

! Helpful Hints !

Prior to booking:

1. We have given you a quote number so please keep this in a safe place to expedite any enquiries you may have.
2. It is advised that you have some form of insurance for your goods as they are at a higher risk when in transit than when they are secured at your residence.
3. Check the weather; try to plan your move for a clear rain free day to ensure no delays occur on the day.
4. Be sure to remember to switch off the water, electricity and gas mains before you leave the old premises.
5. Arrange to have your mail held or redirected to your new address.

At time of booking:

1. We require all contact numbers (home, work, mobiles, etc) including at least one number for the pick up address and one for the delivery address.
2. We would appreciate you letting us know prior to pick up of any access issues at either pick up or delivery addresses, e.g. no parking for trucks in front of premises, lifts, stairs, etc. as our price may need adjusting. If you give us these details in advance then the move will run smoothly without any additional costs.

Packing:

1. Begin the packing early as it can take longer than expected.
2. Pack an overnight bag containing all of the essentials - This might include toiletries, blankets, pillows, medication, phones and chargers, clothes or anything else you might need immediately after moving in. Pack the items you will need first in a clear plastic tub
3. Strong cartons with lids that can be sealed are best, as cartons such as supermarket ones crush very easily. If using garbage bags use two and put one inside the other to make them stronger. Stripy bags and suitcases are fine for clothing.
4. Use more boxes than bags! Try not to pack in garbage bags instead of boxes. Garbage bags will rip and tear easily if they are not of the heavy duty type and will often cause more trouble than they're worth when moving. Pack linens, clothing and towels in large garment bags instead. Boxes are easier to pack than bags also moving boxes is faster & easier than plastic bags which tend to tear/rip etc
5. Put heavy items in small boxes, Pack heavy items on the bottom of the box and lighter items on top.
6. Keep sandwich bags handy for holding any small parts of things you have to take apart, like curtain rods, screws for bed frames or mounted flat screen tv's
7. Take a photo of how your electronics are connected so that you can remember how and where all of the wires go.
8. Use butcher paper, newspaper or shredded paper for packing your boxes. Use clean white butcher's paper, not newspaper on any items that you don't wish to stain.

9. For fragile items line the box with crushed or shredded paper to protect them.
10. When packing plates put 5 together with each plate separated by a sheet of paper and wrap the overhanging paper around all the plates. Place each bundle on its side in the carton.
11. When packing other crockery and glasses wrap each individually and place upside down in the carton.
12. Anything smaller than say the size of a small TV and any fragile items such as lampshades, waterbed bladders, pictures and ornaments should be put into cartons.
13. Use small boxes (approx 30 x 40 x 40cm) for heavy items such as books, wines, gym sets, weights, etc . It is recommended that a maximum weight of 15 kgs per carton is packed or they may split open. For lighter items such as pots, pans, doonas, pillows, towels and clothing can be packed in a tea chest carton with a maximum weight of 25 kgs.
14. Reinforce the bottom of the box with packing tape. This is especially important if the box has already been broken down and is used. This will ensure that any items in the box don't fall through the bottom in transit. Cartons should be taped on bottom and top in a crossways pattern using packing tape (not masking tape as this is not strong enough).
15. Fill the empty space of the box with fabric, like dishtowels or clothing, or use butcher paper or bubble wrap for support. This will ensure that items in the box don't shift during a move
16. Make sure that all packing boxes for moving can close and seal properly on top. Never pack a box that can't close or that has items sticking out of the top so that they can be stacked
17. Mark each box with the destination room (e.g. bedroom 1 – fragile), destination address and suburb.
18. We were taught at Removalist's School testing for a properly packed carton is that you should be able to drop it from a 2 metre height without any breakage. Please keep in mind to try to pack yours like this.
19. If you wish us to pack the cartons for you please let us know in plenty of time for us to provide this service. Please call for a quote.

Preparation of other items:

1. Take knobs off cupboards, wall units and drawers and screw them back on the inside so they don't get lost or broken. Also make sure that they are empty.
2. Filing cabinets should be empty and drawers should be taped up or locked.
3. TV's and computer monitors do not always need to be put in boxes and we can wrap them in blankets.
4. Fridges and freezers should be defrosted and cleaned.
5. Washing machines should be disconnected from plumbing and washing machine hoses put inside the bowl. Manufacturer's shipping instructions should be followed to prevent the bowl from moving during transit.
6. Microwaves – pack the plate in a carton with crockery or glassware.
7. Pictures – slip large pictures and prints into an 'envelope' made out of a flat carton.
8. Check any moving instructions for your washing machine/fridge with the manufacturer.
9. Disassemble items such as swings, trampolines, aerials, wall units and any other items than can be dismantled prior to removal. Anything that cannot fit through a normal doorway should be dismantled.
10. Clean and empty fuel from mowers, whipper snippers, barbecues and any other motorised machinery and cooking surfaces. Arrange for your gas bottles to be emptied. Empty waterbeds and pack the bladder into a carton.
11. We do not carry liquids and flammables such as paint, thinners, oils, bleaches as they are not covered under insurance and if they leak or cause any damage we will not be responsible and you will be liable for any damages caused.
12. Bikes – turn handlebars in same direction as frame. Motorbikes should be drained of fuel and handlebars should not be locked.

More important hints:

1. Don't have your telephone disconnected on the day but have a 'bar' (with a code for your use only) put on it for outgoing calls.
Leave your mobile on at all times so you can be contacted.
2. Don't move goods outside until the truck has arrived as there may be some unforeseen delays, e.g. accident.
3. Any items that you will require for your own travel, e.g. clothes, medication, tickets, cards, etc should be kept separate so they are not loaded by accident.
4. Please reserve 2½ car lengths of space outside residence for the truck to park.
5. Advise us of a contact address and phone number if your goods are to be stored.
6. Plants should be watered a minimum of two days prior to removal so that water has soaked in and will not leak onto your goods. (Plants cannot be taken to W.A.)
7. Don't forget to contact us if you require any advice or clarification.