



## Here we go !

Your preparations were going well and you can relax and wait for the removal experts to arrive.

But we still got some practical advice that can have a positive effect on your moving day.

As soon as the removers arrive, the first thing should be a joint tour of the individual rooms to give them an overall impression of the situation on site. If pieces of furniture or other items should not be moved to your new home this is the right time to inform the removal team about it. You should also inform the team on points that are of particular importance to you. Don't forget to tell the removers about the "safe place" where you keep your personal equipment to avoid that they take the things you want to keep handy to the removal van.

Before the works starts, tell the team leader which things still need to be done and when you scheduled these activities to be carried out. The team leader will then be able to take care of your needs and outline his own schedule to you.

When the works have been going on for some time, you can also ask the team's boss about the breaks he scheduled for the day. This will make it easier for you to arrange for snacks and drinks for the breaks. Please do also consider that moving furniture is very strenuous and exhausting. Especially on warm days, the removers need to drink a lot. It will surely pay off when you can offer enough cold soft drinks.

When everything has been loaded into the lorry assemble the team for a last tour of all rooms to make sure that nothing has been left in the flat/house.

Ask the team leader when you can expect the lorry at your new address for unloading.

Also at the place of unloading, it is helpful to make a joint tour of the premises. During this tour, you can explain where you want certain pieces of furniture to be placed. The experts will then know what belongs where and do not have to ask too often during unloading.

Your move comes to an end! All pieces of furniture are in the right place. Now you can check together with the removal team whether everything arrived completely and in a flawless condition.

Make a tour and record any possibly existing damages or make sure that everything went well (...which is to prefer!). In both cases, an internal form is used for our initial information. Please try to keep calm if you should detect any damage. Bear in mind that nobody intentionally causes damage to your belongings – however, moving always carries with it a certain risk of something being broken or damaged. Such a damage should not serve as a reason to put the whole removal under an unfavourable light and make it a bad experience. It is important to know that, in the event of a damage, you will always and in each case have to additionally submit a written advice of damage within three days. Then our insurance can take care of your claim. You can be sure that we will do our best to compensate any damages incurred by you as fast as possible.

The last step in the moving process is the signing of the job documents. It is in your own interest to check whether the breaks, which the removers made during their hard work, were correctly recorded.

Our employees were working hard for you. If you are satisfied with the work of the removal team the boys would be happy to receive a reasonable tip.



## Check List:

### Moving day !

Make a tour of the individual rooms with the removers to give an overall impression.

Tell the removers about points of particular importance and show the "safe place".

Talk to the team leader about your needs.

Plan the breaks and prepare enough cold soft drinks.

When loading has been completed, assemble the team for a last tour of all rooms.

Ask the team leader when you can expect the lorry at your new address for unloading.

Make a joint tour of the premises at the place of unloading.

After unloading, check together with the removal team whether everything arrived completely and in a flawless condition.

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