



Australian
Furniture
Removers
Association

Moving Guide Kit

Part 1 - Choosing a Removalist

One of the top four causes of high stress levels is moving house. This has been established by clinical surveys. The other three are a death in a family, divorce and losing a job. With this in mind, it is then essential you choose a removalist who is going to minimise this stress and provide you with a service where you are safely moved into your new premises. It is also important to understand that furniture was never meant to be moved.

On this basis it is unfair to expect there will be no damages along the way, However, a good removalist will know how to minimise the risks and take due care and skill to make sure your property is delivered at the other house in the same condition in which it left.

What to do first

When selecting a removalist it is important you do your homework.

- First you should ask people who have had a good experience moving, for a referral and some suggestions.
- You should obtain a list of qualified removal companies from the Australian Furniture Removers Association - FREECALL 1800 671 806. They will provide a list of companies in your area

Check the following points

- Is the company a member of the Australian Furniture Removers Association?
- Does the company appear professional in all respects-appearance of staff, vehicles, commitment and service?
- Does the company motivate their entire staff to maintain a professional approach towards servicing customers?
- Do the removal staff wear neat and tidy uniforms?
- Are the facilities clean and well organised?
- Do they strive to add value to their service to you by offering extra advice and commitment?
- Do they give quotes to customers honestly and clearly?
- Have you spoken to someone who has used their service and are satisfied?
- Have you obtained a no obligation written quote, usually prepared after an in home survey of your belongings?
- Is all the paperwork you have been offered easy to understand and professionally prepared?
- Were you offered information about insurance when first asking for assistance?
- Are they able to deliver your goods on the day and to the destination you require?
- Ask if they use a sub contractor and if that contractor meets the same standards as the removalist you have selected.

What to be wary of when selecting a removalist

Check if the company is a member of the Australian Furniture Removers Association. The application process to become a member of this Association is comprehensive and aims to accept only quality removalists who agree to abide by the AFRA Code of Conduct.