MOVEAGE GROUP PTY LTD

WEBSITE TERMS OF USE AND REFERRAL SERVICES

ABN: 83 605 673 658
Website: www.moveage.com.au
Last updated: 27 November 2026

1. Introduction

Welcome to Moveage.

This website (Site) is owned and operated by Moveage Group Pty Ltd (ABN 83 605 673 658), referred to throughout these Terms as Moveage, we, us or our.

Moveage operates an online enquiry and referral service designed to connect prospective customers with independent third-party removalist businesses that may be able to assist with their furniture removal, relocation, packing, storage and associated service requirements.

Moveage does not itself provide, undertake, arrange or accept bookings for furniture removal or associated relocation services under its referral service.

By accessing or using our Site and/or submitting an enquiry through our Site, you agree to these Website Terms of Use and Referral Services (Terms).

If you do not agree to these Terms, you must discontinue your use of our Site and refrain from submitting an enquiry.

2. Nature and Scope of Our Services

Moveage operates solely as an enquiry collection and referral service in relation to removalist and associated relocation services.

Our role is limited to collecting information from prospective customers and facilitating introductions to independent third-party service providers who may be able to assist with their requirements.

You expressly acknowledge and agree that:

(a) Moveage is not the provider of the removalist or associated services referred to through our Site;

(b) Moveage does not perform, manage, supervise, coordinate or control the performance of any removalist services;

(c) Moveage does not prepare or negotiate quotations, accept bookings, reserve moving dates or enter into removalist service agreements on behalf of customers or independent service providers;

(d) Moveage does not employ, engage or supply the personnel responsible for performing services arranged directly between you and an independent service provider;

(e) Moveage does not act as the agent, representative, partner or joint venture participant of any independent service provider in entering into or performing removalist service agreements; and

(f) any subsequent arrangement for removalist or associated services is entered into directly between you and your chosen independent service provider.

3. Independent Third-Party Service Providers

The removalist businesses to which we may refer your enquiry (Service Providers) are independent, separately owned and operated businesses unrelated to Moveage Group Pty Ltd.

Service Providers operate their own businesses and are responsible for their own commercial decisions, employees, contractors, equipment, vehicles, insurance arrangements, licences, qualifications, operating procedures and compliance with applicable laws.

Service Providers are not employees, franchisees, agents or subcontractors of Moveage in connection with the services arranged through our referral service.

A referral or introduction by Moveage does not constitute a representation, certification, warranty or guarantee regarding a Service Provider's suitability, performance, financial standing, availability, qualifications or insurance coverage.

You are encouraged to make your own enquiries and assessments before engaging any Service Provider.

Moveage is responsible for its own referral services and any representations it makes in connection with those services.

4. Submission of Enquiries and Consent to Disclosure of Information

Our Site enables prospective customers to submit information regarding their proposed move or relocation requirements.

By submitting an enquiry and providing your consent through our Site, you expressly authorise and consent to Moveage collecting, using and disclosing your personal information and enquiry details to up to three (3) independent, unrelated third-party

removalist businesses for the purpose of facilitating introductions and obtaining potential quotations for your requested services.

The information disclosed may include, where provided by you:

(a) your name;

(b) your telephone number;

(c) your email address;

(d) your current and proposed relocation addresses, suburbs or locations;

(e) your preferred moving date or timeframe;

(f) the size, nature and requirements of your proposed move;

(g) details regarding property access, furniture, household belongings, packing, storage or other associated requirements; and

(h) any additional information, instructions, photographs or materials voluntarily provided by you in connection with your enquiry that are reasonably necessary for the referral.

You acknowledge that the purpose of providing this information is to enable independent Service Providers to assess your requirements, contact you directly and potentially offer their services.

Moveage may disclose your enquiry to fewer than three Service Providers where appropriate, depending on the nature of your enquiry, location, service requirements and the availability of participating businesses.

Moveage does not guarantee that your enquiry will be referred to three Service Providers or that any Service Provider will respond to your enquiry.

Your consent under this clause is specific to the enquiry you have submitted and does not constitute consent to unrelated marketing or the unrestricted distribution of your personal information.

5. Consent to Direct Contact by Service Providers

By submitting an enquiry and providing your consent, you expressly agree that the independent Service Providers to whom your enquiry is referred may contact you directly using the contact information you have provided.

Such contact may occur by telephone, SMS, email or another communication method nominated by you for the purpose of:

(a) discussing your moving or relocation requirements;

(b) obtaining further information regarding your enquiry;

(c) preparing and providing quotations;

(d) discussing availability, pricing and service options;

(e) reasonably following up on your enquiry or a quotation provided to you; and

(f) arranging services directly with you should you choose to proceed.

You acknowledge that you may receive communications from up to three separate removalist businesses in connection with a single enquiry.

You are under no obligation to accept a quotation, engage a Service Provider or proceed with any proposed services.

You may request that a Service Provider discontinue contacting you at any time.

Consent provided under this clause does not extend to unrelated promotional communications, ongoing marketing campaigns or other communications for which separate consent is required by law.

6. Enquiries Do Not Constitute Bookings

Submitting an enquiry through our Site does not constitute:

(a) a confirmed or provisional booking for removalist services;

(b) a reservation of a moving date, time, vehicle or personnel;

(c) acceptance of a quotation;

(d) an agreement for the supply of removalist services by Moveage or any Service Provider; or

(e) a guarantee that removalist services will be available on your requested date or at your requested location.

Any acknowledgement, confirmation email, SMS or other communication issued by Moveage following the submission of an enquiry confirms receipt or processing of your enquiry only and does not constitute confirmation of a removalist booking.

You are responsible for obtaining written confirmation of any booking directly from your chosen Service Provider.

7. Quotations, Pricing and Availability

All quotations, estimates, rates, charges, service inclusions and availability relating to removalist or associated services are determined independently by the relevant Service Provider.

Moveage does not determine, approve, negotiate or guarantee the pricing or commercial terms offered by any Service Provider.

Any general pricing information, estimates, calculators or indicative costs displayed on our Site are provided for general information purposes only and do not constitute a binding quotation or offer to supply services.

Before engaging a Service Provider, you should confirm directly with that Service Provider all relevant pricing arrangements, including applicable minimum charges, hourly rates, travel charges, call-out fees, surcharges, additional charges, GST and payment terms.

Moveage does not guarantee that any quotation you receive will represent the lowest available price or the most suitable service for your requirements.

8. Contracts and Engagement of Service Providers

If you choose to engage a Service Provider following an introduction or referral by Moveage, any agreement for the provision of removalist or associated services will be entered into directly between you and that Service Provider.

The terms and conditions applicable to those services will be those agreed between you and the Service Provider, subject to applicable laws.

The Service Provider is responsible for providing you with its applicable terms and conditions, booking confirmations and other relevant contractual documentation.

Moveage is not a party to any such agreement and does not acquire contractual rights or assume contractual obligations under that agreement merely because it facilitated the initial introduction.

You should ensure that you understand the identity of the business you are engaging and its applicable terms and conditions before confirming a booking or making any payment.

9. Payments, Deposits, Cancellations and Refunds

Moveage does not collect, process or hold deposits, booking fees or payments on behalf of Service Providers under its referral service.

All payments relating to services arranged following a referral must be made directly to your chosen Service Provider in accordance with the payment arrangements agreed between you and that Service Provider.

Any matters relating to:

(a) deposits and booking fees;

(b) outstanding balances or invoicing;

(c) additional charges;

(d) cancellations or amendments;

(e) postponements or rescheduling;

(f) refunds or credits; and

(g) payment disputes,

must ordinarily be addressed directly with the relevant Service Provider.

Moveage is not responsible for refunding or reimbursing amounts paid to a Service Provider where those amounts have not been received by Moveage and Moveage has no legal responsibility for those amounts.

10. Insurance, Qualifications and Suitability

Each Service Provider is responsible for maintaining any licences, registrations, qualifications, insurances and other requirements applicable to its business activities and the services it provides.

Moveage does not provide insurance coverage for goods, belongings, property or services undertaken by independent Service Providers.

Before engaging a Service Provider, you should make appropriate enquiries regarding:

(a) the Service Provider's identity, Australian Business Number and business credentials;

(b) applicable public liability, transit and other insurance arrangements;

(c) whether your belongings are insured against loss or damage during loading, transportation, unloading or storage;

(d) applicable insurance limitations, exclusions and excesses; and

(e) whether additional insurance coverage is appropriate for your circumstances.

Moveage does not guarantee that a Service Provider's insurance arrangements will cover your particular requirements or any loss or damage you may suffer.

11. Performance of Services and Service-Related Claims

Each Service Provider is responsible for the provision, management and performance of the services it agrees to supply to you.

Any concerns, complaints or claims relating to the performance of those services should ordinarily be directed to the relevant Service Provider.

This includes matters relating to:

(a) delays, late arrivals or failure to attend;

(b) cancellation, postponement or failure to complete services;

(c) damage to furniture, belongings, buildings or other property;

(d) loss, theft or misplacement of belongings;

(e) personal injury;

(f) the conduct of employees, contractors or personnel;

(g) the quality or suitability of vehicles, equipment or services;

(h) incorrect quotations, additional charges or payment disputes; and

(i) insurance claims or compensation.

Moveage may, at its discretion, provide reasonable assistance in identifying or contacting the relevant Service Provider.

Any such assistance does not, of itself, constitute an acceptance of legal liability or responsibility for the Service Provider's conduct.

Nothing in this clause prevents you from raising a complaint with Moveage regarding its own conduct, representations or referral services.

12. Commercial Referral Arrangements

Moveage may have commercial arrangements with independent Service Providers and may receive referral fees, lead generation fees, commissions or other commercial benefits in connection with enquiries or introductions facilitated through our Site.

You acknowledge that the Service Providers to whom your enquiry may be referred may be selected from businesses participating in such commercial arrangements.

Moveage does not operate as a comprehensive comparison service representing every removalist business available in the market.

The referral of your enquiry to a particular Service Provider does not, of itself, constitute an impartial ranking or recommendation that the Service Provider is the best, cheapest or most suitable provider available.

13. Accuracy of Information Provided by You

You agree to provide information that is accurate, current and complete to the best of your knowledge when submitting an enquiry through our Site.

You must not submit false, misleading, fraudulent or unauthorised enquiries.

Where you provide information relating to another individual, you confirm that you have obtained any necessary permissions and authority to provide that information and authorise its disclosure for the purposes described in these Terms.

You should not submit sensitive personal information, financial account details, passwords, identification documents or other information that is not reasonably necessary for your moving or relocation enquiry.

Moveage is not responsible for delays, inaccurate quotations or other consequences to the extent that they arise from materially inaccurate or incomplete information provided by you.

14. Privacy and Handling of Personal Information

We respect your privacy and recognise the importance of protecting your personal information.

Our Privacy Policy, available through our Site, provides further information regarding the collection, use, disclosure, storage and handling of personal information.

Personal information submitted through our Site may be collected and used for the purposes of:

(a) receiving, assessing and processing your enquiry;

(b) identifying potentially suitable Service Providers;

(c) facilitating referrals to up to three independent Service Providers;

(d) communicating with you regarding your enquiry;

(e) administering and improving our website and referral services;

(f) maintaining appropriate business and consent records;

(g) investigating complaints, misuse or fraudulent activity; and

(h) complying with applicable legal and regulatory obligations.

We may also disclose information to technology providers, website hosting providers, professional advisers and other parties reasonably necessary for the administration of our business, subject to applicable privacy requirements.

Independent Service Providers receiving your enquiry are responsible for their own handling of your personal information and compliance with applicable privacy, electronic communications and other legal obligations.

Moveage remains responsible for its own collection, use, disclosure and handling of your personal information in accordance with applicable law.

15. Withdrawal of Consent

You may withdraw your consent to the future referral of your enquiry or request that Moveage cease contacting you in relation to your enquiry by contacting us at info@moveage.com.au.

Withdrawal of consent will apply to future uses and disclosures that rely on that consent and does not invalidate disclosures lawfully made before your withdrawal was received and processed.

Where your information has already been referred to an independent Service Provider, we recommend that you also contact that Service Provider directly to request that it cease contacting you or address any concerns regarding its handling of your information.

Where reasonably practicable, Moveage will assist you in identifying the Service Providers to whom your enquiry has been disclosed.

Withdrawal of consent may prevent Moveage from continuing to provide its referral service to you.

16. Your Right to Use Our Site

We grant you a limited, non-exclusive and non-transferable right to access and use our Site for lawful personal or legitimate business purposes in accordance with these Terms.

You may access, view and retain information from our Site for the purpose of obtaining information regarding relocation services and submitting genuine enquiries.

You must not commercially exploit, reproduce, distribute or otherwise use our Site or its content beyond the purposes permitted by these Terms without our prior written consent, except where otherwise permitted by law.

17. Prohibited Conduct

You must not use our Site or referral services to:

(a) engage in unlawful, fraudulent, deceptive or misleading activities;

(b) submit false enquiries or impersonate another person or business;

(c) disclose personal information without appropriate consent or authority;

(d) harass, threaten, abuse or unlawfully interfere with another person;

(e) interfere with the operation, security or availability of our Site;

(f) introduce viruses, malicious software or harmful programming;

(g) send unsolicited electronic communications;

(h) undertake unauthorised data scraping, automated harvesting or collection of information;

(i) obtain customer enquiries or commercial information for unauthorised competitive purposes; or

(j) facilitate or assist another person in undertaking any prohibited activity.

We may take reasonable steps to restrict access to our Site or refuse to process enquiries where we reasonably suspect unlawful activity, misuse or a material breach of these Terms.

18. Intellectual Property

Unless otherwise indicated, all intellectual property rights associated with our Site and its content are owned by or licensed to Moveage.

This includes our business names, branding, logos, designs, website content, photographs, graphics, text, software and other materials.

Your use of our Site does not transfer ownership of any intellectual property rights to you.

Except as permitted by law or with our prior written consent, you must not reproduce, modify, commercially exploit, distribute, republish or otherwise infringe intellectual property rights associated with our Site.

19. Information and Materials Submitted by You

You retain ownership of any materials or content that you submit through our Site.

By submitting such information or materials, you grant Moveage a limited, non-exclusive and royalty-free permission to access, store, reproduce and disclose them to the extent

reasonably necessary to process your enquiry, facilitate referrals, administer our services and comply with applicable legal obligations.

Where submitted materials contain personal information, their collection, use and disclosure remain subject to applicable privacy laws, our Privacy Policy and the consent you have provided.

You confirm that you have the necessary rights and permissions to submit the information or materials for these purposes.

20. Website Information and Third-Party Content

Information available through our Site is provided for general information purposes and may not take into account your individual circumstances or particular relocation requirements.

While we take reasonable steps to ensure that information published on our Site is accurate, we do not guarantee that all information will remain current, complete or applicable to your particular circumstances.

Our Site may contain information provided by third parties or links to external websites operated independently of Moveage.

We do not control those external websites or their content, privacy practices or terms of use.

You should independently assess the suitability of any third-party information or services before relying on them.

Nothing in this clause excludes responsibility for representations made by Moveage where such responsibility cannot lawfully be excluded.

21. Website Availability and Security

We take reasonable steps to maintain the operation and security of our Site.

However, we do not guarantee that our Site will be continuously available, uninterrupted, error-free or unaffected by circumstances outside our reasonable control.

We may temporarily suspend, modify or discontinue parts of our Site or referral services where reasonably necessary for maintenance, security, operational or commercial reasons.

Where reasonably practicable, we will seek to minimise disruption to enquiries already being processed.

22. Australian Consumer Law

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, statutory right, remedy or other entitlement under the Competition and Consumer Act 2010 (Cth), including the Australian Consumer Law, or any other applicable legislation, where such exclusion, restriction or modification is prohibited by law.

Moveage remains responsible for the services it supplies and its own acts, omissions and representations to the extent required by applicable law.

The distinction between Moveage's referral services and the removalist services supplied by independent Service Providers does not limit any statutory rights or remedies available to you.

23. Limitation of Liability

Subject to clause 22 and to the maximum extent permitted by law, Moveage is not liable for loss, damage, injury, expense or liability to the extent that it arises from:

(a) acts or omissions of an independent Service Provider or its employees, representatives or contractors for which Moveage is not legally responsible;

(b) the performance, non-performance, delay, cancellation or quality of removalist or associated services supplied under an agreement between you and a Service Provider;

(c) loss of or damage to goods, belongings or property while under the custody or control of an independent Service Provider;

(d) disputes concerning quotations, payments, deposits, cancellations, refunds or other contractual arrangements between you and a Service Provider;

(e) your decision to engage or decline to engage a particular Service Provider;

(f) inaccurate or incomplete information supplied by you or another party, where Moveage has not caused or contributed to the relevant loss; or

(g) interruptions to our Site arising from circumstances outside our reasonable control.

To the maximum extent permitted by law, Moveage is not responsible for loss that is remote or not reasonably foreseeable.

Nothing in this clause excludes or limits liability to the extent that the relevant loss or damage is caused or contributed to by Moveage's own negligence, breach of contract, unlawful conduct, misleading representations or breach of a non-excludable statutory obligation.

24. Responsibility for Misuse of Our Site

You are responsible for loss or damage caused by your fraudulent, deliberate or unlawful misuse of our Site or referral services.

To the extent permitted by law, you agree to compensate Moveage for reasonable losses and costs directly resulting from such conduct, but only to the extent that those losses or costs are attributable to your conduct.

This clause does not require you to compensate Moveage for losses caused or contributed to by Moveage's own acts, omissions, negligence or breach of applicable law.

25. Existing and Historical Removalist Bookings

These Terms apply to the website enquiry and referral services provided under Moveage's current business model.

Nothing in these Terms retrospectively alters, transfers, excludes or extinguishes any legal or contractual obligation arising from a previous booking, agreement or arrangement entered into before the introduction of these Terms.

Any rights or obligations associated with historical bookings remain subject to the applicable agreements and laws governing those arrangements.

26. Complaints and Dispute Resolution

If you have a complaint regarding Moveage's Site, handling of personal information or referral services, please contact us at info@moveage.com.au with details of your concerns.

We will endeavour to review and respond to your complaint within a reasonable timeframe.

Where your complaint relates to services supplied by an independent Service Provider, you should ordinarily raise the matter directly with that Service Provider.

Where a dispute arises directly between you and Moveage, both parties are encouraged to attempt to resolve the matter in good faith before commencing legal proceedings.

Nothing in this clause prevents either party from seeking urgent legal relief, contacting a regulatory authority, exercising statutory rights or commencing proceedings where otherwise permitted by law.

27. Changes to These Terms

We may update these Terms from time to time to reflect changes to our business operations, referral services, legal obligations or website functionality.

Updated Terms will be published on our Site together with the applicable revision date.

Changes will apply prospectively to the use of our Site and enquiries submitted following publication of the updated Terms.

Changes will not retrospectively alter existing contractual rights or obligations without lawful authority or agreement.

Where a material change affects the way in which personal information is collected, used or disclosed, we will obtain further consent where required by law.

28. Suspension and Termination of Access

We may suspend or restrict access to our Site or referral services where reasonably necessary to protect the security or integrity of our Site, prevent unlawful conduct, address a material breach of these Terms or comply with applicable legal obligations.

You may discontinue your use of our Site at any time.

Discontinuing access does not affect rights or obligations that have already accrued or provisions that, by their nature, are intended to continue.

29. Severability

If any provision of these Terms is determined to be invalid, unlawful or unenforceable, that provision will be read down to the extent permitted by law or severed where necessary.

The remaining provisions will continue to operate to the extent that they are capable of doing so independently.

30. Governing Law and Jurisdiction

These Terms are governed by the laws of Queensland, Australia.

Subject to any applicable statutory rights, the parties submit to the non-exclusive jurisdiction of the courts and tribunals of Queensland and any courts entitled to hear appeals from those courts or tribunals.

Nothing in these Terms prevents a consumer from accessing a court, tribunal or other dispute resolution process available to them under applicable law.

31. Contact Details

For enquiries, complaints, privacy-related requests or notices concerning these Terms, please contact:

Moveage Group Pty Ltd
ABN 83 605 673 658

Email: info@moveage.com.au
Website: www.moveage.com.au

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