

MOVING!

WHAT YOU NEED TO DO TO PREPARE

- Locate all jewellery, money, passports, cheque books, keys, travel/air tickets etc and put in a safe place ready to travel with you – not with the removalist.
- If you have a front-load washing machine ensure transit rods are securely fitted. Arrange for a service technician to fit them for you. This is critical as the washing machine will be permanently damaged if transported without transit rods fitted. The moving crews are not permitted to fit transit rods as it requires a service technician to do so.
- You must be present at all times whilst removalist is in your home packing, throughout loading and at delivery. If you cannot be present during any part of the relocation you need to arrange for a person (+ 18 years) to act as your representative. Removalists cannot be in your home without you or your authorised representative present and any stoppage of work may result in additional charges.
- If your destination is **Tasmania** or **Western Australia** thoroughly clean and remove all traces of soil and vegetation from flower pots, garden tools, lawn mowers, golf clubs/buggies and outdoor items. Strict State Quarantine laws apply in these states.
- Dismantle pre-fabricated computer desks, hutches and wall units. The locking mechanisms in pre-fabricated furniture regularly vibrate loose during transit causing the item to collapse and suffer severe damage for which the removalist cannot be held responsible.
- Thoroughly clean and towel dry inside fridge and freezer to avoid mould.
- Drain fuel and oil from lawn mower, whipper snipper, garden blower etc.
- Dispose of items that cannot be transported by removalist:
 - Flammable items – turps, thinners, petrol, methylated spirit, oil, lighter fluid etc.
 - Paint, matches, gas cylinders, car batteries.
 - All pressure pack cans – paint, hairspray, cooking oil, fly spray, deodorants etc.
- No food items are to be included in consignments requiring storage.
- If you wish to take BBQ gas cylinder it must be certified as empty by a gas specialist.
- Clean BBQ surface and surrounds of grease. Remove hotplate, grill and cast iron gas inserts and place into box or bag. Clean gravel/waste tray.
- Dismantle outdoor swing-sets, play-gyms, trampolines, swing seats, hammocks etc. (Place nuts, bolts, screws in a safe place).
- Remove pumps, water bottles, batteries, from push bikes.
- Empty and hose out compost bins and rubbish bins.
- Drain garden hoses.
- Clean and spray dog kennels, empty and clean fish tanks and bird cages.

Should you need advice or assistance please do not hesitate to contact us on 1300 984 228.

We will not be responsible for consequences resulting from failure to action above items.

HELPFUL TIPS TO GET YOU READY FOR THE BIG DAY

WHERE TO START

- Begin packing early and only pack one room at a time.
- Start packing items that are not used frequently, such as books, out of season clothing etc.
- Label each carton on the sides and top with its contents and the room it is going into.
- Heavy items like books and appliances should be packed in their own smaller sized box so that they are lighter to handle.

PROTECTING YOUR GOODS

- Individually wrap and pack each item.
- Place packing paper or buffering at the bottom of each carton: blankets, pillows and towels work well for this purpose.
- Mark cartons as 'Heavy' or 'Fragile' if necessary.
- Pack boxes to their full capacity by using crunched packing paper to fill empty spaces, but do not overload in such a way that the box may lose its shape, or rupture.
- Use large amounts of packing tape to secure both sides of each box.

SPECIFIC ITEMS

- Make sure that doors and drawers of your furniture are securely shut (use tape, rope or strong ribbons).
- Take shelving out of cupboards and units.
- Empty dressers – hanging clothes can go in Port-A-Robe boxes.

MAJOR APPLIANCES

- Freezers, refrigerators, washers, driers, stoves etc, should be clean and dry. **All fridges and freezers must be completely empty or will not be moved.**

PAINTINGS & POSTERS

- Use bubble wrap and cover with cardboard. This protects glass and picture frames.

LAMPS & LAMPSHADES

- Remove light bulbs from lamps. Put shades in a separate box and mark 'Fragile.'

ELECTRONICS

- Pack in original packaging if possible. Pack each item individually. Use bubble wrap and mark 'Fragile.'

PENDULUM CLOCKS (GRANDFATHER, MANTLE and CUCKOOK CLOCKS)

- The client is responsible for removing weights, pendulums and keys, and tying chains and bracing chimes. The removalists will pack these separately and wrap the clock for transit.

If you have any special requirements please notify your booking consultant so we can equip our truck to suit your needs e.g. flatbed trolley, piano trolley, piano board, pool table trolley, rappelling gear (for balcony moves) and more.

PARKING

It is the sole responsibility of the client to make all the necessary arrangements so that the truck and our staff have a well located and safe parking area. Parking fees will be billed to the client.

ARRIVAL TIME

We will make every effort to ensure the truck arrives on time, however due to circumstances beyond our control this may not always be possible. Please allow a one-hour leeway from the agreed start time to allow for unforeseen events and poor traffic conditions.

CHARGE INCREMENTS

The service will be charged in half hour increments unless stated otherwise in this booking confirmation or a written quotation. A minimum charge of two hours applies to **every service** unless specified in writing in this booking confirmation or a written quotation.

PACKING MATERIALS

Packing materials (other than removal pads and truck ties) may be required during the removal to ensure the safe removal of your possessions, in such cases the packing materials will be charged at the end of the service at the following rate.

Book and Wine box	\$4.50
Tea Chest	\$6.50
Port Robe	\$10.00 rental per day (Local Moves), \$22.00 sell price (Storage etc). Buy back \$12.00
Bubble Wrap	\$16.50 per 10 metres
Mattress Covers/Shrink Wraps	
Single / Small	\$6.00
Queen / Medium	\$7.00
King / Large	\$8.00
Sofa Cover	\$10.00
Butcher Paper	\$70.00 per ream
Tape	\$4.50

TRAVEL TIME

An additional charge outlined as 'travel time' applies to every removal and is specified by either a time frame, or, an amount which relates to your prescribed hourly rate.

PAYMENT

Local Removal:

- Towards, or at the end of your removal, the foreman will issue a tax invoice payable by cash or credit card only. This payment is required on the day of the packing/removal. No other payment method will be accepted unless agreed upon in writing prior to commencement of the service or is specified in this booking confirmation. A credit card payment will incur a 2% surcharge for Visa or MasterCard, or 4% for American Express.

Interstate Removal:

- Following the uplift, a tax invoice will be issued. Full payment is due before the shipping of goods. This is payable by credit card or bank transfer only. No other payment methods will be accepted unless agreed upon in writing prior to commencement of the service or is specified in this booking confirmation. A credit card payment will incur a 2% surcharge for Visa or MasterCard.

CREDIT CARD TERMS OF USE

On the day that you make your booking you will have been asked to provide credit card details to secure your booking. Under this agreement, the provided credit card provided cannot and will not be used unless:

- You or your representative cancel/fail to confirm your move 24 hours prior to commencement of your removal:
Cancellation Fees are fixed at \$50 + the appropriate credit card surcharge. You will be notified in writing in this event. A credit card payment will incur a 2% surcharge for Visa or MasterCard.
- Your removal remains unpaid following the completion of your removal service:
All overdue amounts will be charged + the appropriate credit card surcharge. You will be notified in writing following in this event. A credit card payment will incur a 2% surcharge for Visa or MasterCard.
- You or your representative cancels your removal on the day of your removal:
Cancellations on the day of the removal incur costs of the quoted minimum job + the appropriate credit card surcharge. A credit card payment will incur a 2% surcharge for Visa or MasterCard.

INTERSTATE DELIVERIES

Interstate delivery turnaround time can extend up to 20 business days due container groupage/consolidation needs, unless stated in writing prior to the collection of the goods.

INTERSTATE CHARGES

Our competitive pricing structure is based on good access, ground floor to ground floor pickup and delivery and therefore, the following (but not limited to these) circumstances will incur an increase on the quoted price per cubic metre.

- If the distance from the property entrance to the truck is greater than 25 metres, there will be a 10% price increase for every 25 metre increment.
- Each level of stairs leading to the building will incur a 10% price increase.
- Use of an elevator will incur a 10% price increase.
- Items that weigh more than 100kg or require equipment to move will incur an \$82 extra charge.
- Items that require abnormal packing to ensure their safe arrival will incur a \$75.00 extra charge.
- Dismantling or assembling of furniture starts at \$25.00 per item.
- Secondary pickup or drop off locations are charged at an additional cost and must be declared prior to the uplift for the purpose of an accurate quote.

If you have high risk items such as large, extra heavy, expensive or difficult items to move or store, we must be notified prior to the commencement of the service so that we can adequately prepare. If no notification or adequate information has been provided we reserve the right to refuse to remove, ship or store the item/s or charge an additional fee for its removal and/or storage.

Items which arrived flat packed from the manufacturer should be prepared for transit as they arrived, as they are not suitable to be transported in their constructed form. This is what we deem as an inherent risk item and we will not accept liability for loss or damage to these items if they are not adequately prepared for transit prior to our arrival.

Please ensure your exercise equipment is broken down and ready to transport. We are available to perform this service for you but at additional cost. You may also elect to ship the item in its constructed form and cover a fixed price for the occupied floor to ceiling space inside the container.

FREE STORAGE PERIOD FOR INTERSTATE CLIENTS

We provide a complimentary storage service free of charge to all of our interstate clients to help them facilitate their transition from one state to another.

The period of storage is fixed at 2 weeks from the date of uplift in Victoria, Western Australia, NSW and Queensland and 4 weeks in Sydney. *We are unable to offer free storage in Queensland*

Following the expiry of this period the client will be charged the relative amount for storage until accommodation is found. Please enquire what this cost will be at the time of the booking.

PLEASE READ ALL IMPORTANT NOTES

CONFIRMATION OF SERVICE

We must have **VERBAL** confirmation one or two days prior to the commencement of service. We will contact you via SMS or phone call to confirm your booking. However, if we do not receive a confirmation call we reserve the right to cancel the booking.

Before arrival, our representative may contact you to confirm you will be present at the required address. If the representative cannot contact you, or the alternate contact person you have nominated, we may delay our arrival until you can be contacted. If we are unable to contact you within a reasonable period, we may allocate the team to a different job and delay or service or cancel it.

CANCELLATIONS

Should you decide to cancel your booking within 24 hours of the move date and time, a \$50 cancellation fee will be applied.

Should you cancel on the day of the move before arrival there will be a minimum charge. This will consist of a 2 hour minimum, the agreed travel time and any other expenses required for your relocation e.g. specialist equipment hire.

Please refer to the Terms of Credit Card Use for further information.

EMERGENCY CONTACTS

Mark – 0417 187 851

OUR FLEET

Our trucks range in size from 1 ton utes and vans to 10 ton trucks. Please see specifications below.

- Flatbed ute – box size 2m long x 1.8m wide
- Vans – 5-12 cbm approx
- 3 ton trucks – 18 cbm approx
- 4-4.5 ton trucks – 20-27 cbm approx
- 6 ton trucks – 35 cbm approx
- 8 ton trucks – 45 cbm approx
- 10 ton trucks – 50-65 cbm approx

Every truck is equipped with removal pads, truck ties, two horizontal trolleys, walk-on ramp or a tailgate loader, limited amount of boxes, rolls of tapes, bubble wrap and dust proof starch wrap that are available for purchase at your convenience.

We carry a basic toolbox to help disassemble and assemble furniture and appliances.

Please note: We offer this service as a courtesy and accept no liability if items are unable to be re-assembled or are damaged.