

RIGHTSIZE

helping people make decisions about their belongings

Terms and Conditions

This document describes how Rightsize would be happy to help you, the Client, and is to be signed before any work commences.

Best Advice Advice is given in good faith and it is always your decision to accept guidance on whether or not to keep particular possessions. Rightsize therefore cannot accept responsibility for the consequences of such decisions. (See also [Removal of Items](#) below.) From time to time, I may handle items which have a potentially high market value. While I will always use my best insights to identify such items among your possessions, you acknowledge that I am not a qualified valuer, nor do I have the expertise to identify items of special value or rarity, nor am I qualified to advise on valuation matters for insurance purposes. When you need such professional advice, I am happy to signpost you to the appropriate services and advocate on your behalf. (See also [Referrals](#) below.)

Handling Goods When I handle goods belonging to clients, I take great care to look after them. Unfortunately, accidents may occur. Rightsize shall not be liable for losses or damage and relies on you to carry insurance which adequately compensates you for losses or damage howsoever caused by me in my capacity as your agent. I am, however, insured as a business for Public Liability and Professional Indemnity.

Removal of Items Items to be removed from your premises, either for disposal or considerate rehoming, will be at your own discretion. Disposal will not take place without your authorization. Therefore, you accept responsibility for all items disposed of in the decluttering process. I will always aim to facilitate such disposal at the end or during each session e.g. removal to local recycling centre or to nominated charity shop. I have a Waste Carrier Licence from the Environmental Agency (registration number CBDL23015).

Limits of Work You will realise quickly that Rightsize has a reputation for 'nothing is impossible'. However, for the health and safety of all involved in the decluttering process, I work within the reasonable guidelines of lifting and shifting (think 'airline baggage restrictions' i.e. 20kg max). When I have risk-assessed that manoeuvres are unsafe on my/our own, I will recommend qualified personnel. (See [Referrals](#) below.)

Hours of Work You will be charged for hours actually worked on your project and these will be reported at the end of each week. While a booking will usually be made for a pre-agreed period of time, it is understood that it is not always possible to anticipate exactly how long will be needed. A day's booking which turns out to involve just five hours work will therefore be charged as five hours, not seven!

I am totally self-sufficient during each session and only ask that you feel comfortable with me, realising that what was once your private property is now under scrutiny from a professional home organiser.

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Travel and Accommodation If you have booked for more than one day's consecutive work, depending on your location, it may be more appropriate and economical to provide accommodation at a local bed-and breakfast or budget hotel. For travel charges, see [Payment Terms](#) below.

Referrals As required, I will signpost you to valuers, trade services, removal companies or useful purchases that may assist our organising work. I will ensure that all such recommendations have their own insurances as I cannot accept responsibility for your relationship with such service providers/manufacturers. It is therefore important that you satisfy yourself that these services and quotes prices are appropriate to your needs.

Cancellation A £90 deposit is payable with these signed terms and conditions and is issued by separate invoice. This deposit will be held on account and offset against the final session. However, any cancellation within 24 hours of a session will result in forfeit of this deposit at the discretion of Rightsize.

Confidentiality and Privacy Rightsize is a professional organising and decluttering service and Sarah holds an Enhanced DBS certificate to work with vulnerable people. **Rightsize** is registered with the ICO (certificate #ZA066385).

With such privity to client personal data, you are ensured that all client information is protected under the Data Protection Act and never divulged to third parties. The one way your situation may be mentioned to others is in the context of Rightsize services and experiences which is depersonalised, e.g. "Mum needed to move back in with her son"; "a client was separating and both partners required support"; "an elder client needed to downsize within the local community".

It is often helpful to be able to give examples to other clients of how particular situations can be addressed e.g. how long it took to deal with a room of a certain size, the creative solutions we found etc. If you agree, Rightsize may take 'before and after' photographs on mobile devices to be used on social media, but this will only happen with your express permission. Finally, Rightsize welcomes your feedback at any stage of the project and will be grateful for any testimonial you may provide.

Safeguarding Rightsize has a duty of care to safeguard the client, ourselves and client personal information. Rightsize is also legally required to report accidental and purposeful breaches of UK law e.g. abuse, unlicensed firearms, loan sharks, terrorist activities, vandalism. Where possible, this will be discussed with the client before any action is taken.

Payment Charges and Terms

- Hourly fee is £45 (minimum two-hour session for home visits).
- Daily fee of £25 is charged for use of private vehicle to manage charity and recyclable goods.
- Any parking charges (not fines!) will be invoiced at cost.
- Mileage beyond 10 miles from TW1 will be charged at 50p per mile.
- Any items purchased on your behalf with prior approval will be invoiced at cost with a handling fee of 15% (e.g. hangers, light bulbs).
- Deposit is to be held on account to secure the contract and will be offset against the final invoice.
- Invoice payment is to be settled within seven days. No VAT is applicable.
- BACS transfer or credit and debit card payments accepted.

Please acknowledge your acceptance of these terms by return email or by printing and signing this document.



Sarah Macnaught
Rightsize Ltd

Accepted and Agreed to

By _____

Signature _____

Date _____