



Conditions Apply

Rate & Quote Conditions

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What is this document? These are the short-form conditions referenced by superscripts (^{1 2 3}) on wrap2move pricing pages, WhatsApp quotes, and marketing materials. Each number below matches its superscript. This document is supplementary to the full Terms & Conditions at wrap2move.ae/terms-and-conditions.

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How superscripts work: When you see a price or offer on our website, WhatsApp quote, or any wrap2move communication, it may carry a small superscript number. That number refers directly to the matching condition below. For example: **Studio apartment move from AED 499¹²⁵** means conditions 1, 2 and 5 apply.

¹ RATE VALIDITY & DEPOSIT REQUIREMENT

- 1.1** All quoted rates are valid for **72 hours** from the time of issuance. To lock your rate and confirm your booking, a **deposit of 10% of the total quoted amount** must be received within this 72-hour window.
- 1.2** Rates are not guaranteed beyond the 72-hour validity period and are subject to reassessment at current market rates.
- 1.3** The 10% deposit paid to lock the rate is credited in full toward the advance payment due at booking confirmation — it is not an additional charge.

² MOVE SCHEDULING WINDOW

- 2.1** The quoted rate applies to a move scheduled and completed within **30 calendar days** of the booking confirmation date.
- 2.2** Moves rescheduled or requested beyond this 30-day window may be subject to a rate review at the pricing in effect at that time. Availability beyond 30 days is not guaranteed.

3 FORCE MAJEURE & RATE SUSPENSION

- 3.1 wrap2move shall not be bound by any quoted rate or committed timeline where performance is prevented or materially impacted by circumstances beyond our reasonable control, including but not limited to:
- (a) Natural disasters, flooding, sandstorms, cyclones, fire, or acts of God.
 - (b) Government-imposed restrictions, emergency curfews, or public health emergencies.
 - (c) Significant fuel price surges or regulatory changes that materially affect operational costs.
- 3.2 In such events, affected rates and schedules will be reassessed and customers notified promptly. Where the disruption originates from wrap2move, any confirmed deposit is protected.

4 SCOPE-BASED RATE ADJUSTMENTS

- 4.1 All quotes are generated based on information provided at the time of enquiry — including item inventory, floor levels, lift availability, access conditions, and distances.
- 4.2 Any **undisclosed items, additional floors, access difficulties, scope additions, or material changes** discovered on move day entitle wrap2move to revise the quoted rate accordingly. By confirming a booking, customers acknowledge and accept this right. See Clause 2 of the full Terms & Conditions.

5 PAYMENT STRUCTURE

- 5.1 All bookings operate on a **50/50 payment split**: 50% advance payment (non-refundable) to confirm the booking date, payable by cash or bank transfer; 50% balance due upon completion of delivery before the crew departs.
- 5.2 Additional charges arising on move day (scope changes, extended waiting time, extra items not in the original quote) are payable immediately upon completion of work.
- 5.3 The Company reserves the right to withhold completion of unloading until the balance payment has been received in full.

6 WHAT THE RATE DOES NOT INCLUDE

- 6.1 Unless explicitly stated in the written quote, the following are **not included** in the quoted rate:
- (a) Building move-in/move-out permit fees or NOC charges levied by building management or community authorities.
 - (b) Specialist handling fees for pianos, pool tables, safes, fine art, antiques, or oversized items.
 - (c) Furniture dismantling or reassembly; appliance disconnection or reconnection.
 - (d) Parking fees at locations where no designated vehicle access has been pre-arranged.
- 6.2 *Note: Salik (UAE road tolls) are covered by wrap2move at no extra charge to the customer on all bookings.*

7 CANCELLATION & RESCHEDULING

- 7.1 **More than 48 hours before move day:** 50% of the advance payment is refundable. Rescheduling at this stage carries no fee — advance payment transfers to the new date, subject to availability.
- 7.2 **Within 24–48 hours of move day:** The full advance payment is non-refundable. A rescheduling fee of 25% of the total quoted amount applies.
- 7.3 **On move day or no-show:** The full advance payment is forfeited. A Mobilisation Fee equal to **50% of the total quoted amount** is immediately due to cover crew and vehicle deployment costs already incurred.

8 ANNUAL RATE REVIEW

- 8.1 wrap2move reserves the right to review and update its standard rates **annually**, or at any time in response to significant changes in UAE fuel costs, regulatory requirements, or operational costs.
- 8.2 **Confirmed bookings with a deposit paid are fully protected** from any rate change and will be honoured at the originally quoted amount until the move is completed.

SUPERSCRIPT QUICK REFERENCE

No	Condition	Where It Applies
1	Rate Validity & 10% Deposit	All quotes and published pricing
2	30-Day Scheduling Window	All promotional and flat-rate offers
3	Force Majeure	All bookings and seasonal promotions
4	Scope-Based Adjustments	Package, bundled, and flat-rate quotes
5	50/50 Payment Structure	All bookings without exception
6	Rate Exclusions	All quotes, website pricing, advertising
7	Cancellation & Rescheduling	All confirmed bookings
8	Annual Rate Review	Long-lead bookings and recurring clients

Legal Note: This document forms part of wrap2move's contractual framework alongside the full Terms & Conditions of Service and Privacy Policy, all available at wrap2move.ae. In any conflict between this document and the full Terms & Conditions, the full Terms & Conditions shall prevail. By proceeding with any booking or payment, customers confirm acceptance of all applicable conditions.

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