



FREQUENTLY ASKED QUESTIONS

FULL SERVICE INTERNATIONAL REMOVAL

Will you do all the packing and unpacking?

Yes, if you want us to. If you choose, you can pack some or all your goods by yourself. Disassembling and packing by yourself is relatively cheaper, but when your goods are professionally packed, you'll have increased insurance cover and greater physical protection for your furniture.

What if I have already packed the goods?

We can still move the goods as they are. If you are concerned about a few cartons of fragile items, we can re-pack those cartons for you.

What do I need to do if I get a full pack service?

With our full pack service, we'll need you to put aside things that need to be disposed of or kept with you during the journey (e.g. your passport and your suitcase).

What happens when my goods arrive at their destination?

Trusted, experienced overseas partners carry out our destination services. They're specially selected for their expertise. We choose agents who, are accredited members of International Moving organisations

Once your goods have arrived at their destination you will be contacted to arrange a convenient delivery date. Our agent will unload all items into your property. Where agreed, they will unpack and remove the packing materials.

Which is better, shared container (groupage) or full container load?

This depends on the size of the consignment. Full container load is generally faster. We can quote and advise on transit times for either groupage or full container load. The Shared container is more economical in smaller consignments.

Will my shipment be opened on the way?

In most cases, sole-use containers will be delivered unopened. However, in some countries containers are unloaded for quarantine or customs inspection. Our destination agents will oversee the process.

Shared containers are unloaded at the agent's depot prior to delivery.



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When taking delivery, you should check each item off the inventory and condition report as it is delivered.

We do our best to respect your privacy. However, customs officials reserve the right to inspect goods

Can I ship toiletries, alcohol and food?

Food is generally not permitted for most destinations, but toiletries are. We can give you more information that is specific to your country. Alcohol is generally permitted, although you will likely have to pay duty/tax. We can advise you about any extra costs.

How much are the customs fees?

These will vary according to the destination. We will advise on associated costs within our quotation.

Will I have to be at the destination for customs clearance?

Most destination countries require you to be there when your belongings clear customs. However, there are some exceptions – we will be able to let you know whether your destination is one of them.