

# VanHelper

## Website terms and conditions

### Terms and conditions

Updated 03/10/2020

By accessing this website you are accepting these terms and conditions and our privacy policy in full. Do not continue to use this website if you do not accept all the provisions stated on this page.

By using this website you consent to the use of cookies in accordance with VanHelper's privacy policy in <https://www.vanhelper.com/privacy-policy>

Each clause of this terms and conditions operates separately if any clause is deemed unlawful by the relevant authority the remaining clause remains in full effect.

E: [info@vanhelper.com](mailto:info@vanhelper.com) T:0333 050 7117

Polsino Tech Limited trading as VanHelper®. Registered in England and Wales. Company no. 12262649.  
Registered office: 1 The Oaks Mill Farm Courtyard, Beachampton, Milton Keynes, Buckinghamshire, England, MK19 6DS

# Table of contents

1. [Company outline](#)
2. [Definitions](#)
3. [What service does the platform provide?](#)
4. [Legal governance](#)
5. [Disclaimer on using the website](#)
6. [Use of this website](#)
7. [Iframes](#)
8. [Hyperlinking](#)
9. [Intellectual Property](#)
10. [User conduct](#)
11. [Customer responsibility](#)
12. [Customer self loading](#)
13. [Service Provider's equipment](#)
14. [Data and privacy](#)
15. [Content](#)
16. [Reviews](#)
17. [Refusal of service](#)
18. [Termination of service](#)
19. [Transactions and payment](#)
20. [VAT](#)
21. [Minimum charges](#)
22. [Discounts](#)
23. [Amendment of booking](#)
24. [Delays to the booking](#)
25. [Refunds and cancellation](#)
26. [Extra charges and overruns](#)
27. [Insurance](#)
28. [Disputes](#)
29. [Damage to goods](#)
30. [Complaints and mediation](#)

# 1. Company outline

[www.vanhelper.com](http://www.vanhelper.com) is a website owned and operated by Polsino Tech Limited T/A as VanHelper, with its registered address at The Oaks Mill Farm Courtyard, Beachampton, Milton Keynes, Buckinghamshire, England, MK19 6DS and company number 12262649

## 2. Definitions

- A. "I", "our", "us", or "we" "VanHelper" refers to: Polsino Tech Limited T/A as VanHelper,
- B. "you", "the user" refer to the person(s) using this website.
- C. "Van Service Provider" or "Service Provider" means the providers of van delivery services via the VanHelper website.
- D. "Van Users" or "Customers" means the end-users of the Van Service Provider's services.
- E. "Website" or "platform" refers to this website: [www.vanhelper.com](http://www.vanhelper.com)

## 3. What service does the platform provide?

- A. **For the Service Provider:** VanHelper is a service which matches your company with Customers based on service parameters, VanHelper provides an interface which allows the Service Provider to manage vans, employees, price estimations (based on your service parameters), and booked jobs. VanHelper can also collect payment on your behalf. A commission is paid to VanHelper for each job.
- B. **For the Customer:** VanHelper is a service that allows Service Providers to register their service parameters (capture area, van sizes, employees, price, etc) which is then aggregated by VanHelper and matched back to the Customer's search parameter, an aggregated list of the lowest-priced offers found in VanHelper's database at the time of a search based on the Customer's search query is presented to the Customer, the number of results returned is determined by VanHelper's system.
- C. For the avoidance of doubt, the Service Provider enters into a contract directly with the Customer in respect of the provision of the van delivery service; together with the applicable obligations contained in these terms and conditions, this governs the provision of the van delivery service between the Customer and the Service Provider. There is no agency relationship between VanHelper and the Service Provider and for the avoidance of doubt, VanHelper is not a party to the van delivery service transaction between the Customer and the Service Provider.
- D. VanHelper website service is provided at VanHelper's discretion.

E: [info@vanhelper.com](mailto:info@vanhelper.com) T:0333 050 7117

Polsino Tech Limited trading as VanHelper®. Registered in England and Wales. Company no. 12262649.  
Registered office: 1 The Oaks Mill Farm Courtyard, Beachampton, Milton Keynes, Buckinghamshire, England, MK19 6DS

- E. VanHelper provides a platform of service where we connect the Customer and Van Service Providers.
- F. VanHelper does not provide any transport or van delivery services.
- G. A portion of the total payment paid by the Customer is taken on behalf of the Service Provider as part of the service agreement between VanHelper and the Service Provider.
- H. The van delivery service provided by the Service Provider is the removal of goods from a pick up location to a destination location. This may include assisted load and unloading of items by the Service Provider if it is selected by the Customer as a part of the booking.
- I. VanHelper reserves the right to assess refund and cancellations on a case by case basis

## **4. Legal governance**

- A. The activities relating to the visit of this website falls under the legal jurisdiction of England and Wales. However, if you are a Customer and you reside in Scotland or Northern Ireland, you may elect to bring legal proceedings in the jurisdiction of your residence.
- B. VanHelper reserves the right to bring legal proceedings in your country of residence or any relevant country in the event of a breach to any clause of these terms and conditions.
- C. These terms and conditions are subject to and shall be construed in accordance with the laws of England and Wales.
- D. The Contracts (Rights of Third Parties) Act 1999 shall not apply to these terms and conditions.

## **5. Disclaimer on using the website**

- A. By using this website you agree to all terms and conditions as set out herein and our privacy policy (both as may be updated from time to time).
- B. By agreeing to use this website service you promise to not use this website service for any purpose not reasonably intended by VanHelper. In particular, but without limitation, you must not use this website to compete with the business of VanHelper in any way.
- C. By agreeing to use this website service you promise to not use this website service in a malicious or unlawful way.
- D. By agreeing to use this website service you promise to not use this website service for any purpose that is prohibited by these terms and conditions.
- E. It is your responsibility to ensure anyone who accesses this website through your internet connection is aware and agrees with these terms and conditions.
- F. You must be at least eighteen (18) years old to use this website.
- G. You agree to provide valid and accurate contact information.

E: [info@vanhelper.com](mailto:info@vanhelper.com) T:0333 050 7117

Polsino Tech Limited trading as VanHelper®. Registered in England and Wales. Company no. 12262649.  
Registered office: 1 The Oaks Mill Farm Courtyard, Beachampton, Milton Keynes, Buckinghamshire, England, MK19 6DS

- H. You agree to provide a valid email address.
- I. To the fullest extent permitted by law, VanHelper takes no responsibility for any losses, injuries, damages suffered through the use of this website service or any breach of these terms and conditions or our privacy policy by VanHelper; if there is any liability it is limited to reasonably foreseeable losses up to a maximum of fifty pounds sterling [£50.00].
- J. To the fullest extent permitted by law, VanHelper takes no responsibility for any losses, injuries, damages suffered through any removal related tasks; if there is any liability it is limited to reasonably foreseeable losses up to a maximum of fifty pounds sterling [£50.00]
- K. This document can be updated at any time without prior notice and the new terms and conditions will supersede the older version of the terms and conditions. We will try to notify you of changes, but please check these terms and conditions as well as our privacy policy from time to time for any changes.
- L. Your liability and rights under the laws of England and Wales are not limited or excluded by these terms and conditions.
- M. Service Providers are subject to additional terms and conditions and insurance requirements which can apply to the removal service.
- N. VanHelper reserves the right to determine and interpret whether you have breached this terms and conditions through your use of our website services and/ or website; we reserve the right to take reasonable actions we deem appropriate.
- O. VanHelper is not responsible for any third-party websites or companies. You are responsible for reading and making the decision on the terms and conditions and privacy notices of any third party linked by this website.
- P. The Service Provider agrees not to associate with VanHelper in the capacity of an agency relationship.
- Q. All contracts for the removal service exist between the Customer and the Service provider.
- R. If you have any concerns over these terms and conditions please contact us at [legal@vanhelper.com](mailto:legal@vanhelper.com)

## 6. Use of this website

- A. VanHelper's website service is not guaranteed, the up-time of this website is not guaranteed. VanHelper will not be liable for any reasons due to the website's availability or lack of for any period of time.
- B. VanHelper's website service can be withdrawn at any time without prior notice
- C. VanHelper reserves the right to close the website without prior notice
- D. VanHelper reserves the right to amend the website service provided in part or in whole without prior notice

E: [info@vanhelper.com](mailto:info@vanhelper.com) T:0333 050 7117

Polsino Tech Limited trading as VanHelper®. Registered in England and Wales. Company no. 12262649.  
Registered office: 1 The Oaks Mill Farm Courtyard, Beachampton, Milton Keynes, Buckinghamshire, England, MK19 6DS

## 7. Iframes

- A. Without prior approval and express written permission, you may not create frames around our web pages or use other techniques that alter in any way the visual presentation or appearance of our website.

## 8. Hyperlinking

- A. You agree that you must have approval from VanHelper before hyperlinking to any areas of the website. To seek approval email [legal@vanhelper.com](mailto:legal@vanhelper.com)

## 9. Intellectual Property

- A. Unless otherwise stated, VanHelper and/or its licensors own the intellectual property rights for all material on the website, including any registered trademarks related to "VanHelper". All intellectual property rights are reserved. You may view and/or print pages from the website for your own personal use subject to restrictions set in these terms and conditions.
- B. Except as permitted by law, you must not:
  - i. Republish material from the website
  - ii. Sell, rent or sub-license material from the website
  - iii. Reproduce, duplicate or copy material from the website
- C. You agree to not use any part of this website including any assets or materials without prior consent from VanHelper. To request this please contact [legal@vanhelper.com](mailto:legal@vanhelper.com)
- D. You agree to not redistribute content from the website (unless content is specifically made for redistribution).
- E. You agree to not duplicate or copy any part of this website including its underlying code and these terms and conditions.
- F. You agree to not modify any printed extracts of this website.
- G. You agree to not acquire any words or variant words "VanHelper" or "Van Helper" as a trademark or any related intellectual properties.
- H. VanHelper® is a registered trademark of Polsino Tech Limited.

## 10. User conduct

- A. You agree to only use this website service in a lawful and reasonable way.
- B. You agree to not use this website service to engage in any malicious, fraudulent, unlawful activity which breaches any relevant law or regulation.
- C. You agree to not use the software, hardware, and network 'attacks and exploits' targeted at this website or its underlying infrastructure.
- D. You agree to not abuse or communicate with VanHelper's representatives and in the case of Customers, also the Service Provider's staff in an abusive or

offensive way. In the event the Customer is abusive towards the Service Provider, the Service Provider may, acting reasonably cancel the booking and the Customer will be charged in full for the job.

- E. The Customer shall not create bookings with no intention of moving/using the van delivery service.

## **11. Customer responsibility**

- A. VanHelper reserves the right to direct applicable complaints towards the Service Provider so that the Customer and Service Provider can communicate directly.
- B. If the Customer wishes to travel with the van, it is the Customer's responsibility to ensure that there are enough free seats on the van size selected for the 's travel. The van delivery service provided is a delivery and removal service and not a taxi or a private transport hire service, therefore, any issues which arise from the Service Provider's driving which does not affect the delivery and removal service would not be taken into consideration for complaint and grievance processes.
- C. You are responsible for arranging reasonable parking space for the van size of your booking at both the pickup and destination locations.
- D. You are responsible for choosing a van size which is suitable for your booking. VanHelper is not responsible if you have chosen the incorrect van size for your booking and may result in any additional charges.
- E. Unless you have chosen for the Service Provider to pack on your behalf, you are responsible for packing all items in appropriate packing materials, containers, and boxes intended for the move prior to the booking.
- F. You are responsible for unplugging any electrical appliances which you require to move. VanHelper and the Service Provider will not take responsibility in unplugging any electrical appliances or any damages which may occur which involves unplugging an electrical appliance.
- G. You are responsible for unplugging and drying any appliances which contain liquids such as washing machines, dishwashers, fridges and freezers prior to the move, VanHelper and the Service Provider will not take responsibility for any liquid damages that occur during the move due to Customer negligence.
- H. Unless you have chosen for the Service Provider to dismantle on your behalf, you are responsible for dismantling any furniture intended for the move.
- I. The Customer understands time required for packing and dismantling by the Service Provider forms part of the booking time for the job.
- J. You are responsible for ensuring that there is a clear path or way for the items to be moved to and from the van at both the pickup and destination location. The Service Provider will not be responsible for removing any fixtures (doors, windows, furniture) to allow movement of items.

- K. Any delays caused by the Customer which causes the job to be delayed beyond the allocated booking time will incur additional charges.
- L. Any request to change to the booking duration will have to be directed at the Service Provider. VanHelper cannot guarantee that a change in booking duration can be arranged.

## 12. Customer self loading

- A. If the Customer chooses the self loading option, neither VanHelper or the Service Provider will not be held liable for any damages or personal injuries occurred through the loading and unloading of items.
- B. In such cases, any insurance coverage will only cover the transport of items and the duration of the transport only.

## 13. Service Provider's equipment

- A. Service Providers may have equipment such as hand trucks, trolleys, carry straps available to assist the move; it is the Customer's responsibility to enquire what equipment is available with the Service Provider.
- B. A Service Provider agrees not to provide Customers who choose to use self loading option with equipment to assist the move. VanHelper is not liable for any damages or personal injury caused as a result of a breach of the foregoing

## 14. Data and privacy

- A. All personal information that we may use will be collected, processed, and held in accordance with the provisions of EU Regulation 2016/679 General Data Protection Regulation ("GDPR") and your rights under the GDPR. For complete details of our collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of your rights and how to exercise them, and personal data sharing (where applicable), please refer to our privacy policy <https://www.vanhelper.com/privacy-policy>.

## 15. Content

- A. You should not rely on any content or materials provided by this website. VanHelper does not take any responsibility or liability which arises from the reliance of this website.
- B. VanHelper endeavours to keep content authored by VanHelper on the website up to date however, VanHelper is under no obligation to keep the materials and content of the website up to date.



- C. To provide our services, you agree to provide legal permissions for VanHelper to use the content or any materials you have uploaded, you grant VanHelper a non-exclusive, transferable, sub-licensable, royalty-free, and worldwide license to host, use, distribute, modify, run, copy, publicly perform or display, translate, and create derivative works of your content.
- D. If you have any concerns over any content please contact us at [legal@vanhelper.com](mailto:legal@vanhelper.com)

## 16. Reviews

- A. To post a review on VanHelper you must be a genuine customer that has used a service in connection with the Service Provider.
- B. All reviews posted on VanHelper will be regarded as non-confidential, non-exclusive, public information and does not entitle you to royalties or any form of compensation.
- C. You agree not to post any review which contains any of the following content:
  - i. Content that contains abusive, bullying, discriminatory, harassing, racist, sexist, threatening or vilifying language.
  - ii. Content that are blasphemous, indecent, inflammatory, obscene, offensive, pornographic or seditious.
  - iii. Unlawful content that may break any laws of England and Wales.
  - iv. Defamatory or Libellous content.
  - v. Content for which you do not have permission to post.
  - vi. Misleading content.
  - vii. External links.
  - viii. Any code which may damage or interfere with the website.
  - ix. Content with the intent of promoting a business or service other than VanHelper or the Service Provider for your booking.
- D. You acknowledge that VanHelper does not have a duty to publish your review.
- E. VanHelper reserves the right to reject or delete reviews at any time, if they violate our terms and conditions.
- F. VanHelper does not amend the reviews posted by Users and is in no way responsible for any content posted by the User, if there are any reviews that violate our terms and conditions please contact us at [legal@vanhelper.com](mailto:legal@vanhelper.com). We will review the content and materials and remove the content and materials where we deem appropriate within a reasonable time.
- G. Service Providers agree that they will only send out External booking review requests to genuine customers for bookings which have occurred outside of VanHelper.

## **17. Refusal of service**

- A. The Service Provider's van delivery service is provided at the Service Provider's discretion.
- B. A re-booking may occur if the original Service Provider is not available. In such cases the VanHelper will endeavour to contact the Customer and the Service Provider may change.

## **18. Termination of service**

- A. VanHelper reserves the right to terminate a registered user's account and block access to this website in cases where these terms and conditions are breached.
- B. A booking may be terminated in the event of a breach to these terms and conditions or at VanHelper's discretion.

## **19. Transactions and payment**

- A. VanHelper's website is free for the Customer to use. Fees taken during booking are taken on behalf of Service Providers. VanHelper charges Service Providers a flat fee plus a percentage of the transaction price paid by the Customer.
- B. Subject to VanHelper's system configuration, the payment taken can be taken in part as a deposit via the website, with the remainder to be paid in cash to the Service Provider by the Customer.
- C. Subject to VanHelper's system configuration, the payment can be taken in full on the website by VanHelper on behalf of the Service Provider.
- D. Payment is made through the VanHelper's payment provider PayPal and is also subject to any applicable terms and conditions from such payment providers. VanHelper does not store any credit/ debit card information. Please see our privacy policy for more details.
- E. Any outstanding payments to the Service Provider must be made in cash to the Service Provider.

## **20. VAT**

- A. All prices displayed to Customers on the website include all the applicable taxes and fees, including the Service Provider's VAT where applicable, VanHelper acts as a disclosed agent for the Service Providers.

## **21. Minimum charges**

- A. There is a minimum charge of two (2) hours on all bookings. Any time after this is charged at half-hourly rate.
- B. There are no refunds for any unused time for the booking.

- C. In the event that a Customer chooses to change your booking date/time, this will need to be arranged with the Service Provider.

## **22. Discounts**

- A. VanHelper may offer promotions or discounts. A Service Provider may choose to opt-out of these promotions or discounts.
- B. Customers may use only one promotional or discount code per booking.

## 23. Amendment of booking

- A. If the Customer desires to change the date/time of a booking, the Customer must arrange this with the Service Provider.
- B. If the Customer chooses to re-book, cancellation fees may apply (in accordance with section 25 below) to the refund request and the re-booking will be treated as a new booking.
- C. Bookings can be amended by mutual agreement of both the Van Service Provider and the Customer, on the request of either party.
- D. If the Customer is unable to come to an agreement with a Van Service Provider over amending a booking, please contact [booking@vanhelper.com](mailto:booking@vanhelper.com) with your "Order number" and "Reason for amendment", your booking will be treated as a cancellation and the rules set out in section 25 A and B applies, however, the deposit can be carried over to the new booking and once a new booking has been placed by the Customer the lower of the two (2) booking's deposit will be refunded.
- E. Bookings can only be amended by the Customer once, amended bookings cannot be amended again.

## 24. Delays to the booking

- A. If your booking is delayed due to unforeseen circumstances, as VanHelper does not have control over the Service Providers, VanHelper will not be responsible for any loss of time in the duration of the booking, loading, pick-up or delivery. Your Service Provider will endeavour to contact you to provide you with reasons and estimated time of arrival in the event of a delay.
- B. Any requests for refunds due to a delay will follow the rules of Refunds and Cancellations set out in section 25 below

## 25. Refunds and cancellation

- A. If a cancellation occurs forty-eight (48) hours or less before a job is booked to start, then no refund is provided.
- B. If point A of this paragraph does not apply and a cancellation occurs, then the deposit portion of the booking will not be refunded
- C. If point A or B of this paragraph applies and a Customer wishes to dispute the charges due to unforeseeable circumstances, please contact [booking@vanhelper.com](mailto:booking@vanhelper.com) with the booking's "order number" and "reasons for cancellation", VanHelper will decide each request on a case by case basis and endeavour to respond within ten (10) working days of the email being received, the decision made by VanHelper for such requests are final.
- D. If a Service Provider is unable to perform your booking, VanHelper will seek to notify you as soon as possible through email or by phone and reasonably endeavour to arrange for another available Service Provider as soon as possible. If VanHelper is unable to arrange for a replacement, VanHelper will not be in breach of contract however you will be entitled to a full refund.
- E. If the Service Provider arrives at the booking and there is a 'no-show' of the Customer, the Service Provider will wait for at least thirty (30) minutes, after which the job is treated as a cancellation in full and no refunds will be provided to the Customer.
- F. Once the Van Service Provider has arrived at the pick up location any unused time for a booking will not be refunded.
- G. The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (as amended by The Consumer Contracts (Amendment) Regulations 2015) are not applicable to service contracts which provide for the transport of goods or courier services on a specific date or period for performance.

## 26. Extra charges and overruns

- A. If a booking overruns the quoted hour, the extra time will be charged as described in the booking details sent to the Customer, the charge is at per thirty (30) minutes intervals. The Customer agrees to pay all extra charges in cash to the Service Provider on-site at the conclusion of the job.
- B. The Service Provider is responsible for collecting any outstanding payments at the conclusion of the job and all related VAT payments (if applicable) are paid for by the Service Provider.
- C. Unless otherwise agreed between the Customer and the Service Provider, the Service Provider does not explicitly charge fees for stairs. If a Customer's property has stairs then it is the responsibility of the Customer to include those details during checkout.

- D. Tolls: The Customer agrees to pay any extra charges for parking, tolls, ferry cost, etc. This is considered an extra cost to the booking's quote. The Customer agrees to pay all extra charges in cash of this nature to the Service Provider.
- E. Congestion charge: The Customer agrees to pay the Congestion Charge if their booking will travel through the zone between Mon-Fri 07:00 to 18:00. The Customer may discuss the route for travel at the Pick up location with the Service provider. The Customer agrees to pay the extra eleven pounds sterling fifty pence [£11.50] in cash to the Service Provider at the conclusion of the job.
- F. ULEZ or LEZ charges: Any applicable charges relating to ULEZ or LEZ will be paid by the service provider.

## **27. Insurance**

- A. All Service Providers are required to have their own insurance and documentation; this includes:
  - i. Full and valid driving license
  - ii. Vehicle insurance
- B. Service providers may optionally have the following insurance which is displayed to Customers when they choose a Service Provider.
  - i. Public liability insurance
  - ii. Goods in Transit insurance
- C. Although VanHelper will take reasonable steps to ensure that all Service Providers have the foregoing in place, VanHelper is not responsible in the event that a Service Provider does not have such insurance and documentation in place.

## **28. Disputes**

- A. If a Customer does not pay for the van delivery service:
  - i. VanHelper will reserve the right to withdraw the right to use this website and the website service
  - ii. VanHelper will reserve the right to register your information to relevant credit agencies, debt-collection agencies and industry black-lists.
  - iii. Service Providers reserve the right to hold the Customer's goods in lieu of late payment and may sell your goods in place of payment for the money owed.
  - iv. VanHelper reserves the right to authorise additional charges on your credit/debit card for the money owed.
  - v. In the event that a chargeback occurs from a Customer, VanHelper will dispute the chargeback using evidence provided by the Service Provider, VanHelper will not be responsible for any losses incurred by the Service Provider due to the chargeback.

- B. Service quality:
- i. In the event you have a dispute over the service provided by either the Service Provider or VanHelper, the information you have provided for the job along with all contact records will be used to assist the resolution of the dispute. Your first contact point shall be the Service Provider. For the avoidance of doubt, VanHelper is a venue for Customers and Service Provider's to connect and is not responsible for any damages occurred by the User of a van delivery service provided by a Service Provider.
  - ii. In the event that a dispute is deemed unfounded, VanHelper reserves the right to publish any and all contact records relating to a particular transaction, including but not limited to phone and email correspondence; such records may also be used to pursue legal action under defamation laws.
  - iii. The Customer agrees not to make complaints or leave negative against VanHelper on any social media platforms or news outlets if the complaint is resolved pursuant to these terms and conditions.
  - iv. The Customer agrees that they will first contact the Service Provider or VanHelper in the event of a dispute and allow the parties a reasonable amount of time to resolve the dispute following the procedure set out in Section 30.
  - v. VanHelper reserves the right to respond to complaints or reviews made against VanHelper or the Service Provider on any platform or channel we see fit.

## 29. Damage to goods

- A. VanHelper does not accept any liability for damaged or lost items as this is not in the control of VanHelper. Customers should check they are happy with the liability levels taken on by a Service Provider before entering into a contract with such Service Provider.

## 30. Complaints and mediation

- A. Any complaints by the Customer in respect of the van delivery service must be made to the Service Provider. However, the Customer may wish to contact VanHelper for assistance and mediation if a resolution is not reached between the Customer and Service Provider.
- B. Complaints must be made through email to [support@vanhelper.com](mailto:support@vanhelper.com). The mediation begins on the date the email is received by VanHelper and VanHelper will respond within ten (10) working days.
- C. Any offer from VanHelper through the mediation process expires after twenty-eight (28) days from the date on which the offer is made if the Customer chooses to not respond or chooses to not accept the offer.

E: [info@vanhelper.com](mailto:info@vanhelper.com) T:0333 050 7117

Polsino Tech Limited trading as VanHelper®. Registered in England and Wales. Company no. 12262649.  
Registered office: 1 The Oaks Mill Farm Courtyard, Beachampton, Milton Keynes, Buckinghamshire, England, MK19 6DS

- D. Any complaints made in respect of the van delivery service after fourteen (14) days of the booking date will not be considered by VanHelper.
- E. The Customer agrees not to leave or publish any negative feedback on social media platforms or news outlets during mediation.
- F. If a Customer complaint against the Service Provider is upheld, VanHelper reserves the right to charge an admin fee to the Service Provider based on the time and effort exerted by VanHelper in resolving such complaints. This fee will not exceed fifty percent (50%) of the original job charge.

E: [info@vanhelper.com](mailto:info@vanhelper.com) T:0333 050 7117

Polsino Tech Limited trading as VanHelper®. Registered in England and Wales. Company no. 12262649.  
Registered office: 1 The Oaks Mill Farm Courtyard, Beachampton, Milton Keynes, Buckinghamshire, England, MK19 6DS