



### **Guidance for customers of E. Pearson & Son (Teesside) Ltd t/a Pearson Home Moving – Next Steps**

The British Association of Removers (BAR) has created a set of recommended guidelines to assist those customers that have been affected by the collapse of E. Pearson & Son (Teesside) Ltd. We recognise that this is a very stressful time for customers, therefore, if you require any assistance or have any queries, please contact the **BAR APG Scheme on Tel: 01923 699 480 or Email: [apgscheme@bar.co.uk](mailto:apgscheme@bar.co.uk)**.

1. If you know where your consignment is located, and in order to fulfil the move, we would recommend that you enter into a new contract with the Removal Company or Agent that is currently holding your goods. If you do not know where your consignment is located, please contact the BAR APG Scheme for further assistance.
2. Please note that, in order to complete the move, you will need to make a further payment to the removal company/Agent that is holding those goods, and we strongly recommend that you make that payment by Credit Card. The cost of that move should be a sum equal only to the cost of completing the work for the unfulfilled part of your original contract with Pearsons, in other words, the cost to complete your move from wherever your goods are currently located, through to your final destination.
3. Should you encounter any difficulties in arranging the completion of that contract or the release of your goods with the Removal Company or agent involved, we would strongly recommend that you seek expert legal advice relative to the jurisdiction in which the new contract is to be struck.
4. Please discuss any insurance/liability arrangements with the new Removal Company/Agent or, at the very least, ask them to clearly explain where their liability would begin and end and why they may not be able to offer continuing cover for the onward delivery. Please ensure that any new documentation issued reflects any such agreements made.
5. If you paid Pearsons by Credit Card, please contact your Credit Card Company ASAP to discuss making a claim for a refund of the monies paid to Pearsons under the Consumer Credit Act.
6. If you paid Pearsons by any other method (i.e. Debit Card, BACS, Bank Transfer etc), then please contact the BAR APG Scheme (Tel: 01923 699 480 or [apgscheme@bar.co.uk](mailto:apgscheme@bar.co.uk)), as you may qualify to claim part/all of the pre-payment made to Pearsons. Please note that the following Terms and Conditions will apply;
  - The Contract must be for the shipment of household furniture and effects as part of a transfer of residence, for a move **collected from or delivered to a UK address**.
  - The Contract to move the goods must be between an individual and the failed Member
  - The payment must have been made directly by the individual (not a business) to the failed Member by cheque, debit card, BACS, Bank Transfer or cash. Payments by credit card are not covered under this scheme as the customer will have recourse against the credit card company under the Consumer Credit Act.
  - The total liability for the scheme to any single Member company failure, and to include consideration for all unfulfilled contracts at the time of the claim, shall be limited to not more than £50,000

- If the work has already commenced, claims are limited to the reasonable costs for completing the work. **Any potential claimant is strongly advised to seek guidance from the scheme before accepting a quotation to complete the contracted work.**
  - The time limit for completing a claim on the scheme shall be not more than 6 calendar months from the date of notification of the insolvency.
  - Any proven claim will be settled only once all lodged claims have been fully and finally considered.
7. You should also register your claim with the appointed Administrators for the business of E Pearson & Sons (Teeside) Ltd who are as follows;

**Administrators:**

CBA Business Solutions, 126, New Walk, Leicester, LE1 7JA

Tel: 01162 626804

Email: [Leics@cba-insolvency.co.uk](mailto:Leics@cba-insolvency.co.uk) / [Tracey.logan@cba-insolvency.co.uk](mailto:Tracey.logan@cba-insolvency.co.uk)