



# Planning a Removal FAQ's

## Planning your Removal

- How should I prepare my plants for the move?
  - We can carry plants in heavy pots providing they can be handled by the crew or specialist lifting equipment and loaded onto a vehicle. We recommend pointing out the heavy pots to the Surveyor at survey to get the best advice.
- Will the removal team disconnect my washing machine?
  - Your washing machine should be disconnected and drained down prior to the arrival of your removal crew - a day in advance of the move.
  - To avoid damage, ideally the drums of automatic washing machines must be secured with the proper brackets supplied by the manufacturer.
  - Our removal teams are legally forbidden to tamper with a mains supply.
- I don't know the date of exchange, how can I arrange my move date?
  - The best thing to do is contact us and plan in your removal date – we will do our best to work around your plans. You can book your move in and sign your acceptance with 'date to be confirmed'.

You have the option to purchase A Cancellation Waiver – this ensures your complete peace of mind, you will not have pay any fees in the event that the unexpected happens and you have to cancel your removal date.

## Overseas Removals

- How long will it take to move by sea? [See Transit Times](#)
- Can I take my car to the USA?
  - A car which does not meet US emission requirements should not be considered for importation to the USA as bonding and conversion costs can often exceed the value of the vehicle.
  - Bonding costs can be between 25% and 40% of the costs of the vehicle.

### **Storage**

- Is there a minimum charge for storage?

Our storage is billed monthly in advance however the price quoted to you is a weekly rate and therefore the minimum charge is one weeks storage.

- Can I access to my effects in store?

Yes you can have access to your goods in store please contact us to arrange this giving as much notice as possible. There is a small handling charge to assist you in accessing your container/s please contact your Sales Co-ordinator to discuss this.

### **Removals insurance**

- Frequently asked questions

#### **Why should I take out Insurance?**

Your Removers will take every care to protect your goods. Unfortunately accidents can occur. This is why you are recommended to take advantage of the special arrangements made with leading insurance companies who underwrite the Removers and General policy. If you do not wish to benefit from the insurance then any responsibility the Removers may have to you for loss or damage will be governed by their Trading Conditions which may limit both the circumstances and amounts available for compensation.

#### **Who are the Insurers?**

The Removers and General policy is underwritten by certain Lloyd's Underwriters through XN Financial Services UK Ltd.

#### **How do I arrange Insurance**

This is quite simple. All you have to do is to accept the option shown on the Remover's estimate or quotation form, check that you have inserted a correct valuation for your effects, and to pay the Removers charges in full. This document then becomes your confirmation of insurance.

### **How do I value my Goods?**

The insurance is not “new for old” but on an indemnity basis which means that you must declare the value your goods for their current used value taking into account their condition and age. If you do not declare a value then insurance cover for your goods will be limited to £5,000. It is essential that you do not under value your goods as the settlement of any claim may be reduced.

Please do not ask your Remover for guidance about your valuation. They are not valuers, and the responsibility for declaring the sum insured is yours

### **What will Insurers pay for?**

The insurance covers loss or damage to your goods whilst in the care of the Removers during removal and/or storage. Cover ceases as soon as your goods are delivered to you.

Storage only : If you do not require collection and delivery from store, only utilising the storage facility, then cover whilst in store is restricted and will not include Theft or Accidental Loss or Damage.

### **Are there any Exclusions?**

Yes. Every insurance policy has exclusions. There are certain goods that cannot be accepted for insurance and certain eventualities which are not insured. These exclusions and restrictions are clearly listed overleaf and you are recommended to familiarise yourself with these before proceeding.

Your attention is particularly drawn to the following exclusions and conditions, which are frequently misunderstood :-

- ➔ Exclusions 6 and 7, which limit Insurer’s liability for goods which you pack yourself.
  
- ➔ Exclusion 8, which excludes the unexplained failure of electrical, electronic or mechanical items unless they have also suffered external physical damage.
  
- ➔ The “Pairs and Sets” condition, which limits policy liability to the value of a damaged item without reference to its value within the pair or set of which it is part.

All Exclusions and Conditions within the policy are of equal standing.

### **What if I have a claim?**

You should report any loss or damage to your Remover as soon as possible and no later than 7 days after taking delivery. You will be issued with a claim form to be returned to the Remover, who will send it to the insurers claims settling agents, Removal Claims Service.

### **Claim notification period**

The insurance requires that claims be notified to the Remover within seven days of delivery. Loss or damage noticed at the time of delivery should be notified at that time. Any other item of claim should be notified within seven days.

This notification period is important both for you and insurers. It is essential that a close link is maintained between a claim and the incident giving rise to that claim. Where a claim is notified late, it may be more difficult for insurers to connect your claim to the removal &/or storage.

### **How will my claim be assessed?**

Your claim will be dealt with in accordance with the Terms and Conditions printed overleaf. The basis of settlement will be the cost of replacement, repair or monetary compensation at insurers option. In calculating a settlement the current used value of the lost or damaged item, after deduction for age, wear and tear will be taken into account.

If a policy excess is shown in the conditions overleaf, it will be deducted from your claim settlement.

### **If you need to submit a claim....**

Your claim will be dealt with as quickly as possible. You can help by:

- Only claiming for items and loss or damage covered by the policy,
- Being realistic with the amounts you are claiming, and
- Submitting repair estimates with your claim form.

### **Supplier offers**

- Fantastic savings on home utilities

[LINK TO UTILITIES WAREHOUSE To Follow](#)

### Transit Times

When planning an international move, most of our customers are keen to know how long it will take the consignment to reach its destination.

The following is an outline of typical transit times.

Destination	Shared container	Container for sole use
<b>Australia</b>		
Adelaide	10 to 14 weeks	8 to 10 weeks
Brisbane	10 to 14 weeks	8 to 11 weeks
Fremantle/Perth	9 to 13 weeks	7 to 9 weeks
Melbourne	10 to 14 weeks	8 to 10 weeks
Sydney	10 to 14 weeks	8 to 10 weeks
Hobart	10 to 15 weeks	9 to 11 weeks
<b>Canada</b>		
Toronto	8 to 12 weeks	4 to 5 weeks
Vancouver	9 to 14 weeks	5 to 6 weeks
<b>Far East</b>		
Hong Kong	8 to 12 weeks	5 to 6 weeks
Singapore	8 to 12 weeks	5 to 6 weeks
<b>Mediterranean</b>		
Limassol	8 to 12 weeks	4 to 5 weeks
Pireaus/Athens	5 to 8 weeks	4 to 5 weeks
Malta	6 to 9 weeks	4 to 5 weeks
<b>New Zealand</b>		
Auckland	11 to 15 weeks	8 to 10 weeks

Lyttleton/Christchurch	12 to 16 weeks	8 to 10 weeks
Wellington	12 to 16 weeks	9 to 11 weeks
<b>South Africa</b>		
Cape Town	9 to 13 weeks	5 to 7 weeks
Durban	9 to 13 weeks	5 to 7 weeks
Johannesburg	9 to 13 weeks	7 to 9 weeks
<b>Tenerife</b>		
	8 to 12 weeks	4 to 5 weeks
<b>United Arab Emirates</b>		
Dubai	7 to 11 weeks	4 to 6 weeks
<b>USA</b>		
Boston	8 to 12 weeks	4 to 6 weeks
Chicago	8 to 12 weeks	5 to 7 weeks
Houston	9 to 13 weeks	5 to 7 weeks
Los Angeles	9 to 13 weeks	6 to 8 weeks
Miami	8 to 12 weeks	4 to 6 weeks
New York	8 to 12 weeks	4 to 6 weeks
San Francisco	9 to 13 weeks	6 to 8 weeks