



TERMS & CONDITIONS

New beginnings towards growth

OUR COMMITMENT TO YOU

- Delivering every service with professionalism, integrity, and excellence.
- Protecting our clients, employees, partners, and the communities we serve.
- Treating every client, property, and belonging with care and respect.
- Maintaining honesty in all quotations, communication, and service delivery.
- Providing clear pricing with no hidden charges unless additional work is requested and approved.
- Arriving prepared, properly equipped, and ready to deliver quality service.
- Prioritizing safety before speed in every project.
- Continuously improving our people, systems, and customer experience.
- Protecting all client information and maintaining confidentiality.
- Using environmentally responsible practices whenever possible.
- Building lasting relationships based on trust, reliability, and respect.
- Leaving every space cleaner, safer, and better than we found it.

WHAT WE ASK OF OUR CLIENTS

- Providing accurate information before booking any service.
- Declaring fragile, valuable, or special-care items before work begins.
- Ensuring safe and legal access to the service location.
- Securing personal valuables, confidential documents, cash, and jewelry before service.
- Reviewing quotations and confirming service details before work begins.
- Reporting any concerns promptly to allow timely resolution.
- Treating our employees with courtesy, dignity, and respect.
- Making agreed payments according to the approved quotation.

OUR EMPLOYEES' COMMITMENT

- Representing New Generation Movers with professionalism at all times.
- Respecting every client regardless of background or status.
- Protecting client privacy and confidentiality.
- Wearing approved uniforms and identification while on duty.
- Following all company safety procedures and industry standards.

- Reporting accidents, damages, or incidents immediately.
- Never engaging in theft, fraud, harassment, discrimination, or dishonesty.
- Working together as one team to deliver exceptional service.
- Protecting company vehicles, equipment, and property.
- Continuously learning and improving professional skills.

SERVICE STANDARDS

- Completing every project to the highest professional standard.
- Communicating any delays or unforeseen circumstances immediately.
- Inspecting completed work to ensure client satisfaction.
- Responding to client feedback professionally and respectfully.
- Resolving genuine service concerns fairly and promptly.

LIABILITY & RESPONSIBILITY

- Taking every reasonable precaution to protect client property.
- Limiting liability to circumstances permitted under applicable law.
- Not accepting responsibility for delays caused by weather, road conditions, government actions, or other events beyond our reasonable control.
- Not accepting responsibility for undeclared valuables or prohibited items.

OUR COMPANY CULTURE

- Building trust before profit.
- Choosing excellence over shortcuts.
- Solving problems instead of creating excuses.
- Growing people as we grow the business.
- Protecting the reputation of New Generation Movers in every action.
- Creating opportunities that improve lives.
- Leaving a legacy that future generations will be proud to continue.

OUR PROMISE

Every move, every clean, every treatment, and every installation is completed with one purpose — to help our clients move toward a better tomorrow. At New Generation Movers, we don't simply provide services; we create new beginnings.