


**Extract from quote:**

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- **FREE Collection of Disposal** – for your unwanted goods – charge from recycling firm will be applied.
  - **FREE dismantling and reassembly** – Of furniture where required.
  - **FREE disconnection and reconnection** – Of your kitchen appliances – where applicable.
  - **We are fully insured** – so you can rest assured that your goods are safe whilst in our care.

**Extract from email response to my complaint:**

Once again, we are truly sorry about the appliances, as explained earlier over the phone we only disconnect water appliances but we are removal people not plumbers and therefore do not provide pipes and other terminations for appliances, these would have had to be provided by yourself. Furthermore we cannot deal with electric wires as you would need an electrician for this.