

Removals Questions

In The UK -

What items cannot be taken?

Queries over whether the following can be taken:

- Lawn mower
- Bikes
- Tractor & Kids Toys
- Garden Furniture & Umbrella
- BBQ
- Tools, work Tools
- Golf Clubs & Trolley
- Plasma?? – What sort of packaging etc

Do any items need steam cleaning?

Cost

What service do they offer?

Do they do all the packing?

How do they protect hi-fi/TV's Computers etc Pictures & Mirrors??

What about clothes: - how are they packed?

What about breakages during the packing day?

How is it all wrapped in particular; beds, settees, leather chairs?

What if something doesn't fit ie. Bed after they have quoted for something?

What measures do they take to protect stuff like photos.

Does the container arrive on our drive? Or, is stuff loaded onto lorry then transferred to container?

What happens then?

How long does the packing generally take and how many people do it?

Is our stuff secure? This end and Oz end??

What do we have to do in preparation for the pack? – e.g.

Disassemble furniture, computers etc?

How are boxes labelled up to assist inspectors etc?

Inventory of items being shipped & how detailed? Eg. Childrens box of toys. DVDs/CDs? Do we need to itemise everything?

Does this list go with the packers?

Who produces the list?

What will they inspect and where?

Is our stuff secure whilst this is being performed?

What assurances/insurances to we have?

Do they have a customs guide?

How likely is damage to goods due to extreme temperatures during journey? Eg. Damp.

Cubic size of container?

Is wasted space utilised to save cubic space ie. Empty drawers/wardrobes etc.

At Sea -

How long to transport container?

Do they have a website with shipment tracking system and or, sailing schedules to track the container?

What route will the ship take?

(Some go to Sydney or Melbourne and then send on to Adelaide by train)

Insurance -

Insurance cost?

What does it cover?

Can we source our own insurance?

What about electric malfunction at other end, vermin, damp, mould, water damage?

Total loss at sea?

Are individual items covered?

Cover for lateness?

What is the excess for claims?

Is there a certain time frame within which the claim should be done?

In Australia -

What happens to the container at the other end?

Do you get help to unpack? Guarantees that this will happen?

Who are their representatives?

What is their reputation?

Are they full or casual workers?

What happens until I get an address to deliver to?

How long to clear customs?

Are we still insured during the time we are waiting to move it to a new address?

Assuming they assist with unpacking at the other end & do they remove waste/rubbish from the move?

What involvement will we have with customs/fumigation people?

Who pays for the outside of the container to be cleaned if that's necessary when it comes off the ship in Oz?

The Shippers -

How negotiable are your fees

Will you price beat?

How do they want payment?

Why should we choose you over your competitors?

Who would you say is your main competitor?

What proof to we need of breakages at other end?

What memberships do they possess? BAR, OMNI, FIDI?

How long have they been in business?

What else do I need to know??