - (c) Government orders, regulatory directives, emergency curfews, road closures, or restrictions imposed by UAE federal, emirate, or municipal authorities.
 - (d) Civil unrest, riots, strikes, or labour disputes affecting the Company or its supply chain.
 - (e) Fire, major accident, vehicle breakdown, or mechanical failure not attributable to the Company's negligence.
 - (f) Fuel shortage, critical supply chain disruption, or utility infrastructure failure.
 - (g) Any act, omission, restriction, or directive of any UAE government body, port, customs authority, or public entity.
- 12.2 Upon occurrence of a Force Majeure Event, the Company will notify the Customer as soon as reasonably practicable. The Company will reschedule the Services at the earliest mutually practical opportunity. No refund of advance payments shall be due solely by reason of a Force Majeure delay.

13. SUBCONTRACTING

- 13.1 The Company reserves the right to subcontract all or any part of the Services to third-party service providers, including specialist movers, drivers, or labour contractors, at the Company's discretion. The Company shall remain contractually responsible for the quality of subcontracted services to the standard set out in this Agreement.
- 13.2 By confirming a booking, the Customer provides express consent to subcontracting. The Customer shall have no direct contractual relationship with any subcontractor.

14. DOCUMENTATION & EVIDENCE

- 14.1 The Company's crew will photograph all Goods before loading commences. These photographs, together with any written condition notes, constitute the **definitive and authoritative record** of the condition of Goods at the time of Company possession.
- 14.2 In any dispute regarding the condition, quantity, or completeness of Goods delivered, the Company's pre-move photographic record, job sheets, and written documentation shall be treated as primary evidence. The burden of demonstrating that damage occurred during the Company's custody rests entirely with the Customer.
- 14.3 Where the Customer or their representative signs any job completion or delivery receipt document, it shall constitute formal confirmation that all Goods were received and delivered in the condition noted therein. Subsequent claims inconsistent with a signed completion document will not be entertained.
- 14.4 Job photographs may be used by the Company for internal quality assurance and training purposes only. Photographs will not be shared publicly or commercially without the Customer's prior written consent.

15. PRIVACY & DATA PROTECTION

- 15.1 The Company collects and processes Customer personal data — including name, contact number, email address, and residential or commercial address — solely for the purpose of delivering the agreed Services, billing, and related service communications.
- 15.2 Personal data is not sold or shared with third parties except where necessary for service delivery (e.g., subcontractors), legal compliance, debt recovery, or with the Customer's explicit consent.
- 15.3 The Company complies with applicable UAE federal data protection legislation. Customers may request access to, correction of, or deletion of their personal data by contacting info@wrap2move.ae.

16. GOVERNING LAW & DISPUTE RESOLUTION

- 16.1 This Agreement is governed by the laws of the United Arab Emirates. Where UAE federal law does not govern, the laws of the Emirate of Dubai apply.
- 16.2 In the event of any dispute, claim, or controversy arising out of or in connection with this Agreement or the Services, the parties shall first attempt to resolve the matter through good-faith direct negotiation, which shall be initiated by written notice from either party.
- 16.3 If good-faith negotiation fails to resolve the dispute within **fifteen (15) days** of the written notice, either party may refer the matter to formal mediation. If mediation fails within thirty (30) days of referral, the dispute shall be finally and bindingly resolved by arbitration under the **Dubai International Arbitration Centre (DIAC) Arbitration Rules**, with proceedings conducted in the English language, seated in Dubai.
- 16.4 Nothing in this Clause prevents either party from seeking urgent injunctive, interim, or conservatory relief from a competent UAE court to preserve rights pending resolution.
- 16.5 Pending resolution of any dispute, the Customer shall not be entitled to withhold or set off any payment otherwise due to the Company.

17. LIMITATION OF CONSEQUENTIAL & INDIRECT DAMAGES

- 17.1 Under no circumstances, including breach of contract, tort, negligence, or any other legal theory, shall the Company be liable for any indirect, incidental, special, consequential, or punitive damages — including but not limited to: loss of income or revenue, loss of business or contracts, business interruption, loss of anticipated profits, cost of alternative accommodation, loss of use of property, or any other economic or financial loss — even if the Company has been advised of the possibility of such loss.
- 17.2 The Company's liability is strictly and exclusively limited to arranging repair of direct physical damage to tangible Goods whilst in the Company's custody, assessed using the Actual Cash Value framework in Clause 6.3 and subject to the aggregate cap in Clause 6.2. No monetary payment forms part of the Company's liability.

18. ENTIRE AGREEMENT, AMENDMENTS & ACCEPTANCE

- 18.1 This Agreement — comprising these Terms and Conditions and the confirmed Quotation — constitutes the entire agreement between the parties relating to the Services and supersedes all prior oral or written representations, discussions, proposals, and understandings.
- 18.2 No verbal undertaking, assurance, or promise made by any Company employee or representative shall vary or add to this Agreement unless confirmed in writing and signed by a director of the Company.
- 18.3 The Company reserves the right to amend these Terms at any time. The version in force at the time of booking confirmation is the version that applies to that engagement.
- 18.4 If any provision of this Agreement is found by a competent authority to be invalid, illegal, or unenforceable, that provision shall be modified to the minimum extent necessary to make it enforceable, or severed if modification is not possible. All remaining provisions shall continue in full force and effect.
- 18.5 This document shall be made available in English. In the event of any conflict between an English version and any translation, the English version shall prevail. The Company advises Customers who are more comfortable in Arabic to seek translation assistance before booking.
- 18.6 **Acceptance:** Confirming a booking, making any payment (full or partial), signing any Company document, or permitting the Company's crew to commence work at the Customer's premises constitutes the Customer's unconditional acceptance of every provision of this Agreement in full. No further signature is required for this Agreement to be binding.
- 18.7 This Agreement is available at wrap2move.ae/terms and shall be furnished to the Customer at the time of Quotation or on request.