



YOUR COMPLETE MOVING GUIDE

**Expert Advice from the Gold Coast's Most Experienced
Removalist**

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Website: www.ashtons.com.au

Providing professional removal solutions since 1951

Residential & Commercial • Part or Full Packing • Local, Regional & Interstate • Valet Unpacking • House, Unit & Highrise Removals • Piano Specialists • Managed Store

Packing Like a Pro

- Start packing immediately. It always takes longer than you think.
- Rule of thumb: if it's smaller than a carton, it belongs in a carton. Pack heavy items (books, wine) into smaller book cartons, and everything else into standard cartons.
- Keep all carton lids flat and tape them securely shut.
- Mark every carton clearly with its destination room on the top and sides. This ensures our team places everything exactly where you need it.
- Avoid plastic tubs and bags. They are not built for the weight of a move and will often break in transit.
- See our 'Packing Hints' page for our full professional process.

Drawers & Cabinets

- Empty all drawers and pack the contents into cartons. This protects the structural integrity of the furniture during transit.
- We may remove drawers from cabinets to move the frame safely.
- Standard filing cabinets can usually be moved full, unless they contain heavy items like books (which should be boxed). If filing cabinets need to go up or down stairs, they must be completely emptied first.

Plants & Greenery

- Check for transport restrictions. Fire ant zones (Brisbane/Gold Coast) and interstate quarantine rules strictly regulate plant movement.
- Plants cannot go into storage. We recommend arranging for a friend or local nursery to care for your plants while your goods are stored.

Fridges & Freezers

- For local, same-day moves, you can switch off fridges and freezers just before loading. We load them last so they are the first things off the truck.
- For interstate moves or storage, disconnect and thoroughly clean them the day before the move so they reach room temperature.
- If storing or moving long distance, dry the interior completely. Hang moisture-absorbing bags or place rolls of paper towel inside to prevent mould.
- Ensure all appliances are completely empty and internal shelves are secured before transport.

Washing Machines

- Disconnect your machine from power and water, and drain all residual water from the hoses prior to moving day.
- Check your manufacturer's guide for specific transport requirements.
- **Crucial for front-loaders:** Check if your machine requires stabilising rods for transport. Removalists are not authorised to insert or remove these rods. If you install them, you must remove them at delivery before operating the machine, or you risk destroying the drum.

This is the exact 17-step system our professional packers use on every job. Follow this process to ensure your belongings arrive safely and securely.

1. Declutter first. Dispose of or donate anything you no longer need before you start packing.
2. Select the right carton. Use small book cartons for heavy items (books, alcohol). Use standard cartons for lighter, bulkier items (linen, clothing, plasticware). Use specialized fragile cartons for delicate pieces.
3. Tape boxes properly. Fold opposite flaps and tape securely — never interlock the flaps, as they will collapse under weight.
4. If it's smaller than a carton, it goes in a carton. Loose items are easily lost or damaged.
5. Line the carton with padding. Use butcher's paper — newspaper will leave ink marks on your hands and crockery.
6. Wrap glassware and china individually, then stack them in the carton on their edges (they are strongest on their edge, not flat).
7. Layer your padding. Place a layer of crushed paper between each layer of china. Ensure there is sufficient padding on the sides and top of the carton.
8. Eliminate empty space. Fill all gaps with crushed paper. A properly packed fragile box is two-thirds china and one-third padding.
9. Balance the weight. Pack a mix of heavy and light items in large cartons, always placing the heaviest items at the bottom.
10. Keep sets together. Pack parts of sets or pairs in the exact same carton.
11. Keep linen organised. Pack folded sheet sets inside their matching pillowcase to prevent pieces getting separated.
12. Never pack excluded items. Do not pack aerosols, paints, or any flammable goods (see Dangerous Goods list).
13. Remove all batteries. Take batteries out of remotes, toys, and appliances before packing. This prevents acid corrosion and stops items switching on in transit.
14. Pack to the top, but don't overfill. A half-empty box will crush when stacked. An overfilled box won't close flat. Pack right to the top edge.
15. Tape the top securely. Fold opposite flaps and tape just like the bottom.
16. **Crucial step:** Label clearly. Write your name, the destination room, and a brief description on the packing tape (not the box itself, so you can reuse it). This ensures our crew puts the box exactly where you need it.
17. Use original packaging where possible. Pack electricals and specialty items in their original boxes if you still have them, then pack those into standard cartons.

Need Help Packing?

If you'd prefer the professionals handle it, we offer comprehensive packing and unpacking services. Call us on **07 5527 9700** and speak to our team to add packing to your move.

Storage Guidelines

- Keep essentials with you. Do not pack passports, licences, medical records, or urgent bills. Retrieving documents from a packed storage module is a time-consuming and expensive exercise.
- Never pack perishables. Food and perishables attract pests and cannot go into storage.
- Remove all batteries. Battery-powered items must have batteries removed before storage to prevent acid leaks and corrosion.
- Check for Dangerous Goods. Items like chemicals, petrol (drain your mowers and whipper snippers), and BBQ gas cylinders cannot be transported or stored. See the full list on the next page.

What We Will and Won't Do

As AFRA-accredited professionals, we operate to a strict set of standards. Here is exactly what you can expect from our team on the day. If you have a specific requirement not listed below, call our team on **07 5527 9700** to discuss it.

What We Will Do	What We Won't Do
An Inventory and Condition Report on jobs into store or interstate	Anything that will put the health and safety of our employees at risk
Place plastics on all of your fabric items	Tick off each individual item on inventories on delivery of goods (however the customer is welcome to do so)
Lift off TVs from brackets and pictures from walls at standing height (without the use of a ladder) where no tools are required	Attach items to walls such as hooks or brackets
Wrap all furniture in quilted pads for transport	Remove TVs or pictures from walls above standing height or where tools are required
Disconnect and reconnect washing machines to power and water	Move items over balcony railings
Disconnect and reconnect refrigerators to power	Install and uninstall stabilising rods into washing machines
Disconnect plumbed in refrigerators	Disconnect or reconnect plumbed in barbeques
Reassemble any items we have disassembled unless specified in 'What We Won't Do'	Reconnect plumbed in refrigerators
Provide free of charge use of Port-a-robes and TV cartons (Terms & Conditions apply)	Reassemble cots, bunk beds, trampolines, play equipment etc.
	Dismantle or reassemble gym equipment

For the safety of our crew, your belongings, and everyone on the road, the following items cannot be transported under any circumstances. This applies to goods packed by Ashtons Removals and 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

- 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.*

Important Reminder

Please ensure that all dangerous goods are removed from your belongings prior to the move. If you are unsure whether an item is classified as a dangerous good, please contact our office on **07 5527 9700** and we will be happy to assist you.

To anyone selling their home and/or purchasing a new home — IMPORTANT INFORMATION.

Moving on settlement day can become a nightmare if settlement gets delayed. You are already managing the stress of packing, cleaning, disconnecting utilities, and organising the family and pets.

Then comes the logistics of moving day: What time will the trucks arrive? How long will loading take? When will settlement actually clear, and when can you finally collect the keys to the new property?

Major Issues to Consider

- 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.

Our Recommended Solutions

1. Arrange through your solicitor, to stay in your property following settlement to give you flexibility with your move date.
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.
5. Move on settlement day and accept the risk of delays — this is the option we strongly advise against.

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.

Don't just take our word for it — here is what our customers say about moving with Ashtons Removals.

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.

— C.B., Gold Coast

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!

— Ross, Richmond-Tweed, NSW

VERIFIED CUSTOMER

Varsity Lakes to Country South Coast

I needed to move my aged parents from one Aged Care residence to another over 1,300km away, and I was unavailable to attend uplift or delivery. Ashtons was one of only two removalists (out of 10) who responded with availability, and they were the most cost effective. 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 maintained flexibility with my needs. They kept in contact prior to uplift and before delivery as promised and delivery was per schedule.

— Peter, South East Queensland

VERIFIED CUSTOMER

Moving Stress Free

We had a four-bedroom home including all our outdoor furniture, statues and plants moved. We moved Elanora to Tweed Heads South. The guys were right on time at 7:30 am and moved 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 Ashtons to anyone looking for an incredibly professional removal company. Words can't explain how happy we were.

— Linda Y, Tweed Heads South

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.

— Teresa, Gold Coast

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 Ashtons.

— Larry W, New South Wales

VERIFIED CUSTOMER

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.

— Jayne M, Gold Coast