



MOVERS · STORERS · SHIPPERS

## IMPORTANT INFORMATION

### KEY FACTS ABOUT MOVING WITH GREENS REMOVALS

This leaflet contains important information that you should read about packing, options available to you and about your responsibilities to us. It also details additional services and costs.

The packing service you have requested will be detailed on your quotation. Please check that this meets your needs.

#### Full Packing Service

The professional packing and wrapping of your china, glass and Kitchenware. The professional packing of books, linen and miscellaneous effects into specialised removal cartons. Paintings and mirrors will be packed using appropriate materials.

#### China and Glass Packing including Kitchenware

The professional packing and wrapping of your china, glass and Kitchenware. Moving kit (boxes and tape) will be provided for you to pack all remaining items. Delivery on request subject to vehicle schedules. Wardrobe cartons will be provided on the day.

#### Owner Packed

A Moving kit (boxes and tape) will be provided for you to pack all your items. Delivery on request subject to vehicle schedules. Wardrobe cartons will be provided on the day for you to pack and unpack.

We request that all packing is completed prior to the arrival of our crew to avoid delays and possible additional charges. Any boxes packed by our staff on the day of the removal will be charged at £6.00.

#### Additional Packing Materials

|   |                          |
|---|--------------------------|
| White Paper   | £7.20 inc. VAT per ream  |
| Acid Free Tissue Paper                                      | £12.00 inc. VAT per ream |
| Bubble Wrap per roll (50 cm x 100 metres)                   | £18.00 inc. VAT per roll |
| Various box sizes, if not included in our service provision | £ Please call            |

#### Unpacking Service

Our standard service does not include unpacking. If you have requested an unpacking service, charges will be detailed on the quotation. We will unpack your fragile items on to a flat surface, which does not include the re-filling of cupboards, shelves and cabinets etc.

## **Direct Moves**

We will wrap all furniture in our transit blankets, once on our vehicle We will use carpet protectors where necessary.

We will provide wardrobe cartons to pack, transport and unload hanging clothes on the day of the move. All furniture items will be unwrapped and placed into position where requested. Our quotation is based on suitable access at both addresses, not above first floor, without vehicle or parking restrictions - unless agreed in writing beforehand.

## **Moves Into Store**

We will wrap all furniture in our transit blankets, place your mattresses in covers, and use carpet protectors where necessary. Your effects will be placed into our wooden, purpose built storage containers. Outsize items will be loaded loose onto the vehicle, and offloaded into a designated area in our store.

A copy of the inventory completed prior to the removal will be handed to you once all effects have been loaded. Upon the return to our depot, the containers will be fork lifted off and put into position in the warehouse

## **Moves Out of Store**

The containers will be fork lifted out of our warehouse into our vehicles. Your containers will be unloaded at your new address. If the removal is some distance from the original collection we may have quoted the delivery on just one Pantechnican to reduce transport costs. In this circumstance one or more containers may be de-vanned in order for the consignment to fit on the Pantechnican.

We will use carpet protectors on your carpets where necessary. All furniture items will be unwrapped and placed into position.

## **Part Load**

Once your items have been collected, we will hold the items until the delivery can be accommodated with our vehicle schedules.

Once arranged your items will be delivered, unwrapped and placed into position

## **Storage**

Access can be gained to your effects whilst in store, however we do require at least 48 hours notice (unless otherwise agreed) and an access charge per container will be made. Requests for this option have to be confirmed in writing.

## Your Responsibility Prior To The Move

1. We will expect you to have pre-boxed all small and miscellaneous items prior to our arrival, except where we have quoted to provide the Full and/or China and Glass Packing Service.
2. We provide boxes as part of our quotation. The boxes we provide should be filled to capacity. The smaller boxes should be used for books and heavy items, and the larger boxes for other household effects. Please use the packing advice given in our "Pack like a Pro" leaflet.
3. Boxes that are too small, or of many different sizes take our staff longer to pack onto the vehicle, and result in more trips from the house to the vehicle. This could result in extra charges as the move may take more time. Please contact us for a box delivery!
4. All appliances (cookers, washing machines, dishwashers etc) will need to be disconnected.
5. All electrical equipment (televisions, computers etc) should be unplugged and ready for transportation
6. Fridges and Freezers should be defrosted and thoroughly dried out prior to removal into store.
7. Lofts must be emptied in advance of your move, unless previously agreed in writing by us.
8. Parking and access at both ends of your move should be arranged by yourselves with neighbours/appropriate local authorities.
9. Unless access is gained to your new home at the time we have agreed in writing to you, waiting time will be charged at £19.20 including VAT per man per hour or part thereof (normally after 2pm) See Delay Waiver Option on your quote.

## Box Collection Service

Boxes are provided on a loan basis. Wherever possible we recycle materials in accordance with our environmental policy. We will collect empty flat boxes subject to our vehicle schedules, provided the boxes are kept clean and dry. We are unable to collect the waste paper. As an added convenience we can supply heavy duty plastic bags for flat packed cartons in order to keep them dry. This will enable our staff to make the collection when you are out.

Collections are only available in regularly serviced areas within East Anglia. For areas outside East Anglia we ask that you recycle at your local council facility or call a local BAR remover who may wish to collect the boxes. We can arrange for the collection of cartons (in our heavy duty bags) from outside of designated areas but this would be subject to additional costs.

## Booking Your Removal

To arrange your removal date, simply contact our office to check availability of your preferred move date. If possible, please have your reference number available, this can be found both on the first page and on the quote itself.

Once your preferred date has been confirmed available, you may be able to provisionally book this date. Provisional bookings are not guaranteed and cannot be considered a definite date until we have received payment. Dates are sold on a first come, first served basis, and provisional bookings may be overridden at peak periods, until confirmed and paid. For a definite booking please return the 'Acceptance of Quotation' form, and make a payment. Please fill in the box stating the value of your goods. You may either post, fax or scan the form into your computer and email it to us. Unfortunately we cannot move you until we have received this back in the office as this forms part of our contract with you.

Please fill in the Delivery Instruction sheet that can be found within this quotation and return it along with your acceptance of quotation.

Following the receipt of your acceptance we will confirm your booking in writing.

## Payment

Payments are required prior to your removal taking place. Wherever possible payment should be made by debit card via our secure online payment link. Visa and Mastercard Credit card payments are also accepted.

Please note that whilst we are able to accept personal cheques, these must be submitted to us at least 10 working days prior to your move taking place to allow for full clearance through our banking systems.

Storage is charged in minimum units of complete weeks. Storage customers are billed in advance for the quarter's storage beginning 1st January, 1st April, 1st July and 1st October.

Customers will be billed from the date their goods come into store to the end of the current quarter. Customers will receive a credit for any whole weeks outstanding from the time their goods go out of store, until the end of the next quarter.