

## **Our teams love working for you!!**

Feel free to ask for help and advice from our friendly, helpful team in the office and if there is any part of the moving process you are unhappy with, let us know immediately as the problem occurs.

**Remember: we cannot take corrective action after the event.**

For the smoothest trouble free move you will need to:

1. Always pack in appropriate removals industry standard cartons, any boxes not packed properly or are not appropriate will not be moved by our teams, additional charges will apply where delays because of poor packing occur and any additional support will be charged for (i.e. our team packing boxes). (poor quality boxes such as crisp, banana or shoe boxes or poorly packed boxes can cause destabilization of the load, leading to an unsafe load and damage to your items that will not be covered by insurance, it can in extreme conditions lead to a vehicle accident).
2. Make sure that when chests of drawers are left full, it is only very light items such as clothing and linen. (overweight chest of drawers are a risk to the safety and health of our teams and could damage the item).
3. Before the move date always disconnect washing machines, fridges, freezers plus any other electrical devices to be collected by us. (leaving the work to the move day can lead to issues of extra costs for emergency call out charges from a tradesperson if there is a problem disconnecting).
4. Always take down anything screwed to the wall that is to be moved in advance of our team arriving
5. Always empty filing cabinets (moving them full is a risk to health but also can damage the cabinets)
6. For items coming to storage – remove all batteries from battery operated devices (if not they can cause a fire, which would be disastrous).
7. Make sure you have made provisions for your plants, plant pots and food stuffs before moving into storage. (We cannot store any perishables or plants –we cannot risk attracting pests).

Please don't:

1. Leave the packing of china, glass and personal effect until the day of the removal as we will charge additional costs for time delays to the schedule (where you have elected to pack yourself).
2. Ask our teams to take any paints, flammables or chemicals (these are a fire hazard and invalidate insurance for the whole vehicle load).
3. Ask our teams to carry out plumbing or electrical work, we are not qualified or insured to do this work.
4. Ask our teams about the claims and complaints procedure – a copy is issued to you in writing on completion of the works. (You can contact the office anytime to discuss any issues).
5. Ask our team to do something that hasn't been agreed at the time of booking your move (extra charges will apply and we don't want the embarrassment of unexpected costs)
6. Forget that any delays out of our control are your responsibility and can incur costs to you, this includes a delay in access to your new home even if it isn't your fault.

**They will never want to knowingly offend you and will do anything you ask of them. As a result they will sometimes be tempted to do things that they shouldn't because they want to be respectful and this can lead to serious misunderstandings or risk to yours and their safety and health.**

### **Need extra help?**

Our teams are not qualified to dismantle or re-erect climbing frames, trampolines or other play equipment. There is a legal liability on any company that undertakes such work and in the event of taking on this work any company may not have the right insurance coverage in place in the event of a claim.

Much of the above work can be done with specialist trades people such as joiners, plumbers and electricians, these can be arranged by us at an additional cost.

Do you need a house cleaning service? Let us know and we can arrange this for you as well.

**Anchor Removals Ltd – Committed to safe working practices for our team – their lives in our hands**