



CRICHTON REMOVALS

the **best** move you can make!



INFORMATION SHEETS

- HANDY HINTS
- FAQs
- MOVING INFO

HANDY HINTS FOR MOVING DAY

PUT THESE ITEMS IN A SAFE SPOT

THERE IS NOTHING WORSE THAN ARRIVING AT YOUR NEW HOME AND NOT BEING ABLE TO FIND THESE ITEMS.

A good idea is to keep these items in one box marked appropriately.

- Kettle
- Tea, coffee, sugar, long life milk & mugs
- Snacks
- Paper plates & cutlery
- Furniture screws, casters etc
- Furniture assembly tools (allen keys, screwdrivers etc)
- Any keys for cabinets
- Toiletries & toilet paper
- First aid kit & any daily medications
- Paper towels, tea towel, dishwashing liquid
- Phone chargers
- Remote controls
- Any cords that you may have removed from TV's, DVD's etc



HOUSE CONTRACT/ SETTLEMENT ISSUES

HOUSE CONTRACT / SETTLEMENT PROBLEMS

In most circumstances the seller of the house has to provide vacant possession at the time of settlement. This usually means that moving day is also settlement day.

To enable firm arrangements to be made for moving; clients should make certain that they obtain the date and time of settlement from their solicitor / conveyancer as soon as possible after the exchange of contracts. It is helpful to notify Crichton Removals of the relevant dates and times to assist in planning your move.

If unexpected problems arise in relation to settlement times it is well worth a phone call to Crichton Removals to find out what options are available, and hopefully relieve some of the pressure you may be experiencing.

CONFIDENTIALITY

We recommend that you notify family and friends of your new address details, as at Crichton Removals we respect our clients privacy and security; and do not divulge this information to any person.

PAYMENT

On completion of relocation clients are provided with a Tax Invoice detailing all charges; which is due and payable on completion of unloading. Acceptable forms of payment are cash, visa, MasterCard, cheque or bank cheque.

NB Clients being relocated by their employer must provide confirmation of arrangements in advance by written authorities in the form of company order detailing company details, contact person, phone number and address, so that Crichton Removals can liaise directly with the company responsible.



FREQUENTLY ASKED QUESTIONS

Q: HOW DO I BOOK MY RELOCATION WITH CRICHTON REMOVALS?

A: A phone call to our office is all that is required to book your relocation. You will need to provide us with the following information:

- Your preferred date of move
- Full addresses at both origin and destination
- A contact phone number

In the event that you wish to have your belongings placed into storage, you will need to provide us with a forwarding address for correspondence.

Q: DO I NEED TO PAY A DEPOSIT UPON BOOKING?

A: No, a deposit is not required.

Q: HOW AND WHEN DO I PAY FOR MY RELOCATION?

A: On completion of your relocation, our staff will provide you with a tax invoice that is payable on the day of your move. Payment may be made by cash, cheque, Visa or Mastercard.

Q: WHAT ABOUT INSURANCE?

A: We include transit insurance at no extra charge. This covers your belongings while they are on our truck if the truck is involved in any of the following incidents: collision, overturning, fire, flood and theft of the truck or from the truck. Insurance for stored belongings is the responsibility of the owner.



FREQUENTLY ASKED QUESTIONS

Q: DO YOU HAVE A WAREHOUSE?

A: Yes, we have a storage warehouse where we can store your belongings for short or long term.

Q: WHAT DO I NEED TO DO IN PREPARATION FOR THE MOVE DAY?

A: Prior to moving day you will need to pack all smaller items into sturdy boxes and label these with a description of the contents and destination room. Refrigerators, freezers and washing machines need to be emptied and the interior dried. All beds and cots will need to be dismantled. You will need to disconnect all electronic equipment including computers and peripherals, TVs, DVDs and sound systems. If you require assistance with any of these please advise us and our staff will be happy to help you.

Q: PART OF MY PROMOTION PACKAGE AT WORK INCLUDES ALL RELOCATION COSTS, HOW DOES THIS WORK?

A: The first step is to give us a call to arrange an appointment so that we can meet with you and assess your moving requirements. We then provide you with a quotation which you submit to your employer. Upon confirmation of acceptance by your employer of our quotation, we liaise with your employer's accounts department to finalise all details.

Q: I HAVE A BUSINESS AND NEED TO SHIP PRODUCTS TO OTHER STATES, CAN YOU HELP?

A: Yes, we can ship any new furniture or cartons of products interstate and do so for many existing clients.





FREQUENTLY ASKED QUESTIONS

Q: CAN YOU HELP WITH PACKING MY BELONGINGS INTO BOXES?

A: Crichton Removals has staff who have been trained in prepacking of clients belongings, whether you would like us to pack all of your belongings or whether you would like to have the piece of mind from having us pack just the breakables – we can accommodate.

Q: I WANT TO PACK MY OWN BELONGINGS INTO BOXES; DO YOU SELL THE PACKAGING MATERIALS?

A: At Crichton Removals depot, we have a range of packaging available including standard tea chest cartons, book/wine cartons, portable wardrobes, tape, bubblewrap & paper. If required we can arrange to have your requirements delivered to your home when we are in your area, and bill you for the materials on your moving day.

Q: DO I NEED TO EMPTY OUT ALL OF THE DRAWERS IN BEDSIDE TABLES, DRESSING TABLES, FILING CABINETS OR DESKS?

A: No, but please be sure to take anything breakable out and pack into cartons. Please make sure that only the bottom 2 drawers of filing cabinets have files in them; anything above this needs to be emptied.

Q: I ONLY HAVE A SMALL AMOUNT OF FURNITURE TO BE MOVED, IS THERE A MINIMUM RATE?

A: No, there is not. Unlike some companies who charge a minimum of 4 hours etc, Crichton Removals will only charge for the time taken to perform your relocation.

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