

Terms of Payment Policy

Acceptance of Quotation

Acceptance of Quotation Form is required to be completed and received by Transworld to confirm your relocation. Transworld is not obligated to perform services until the customer has completed the Acceptance Form and paid the relevant fees in full (see below).

Relocation charges

All relocation charges are due and payable 5 working days prior to your relocation commencement date. Payment will include the whole of the quoted amount covering charges for packing, transportation, shipping, delivery and insurance premiums, if any. Any further charges, additional to the quotation provided, will be due and payable immediately on invoice.

All charges for storage are due and payable monthly in advance and all additional and related charges (if any) are payable with the next instalment for storage after the same are incurred.

Refund Policy

Transworld International Removals reserves the right to pay Refunds, excluding those covered under the Cancellation policy. All refunds are assessed on a case by case basis and must be refunded to the original card holder if payment was made via credit card.

Cancellation Policy

Our goal is to provide a quality service to our customers, our bookings are therefore based on space available in our calendar along with labour, vehicles, and resources. Once a date is booked, this space is no longer available to other customers, and we are not necessarily able to fill that space with another booking at short notice and this also impacts our container loading schedules.

Additionally, depending on your volume and service type, other costs and resources may have already been incurred such as: Containers on hire fees and subsequent dehire fees if not required, container cartage, container lease fees, vessel booking fees/cancellation fees, crating costs, special equipment costs, storage or other ancillary costs.

Therefore, when a move is cancelled, consideration is given to all these aspects to calculate costs incurred to date.

Cancellation Fees: Cost of outgoings and services incurred to date + 20% administration fee

Payment Methods

Internet Banking:	Account Name:	Transworld International Removals Ltd
	Bank Name:	Bank of New Zealand (BNZ)
	Bank Account:	02-0110-0349756-000
Credit Card Payment:	Open Invoice:	Click the hyperlink "click here" for the online payment portal (live for 30 days from invoice date)
	Cards Accepted:	MasterCard, Visa, American Express
	Surcharge:	2.9% (includes Debit Cards)
International Bank Transfers:	Payments from outside New Zealand in NZD only	
	1) Payments in other currencies will be credited once converted at the current NZ bank rate 2) Add an additional NZ\$35.00 to cover bank charges Any shortfall due to payment type 1 or 2 above will remain on your account	
	Account Name:	Transworld International Removals Ltd
	Bank Name:	Bank of New Zealand (BNZ)
	Bank Address:	Bank of New Zealand, Wellington, New Zealand
	Swift Code:	BKNZNZ22
	Bank Account:	02-0110-0349756-000