



Dear customer,
Thank you for considering
Greater Northern Removals & Storage
to handle your move.

Here is some general advice that will
assist you in making your removal as
smooth as possible for all involved.
Should you have any further queries,
please do not hesitate to contact your
Move Coordinator or Branch Manager.

POINTS OF IMPORTANCE



The client or on appointed agent must be present at all stages during the removal (prepack, international wrap, uplift and delivery). This will ensure the correct items are packed and removed.



In a majority of removals an Inventory Condition Report (ICR) will be completed by the removalist. It is highly recommended that you accompany the removalist whilst this is being completed. You should confirm all items are recorded and you agree with the articles' condition discrepancies as they are noted. Any lists supplied for quotation basis are not used at uplift.



Note: the removalists do not use any 'lists of items for removal' to load with, the removalists always load under the client's or agent's direction and takes or does not take goods as instructed. Even if you have supplied a list of goods for the company to quote on this list is NOT sent out with the vehicle on the day of uplift.



You will receive a copy of the ICR at uplift. Keep this copy in a safe place so you can reinsert it for check off at delivery. You do not get a second copy at delivery and it is important that your records match ours upon completion of your move.



On the completion of the uplift check the house thoroughly including cupboards, closets, sheds etc. to ensure all items have been removed. If you require removalists to return to your residence to collect/return items, it will be at the customer's expense.



Be aware of your delivery arrangements – there are three common types. DELIVERY (fixed date), DE WIA (Delivery when in area) and LINEHAUL DE (on route deliveries, plus or minus 24 hours). Small moves travelling interstate or overseas may be given an approximate time frame, i.e. 2-3 weeks from date of uplift.



It is your responsibility to prepare the consignment for transport. Removalists will transport your goods in the same manner they are presented to them. If goods are not correctly readied for removal, they will be moved at the owner's responsibility and considered to be an inherent risk. Some common examples include, reels on fishing rods, prefab furniture, gym sets, swing sets, electronic equipment, trampolines, washing machines and BBQ's. Prefab furniture includes most computer desks, many television and entertainment cabinets and some bookcases and linen cupboards. If it left the factory in a flat pack or dismantled format, then that is how it should always be transported. The standard service removalists offer is the dismantling and reassembly of basic bed frames only. Furniture is not built to travel full of contents – all furniture must be empty when moved.



There are some articles that the removalists will not transport. These include dangerous goods, firearms and open liquids. Greater Northern Removals Pty Ltd offers a full list of items on its 'Prohibited Dangerous Goods' form.

INSURANCE



Greater Northern Removals Pty Ltd is an authorised representative of Aldridge & Street, a division of Cowden (VIC) Pty Ltd which holds Australian Financial Services License No 245658. Your removal consignment is not insured for transit and/or storage unless you have arranged an insurance policy through Greater Northern Removals Pty Ltd, your personal broker or directly with an insurance company. If Greater Northern Removals Pty Ltd arranges an insurance policy, you will be issued with an insurance certificate.

If Greater Northern Removals Pty Ltd has issued an insurance policy, for your protections it is recommended you read and understand the Insurance Documentation Booklet which outlines the full process. It also details the different forms of cover and exclusions such as Co-Insurance and Electrical Derangement. In the event of a claim YOU MUST CONTACT THE ORIGIN OFFICE. Your call will be logged and recorded as a claim enquiry and a claim form sent to you. It is not the responsibility of the removal staff to pass on comments or reports.

HANDY HINTS



Dry and air your fridge well before the day of uplift. A couple of teabags and/or a drop of vanilla essence will help absorb moisture, reduce the chance of mould and offer a fresher smell when reopened.

Company Policy dictates Greater Northern Removals & Storage supplies a Priority Carton on every Household Removal.

The Priority Carton is a unique colour and design so it stands out from all other cartons in your consignment.

This procedure is that the Priority Carton is the last item loaded in the truck, so therefore the first item delivered to your new home. The removalists will pack all the essential items such as TV leads & remotes, nuts & bolts from furniture items dismantled and other miscellaneous things you will need urgently when you arrive at your new destination. If tea and coffee is essential in your household then also add that to the Priority Carton for quick access at delivery.

For further information please visit www.afra.com.au (Australian Furniture Removers Association)

Your best move

Cairns Office

10 Hollingsworth Street,
Portsmith, Queensland 4870
salesnq@chessmoving.com.au
07 4035 5500

Call Now

Townsville Office

176 - 178 Southwood Road,
Stuart, Queensland 4810
salesnq@chessmoving.com.au
1800 656 364

Call Now

Brisbane Office

51 McCotter Street,
Acacia Ridge, Queensland 4110
salesnq@gnremovals.com.au
1800 668 377

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