



## IMPORTANT INFORMATION TO HELP MAKE YOUR MOVE LESS STRESSFUL

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> Residential & Commercial Services  
> Part or Full Packing Services

> Local, Regional, Interstate & Overseas  
> Valet Unpacking Services

> House, Unit & Highrise Removals  
> Piano Specialists

> Authorised Insurance Provider  
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# ESSENTIAL MOVING TIPS

## PACKING

- If you intend to do your own packing, start as soon as possible.
- All items smaller than a carton, must be packed into a carton. Heavier items such as books and bottles of wine or particularly fragile items should be packed into book cartons and everything else into standard removal cartons.
- All lids must be flat and taped up.
- Mark all cartons clearly with the destination room on the top and sides, so that the removalist can correctly place the cartons at delivery.
- Use 'Safe Spot / Priority Cartons' for essential items that you may need straight away at delivery. These cartons are a different size and colour to Ashtons Removals' other cartons, so are easily identifiable.
- Do not use plastic tubs or bags to pack your goods into as they are not designed to sustain heavy weight during transportation so often break.
- See our 'Packing Hints' document for more detailed information.

## DRAWERS

- To ensure the integrity of the drawers during transportation, all items should be removed and packed into cartons.
- We may remove the drawers out of cabinets and chest of drawers in order to move the items safely.
- In general, filing cabinets can be moved with files in them, however if there are any heavy items in the cabinets such as books these should be packed into cartons. If filing cabinets are being moved up or down stairs, then the contents of the filing cabinets should be packed into cartons.

## FREEZERS & REFRIGERATORS

- If your goods are moving locally in one day, then freezers and refrigerators can be switched off just prior to loading. Freezers and refrigerators can be loaded towards the rear of the truck and therefore one of the first items unloaded.
- If your goods are moving over a couple of days, long distance or into store, then ensure that you disconnect and clean your freezers and refrigerators the day prior to the move to ensure that they are at room temperature prior to uplift.
- For freezers and refrigerators being stored or being moved interstate, we recommend that you clean and dry them thoroughly and hang moisture removing bags, or place rolls of toilet paper / handee towels inside, to ensure that any remaining moisture is removed.
- Ensure that all freezers and refrigerators are empty, and any shelves are securely in place for transportation.

## WASHING MACHINES

- Check with the manufacturer whether there are any special requirements to move washing machines and ensure that the washing machine is prepared for transportation as directed.
- Ensure that your washing machine is disconnected from both the power and the water, and that all residual water is emptied prior to transport.
- If you have a front-loading machine, check with the manufacturer whether stabilising rods are required to be installed for safe transportation. Removalists are not trained to insert and remove stabilising rods from front load machines. If you insert stabilising rods into your washing machine, it is vitally important to remove them at delivery before the washing machine is used.

## PLANTS

- Check for any restrictions regarding the transport of plants, because of fire ants in Brisbane, and quarantine restrictions in SA, WA and Tasmania. Visit the relevant State or Territory's Biosecurity website for more information.
- Plants should not be placed into storage as they will not receive the care and attention required to keep them alive. We recommend that you organise with a friend or nursery to look after your plants while your goods are in storage.

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## STORAGE

- Do not pack any essential items such as passports, licences, medical records, bills etc. that you may need while your goods are in store. It can be a timely and expensive exercise to find any documentation you may require once the goods have been packed and are in storage.
- No perishable items should be packed and placed into storage.
- Battery powered items should have all batteries removed prior to packing. Batteries should not be stored.
- Ensure you have no items classified as 'Dangerous Goods' as these are not to be transported or stored, e.g. chemicals, petrol (in lawn mowers, whipper snippers etc.), BBQ gas cylinders etc. Please see list below.

## WHAT WE WILL AND WON'T DO

As a member of the Australian Furniture Removers Association (AFRA) there are certain rules and standards that we must abide by. Below is a list of things that our removal teams will and won't do as AFRA members. Should you have a specific removal requirement that is not listed below, please contact our office on 07 5527 9700 to discuss further.

<b><i>What We Will Do</i></b>	<b><i>What We Won't Do</i></b>
An Inventory and Condition Report on jobs into store, interstate or overseas	Anything that will put the health and safety of our employees at risk
An Inventory and Condition Report on items with Full Cover Insurance	Tick off each individual item on inventories on delivery of goods however the customer is welcome to do so
Place plastics on all of your fabric items	Attach items to walls such as hooks or brackets
Wrap all furniture in quilted pads for transport	Move items over balcony railings
Disconnect and reconnect washing machines to power and water	Install and uninstall stabilising rods into washing machines
Disconnect and reconnect refrigerators to power	Disconnect or reconnect plumbed in barbeques
Disconnect plumbed in refrigerators	Reconnect plumbed in refrigerators
Reassemble any items we have disassembled unless specified in 'What We Won't Do'	Reassemble cots, bunk beds, trampolines, play equipment etc.
Provide free of charge use of Port-a-robos and TV cartons (Terms & Conditions apply)	Dismantle or reassemble gym equipment

## DANGEROUS GOODS

The following commodities cannot be accepted for transport by air, sea or road under any circumstances. This applies to goods packed by Ashtons Removals as well as goods packed by the owner.

### Class 1: Explosives

- Ammunition
- Explosives Flares
- Fireworks
- Black Powder

### Class 2: Flammable Gases

- Oxygen
- Acetylene
- LPG
- Methane

### Class 3: Flammable Liquids

- Petrol
- Paints
- Turpentine
- Methylated Spirits

### Class 4: Flammable Solids

- Matches
- Magnesium
- Phosphorous
- Fire lighters

### Class 5: Oxidising Substances

- Calcium Hypochlorite
- Ammonium Nitrate
- Sodium Nitrate
- Hydrogen Peroxide

### Class 6: Corrosive Substances

- Oxides
- Caustic Soda
- Hydrochloric acid
- Sulphuric acid

### Class 7: Poisonous & Toxic Substances

- Pesticides
- Weed killers
- Photographic developers
- Arsenic

### Class 8: Miscellaneous

- Scuba tanks\*
- Gas cylinders\*
- Aerosol cans
- Explosive devices

\*These items can be transported if purged and with correct certification.

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# PACKING HINTS

How to make absolutely certain the items you pack arrive safely at their destination! Simply follow the 18-step packing system used by packing professionals, as outlined below:

1. Take this opportunity to declutter and dispose of all your goods you no longer need.
2. Select the right carton for the job – Book cartons for heavier items like books and bottles of alcohol. Wine cartons can also be used to pack bottles of wine. Fragile cartons for particularly delicate and fragile items. Standard cartons will hold just about everything else like crockery, glassware, linen, clothing etc.
3. Fold the opposite flaps and tape securely – do not interlock the flaps.
4. As a rule, anything smaller than a carton should be packed into a carton.
5. Line the carton with padding – use butchers paper as it doesn't leave marks on your clothing or crockery like newspaper does.
6. Wrap all glassware and china pieces separately then stack them in the carton on their ends or edges.
7. After each layer of china or glassware place another layer of padding. Ensure there is also sufficient padding on the sides of the carton and finally on the top.
8. Fill all empty spaces on the sides of cartons with crushed paper. A good rule of thumb – any one carton should have two thirds china and one third padding.
9. For ease of carriage, pack a mixture of light and heavier items in large cartons, with the heavier items on the bottom.
10. Where possible pack items such as parts of sets or pairs of items in the same carton.
11. Pack folded sheet sets inside a pillowcase to avoid losing part of the sheet set.
12. Avoid packing excluded items like aerosol cans, paint or any flammable items.
13. Remove batteries from remotes, appliances, toys etc. prior to packing them into cartons. This will help avoid any damage to items if the batteries start to corrode and will also prevent the items from accidentally being switched on.
14. Pack the cartons right to the top to avoid crushing the box if something is placed on top, but ensure you avoid filling the box so full that the flaps can't close.
15. Fold the top flaps in the same way as the bottom and tape up securely.
16. Label each carton with your name, what room you want the box put into at delivery and a brief description of the goods so that it's easy to know where to put the carton when you get to your new house. We suggest you write these details on the tape using a permanent marker so you can use your cartons over and over again.
17. Pack electrical equipment and crockery and glassware in the original box if you have them and then put small boxes into standard cartons.
18. For those important items that you need to find quickly and easily at your new home we recommend you use one of our 'Safe Spot' / Priority cartons which are a different colour making them stand out. These cartons are useful for important items such as casters, screws, tools to reassemble furniture, remote controls, keys to cabinets, toiletries, toilet paper, first aid kit, kettle, cups, tea/coffee, medicines etc.

**Remember:** If you're moving with Ashtons Removals and you want to arrange Full Cover Insurance in Transit on the items in your cartons, you'll have to get Ashtons Removals to pack the cartons for you.

To find out more about insurance in transit and having Ashtons Removals do the packing for you, phone 07 5527 9700 and talk to a removal consultant.

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# LETTER FROM AFRA REGARDING PHONE QUOTES

February 2015

## WHEN BOOKING A REMOVAL ONLINE OR OVER THE PHONE, KNOW THE DANGERS.

In today's electronic world, we are doing almost everything online. A recent study found that four in five people used a mobile phone to search websites or generally look for information. The demand for convenient and fast response when purchasing goods online is fine however the variables of moving your furniture and effects may lead to surprises that may cost you more than you anticipated. This could also apply when receiving a quotation over the phone.



Unless you are actually on a removalist's website, you may have found a lead generation site that will take the information you enter and distribute your quote request to several removalists. Either way they will provide you with a price based on the information provided. What may not be known are the specifics of your furniture, access both at your current property and access to the new property and even the actual size of some of the furniture pieces. Any variations to the details on the assessment forms may create a variation and possible increase in prices. The difficult aspect is that this variation may not be identified until the removalist arrives at your home to commence the work and everyone is now working to deadlines.

Most websites and quotation forms will have a clause stating that unless a prior inspection has been conducted by the removalist you engaged, you will be responsible for paying an additional amount for additional volume, access difficulties or any other material variation that may have changed or has not been advised from the original information provided.

**Again, a removalist can only provide you with a price based on the information you give them. If that information is inaccurate or even not available at the time, it could result in a cost increase which would need to be met prior to delivery. Not an ideal situation for anyone.**

So what is the answer? AFRA recommends the following tips:

Unless you have only a few items to move or are prepared to accept an hourly rate, have your removal company visit your home and undertake a pre-removal survey. This will allow them to assess accurately what the scope of work is. You can also alert them to specific concerns and the handling of articles such as paintworks, antiques and valuable pieces.

If the removalist is packing for you, ensure that all items that need to be packed are prepared and ready. This will save time and ensure that the move can progress smoothly. Please contact the AFRA office for a Moving Guide or discuss the preparatory work with the removalist. Any items that have any marks from wear and tear or damage should be noted prior to the removalist commencing packing or loading.

AFRA is here to help you with achieving the best possible move in what may be an emotionally stressful time. If you have any further questions contact an AFRA member or the Association directly.

Joe Lopino  
Executive Director, AFRA

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# MOVING ON SETTLEMENT DAY

To anyone selling their home and/or purchasing a new home,

## IMPORTANT INFORMATION – PLEASE READ

Moving on settlement day can become a nightmare if settlement gets delayed!

You are probably already stressed from packing, sorting, cleaning, cancelling some things and booking others, organising the family including the cat, dog, birds, fish and many other things. Then you have to plan for the big day – the moving day.

What time will the removalists come, how long will they need to load and unload, can they do everything in one day, what time will settlement take place and when can you collect the keys to the new property?

Some of the major issues about moving on settlement day include:

- You need to know your settlement time before you and your removalist can correctly schedule your move
- It may not be until a few days beforehand, that your solicitor advises you of the time of settlement
- You simply cannot leave it that late to book your preferred removalist
- Banks or solicitors are unlikely to take any responsibility if settlements get delayed
- If the removalist is ready to unload and cannot, because settlement is delayed, you will, more than likely, be asked to pay additional charges for any waiting times, and these charges could be considerable

Ashtons Removals have moved tens of thousands of people with exactly the same problems, so we have come up with a number of different solutions to eliminate those problems. These solutions are:

1. Arrange through your solicitor, to stay in your property following settlement to give you flexibility with your move date, as well as allowing you time to organise cleaners and any repairs, at both your old and new properties.
2. Arrange through your solicitor, to move the day after settlement.
3. Have your solicitor check what date your new house will be empty and whether you can move in prior to settlement.
4. Arrange for settlement to be late in the afternoon and have your removalist load your goods on the day of settlement and deliver the next morning. There will probably be a small extra charge by the removalist.
5. The big gamble is to just take the risk and move on settlement day and hope there are no delays in settlement. If there are delays, there will almost certainly be additional charges and these charges could be substantial.

Ashtons Removals strongly recommends you pursue options 1-4 because settlements can be delayed and this careful planning now, could save you a lot of money and a great deal of unnecessary stress.

Please feel free to discuss any of the above points with any of the Ashtons Removals' sales support team.

John Pfeiffer  
Managing Director

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# CLIENT TESTIMONIALS FROM PRODUCT REVIEW



**Linda Y**  
Tweed Heads South

VERIFIED CUSTOMER

## Moving stress free



We had a four bedroom home including all outdoor furniture, statues and plants moved. We moved Elanora to Tweed Heads South. The guys were right on time 7:30 am and and move incredibly fast and had us in our new home early in the afternoon . The men were fantastic, good humoured and very polite, they couldn't do enough for us. We would definitely recommend Ashton's to anyone looking for a incredibly professional removal company. Words can't explain how happy we were.



**Teresa**

VERIFIED CUSTOMER

## Great service always helpful



Ashtons were friendly and helpful providing excellent service. Fully recommend. On time stepped up when other companies didn't. They went out of their way to accommodate my needs. I'm most grateful to them.  
Thanks



**LarryW**  
New South Wales, AU

VERIFIED CUSTOMER

## A move without Hassle!



We moved my Mother into an aged care serviced apartment then moved all remaining furniture and household goods interstate for a garage sale and finally off to the Salvos. Ashtons did the first two transfers without hassle or damage and their team was very helpful and obliging.  
I would certainly recommend Ashton's.



**Jayne M**  
AU

VERIFIED CUSTOMER

## Ashtons Removals Top Removal Company



We used Ashtons on the Gold Coast to pack and do a house furniture removal recently. Erica was very professional and understanding. For the actual packing and moving what a great bunch of guys we had. Such hard workers, thoughtful, careful and nice guys. Great job Ashtons. Would highly recommend them, & everyone I dealt with they were fabulous. Would use them again.

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**Cabbage**  
Gold Coast

3 reviews

VERIFIED CUSTOMER

### Moving House on the Gold Coast



I used Ashtons on the Gold Coast as my removalist, they were very professional and understanding. They came to the house the day before the move and packed the boxes for me. The next day the truck arrived on time and was loaded efficiently by very polite, careful and nice guys. Such hard workers - the furniture and boxes were unloaded into my new house on time. They arranged for unpackers to come the next day, what a blessing they were. Great job Ashtons, I would highly recommend them & everyone I dealt with, they were fabulous. Would use them again.



**Ross**  
Richmond-Tweed, NSW, AU

VERIFIED CUSTOMER

### Great Experience



Ashtons Removals were fantastic. They moved my Mum's furniture and valuables from the Goldie to Brisbane like it was their own. Everything arrived exactly as it left. Would definitely utilise these guys again!



**Peter**  
South East Queensland,  
QLD, AU

VERIFIED CUSTOMER

### Varsity Lakes Gold Coast to Country South Coast NSW



I needed to move my aged parents from one Aged Care residence to another over 1,300klm away and I was unavailable to attend uplift or delivery.

I've never used a removalist before so was a little apprehensive about the process. Ashtons was one of only two removalists (out of 10) who responded with availability and they were the most cost effective.

At 4m<sup>3</sup> this move was probably considered too small and complicated by most others.

Their local knowledge meant minimal coordination from me for uplift with the facility which was perfect.

Ashtons always responded promptly to all my ongoing questions and arrangements and maintained flexibility with my needs including an uplift on short notice. They kept in contact prior to uplift and before delivery as promised and delivery was per schedule.



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