



Dinomove Co.,Ltd

Subject: Terms and Conditions for Service Appointment

18 sept 2025

In order to ensure smooth operations and provide the best service to our customers, the Company has established the following terms and conditions for making an appointment:

1. **Appointment Date and Time**

Customers are required to clearly inform the Company of the preferred date and time of service in advance. This allows the Company to prepare personnel and vehicles accordingly.

2. **Service Location and Contact Information**

Customers must provide the full and accurate address of the pick-up and delivery location, along with a valid contact number. If there are any special details or landmarks, please specify to avoid delays in service.

3. **Deposit Payment**


Once the appointment date, time, and service details have been agreed upon, customers are required to make a partial deposit to confirm the booking. Failure to make the deposit may result in automatic cancellation of the appointment without prior notice.

Note: Compliance with the above conditions will ensure that the service is carried out smoothly, on time, and with the highest efficiency.

By agreeing to use the Company's services, the customer acknowledges that they have read, understood, and accepted all terms and conditions set by the Company, including appointment arrangements, deposit payments, and other relevant provisions.

Reasons for Deposit Requirement

To ensure efficient operations and reduce potential risks, the Company requires customers to make a deposit prior to the provision of services. The reasons are as follows:

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1. **To prevent sudden cancellations**
The deposit serves as a confirmation of the customer's commitment to use the service and helps minimize losses caused by last-minute cancellations, regardless of the reason.
 2. **To prevent fraudulent service requests**
The deposit acts as a safeguard against fraudulent individuals who may attempt to use the service without genuine intent and subsequently become unreachable, causing unnecessary losses to the Company.
 3. **For effective resource allocation**
Collecting deposits allows the Company to efficiently allocate vehicles, personnel, and time, while minimizing the risk of lost business opportunities.
 4. **To formally confirm reservations**
A deposit serves as an official confirmation of the booking, ensuring both parties are committed to proceeding with the agreed service.
 5. **To establish mutual responsibility**
The deposit represents a shared responsibility between the customer and the Company, fostering a transparent and trustworthy business relationship.

Note:

1. The **deposit paid** will be deducted from the total service fee as agreed.
2. In case of **cancellation**, the deposit is **non-refundable** under any circumstances.

Contact Us

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