

## Domestic Removals Services Guide

Once you have accepted an offer for your house call it is time to considering getting quotes for your move - even if the move seems a long way off - having all the quotes ready can save you a headache later.

But how do you choose which firms to call? Ask family and friends about their last removal. Recommendations mean that you can have a fair idea about the service you will eventually receive from a firm.

### Surveyors Visit

Having a surveyor visit is the best possible option. They can identify any potential issues and discuss your needs with you face-to-face and a service specification can then be drawn up to suit your requirements.

A few things to think about before our surveyor arrives:

- **The access to both the new and old property**
- **When you are planning to move?**
- **Would you like us to carry out the packing/unpacking?**
- **What fixtures and fittings are to be moved?**
- **Do you need us to dismantle any furniture or disconnect any appliances?**
- **Will you require our liability cover and a value for your effects?**

A Survey normally can take between 20 and 30 minutes, depending on the size of your property. But if you don't have time due to other commitments, or you are not currently living in the South West, you can use our on-line quotation form. Feel free to phone us if you have any questions while you fill it in.

### Our Quotation

We will calculate the amount of furniture you have to move and the number of boxes needed to pack your effects and we will send/e-mail you our quotation (we aim to send out quotations within 48 hours of our surveyors visit). In most cases we start with a basic owner pack service and then list a selection of additional services.

**Owner pack:** We provide purpose designed cartons for you to pack your own effects. These can be provided once our quotation has been accepted. You then have to ensure your effects are packed and ready for the removal team. Wardrobe cartons are provided on the day for all hanging clothing, as are mattress and sofa covers.

If you have any questions after reading through the details of the move, please feel free to speak to one of our helpful and experienced staff.

### Packing Services

**Fragile Pack:** We will wrap all fragile items in white paper and pack into strong cartons. Bubble wrap and chippings are used as and when required and acid free tissue is used for silver to prevent tarnishing.

**Special Items:** We will wrap and pack any special items; maybe a special painting, family heirloom and a dinner service. We use specialist packing materials to ensure the items remain safe throughout the moving process.

If you really just what to sit back and Relax!

**Full Professional Pack:** We will arrive, in most cases, the day before the removal to start packing all your effects. Packed by our trained removal men in specialist materials giving you piece of mind.

**Unpacking:** We will unpack the boxes and place items of flat surfaces in the room of your choice and remove all the packaging materials.

Your specific requirements can be discussed with the estimator, whatever your individual requirements we will do our best to oblige.

## De-Cluttering

We are happy to help our clients prepare their house for sale. We will pack and then store items until you are ready to move into your new home or take unwanted items to the auctioneer.

We can also arrange for good quality items to be dropped off to local charities.

## Storage

Should you be requiring storage for your goods Hackworthys are able to provide either:

### Conventional

Where possible clients effects are packed into containers while at the collection address (this is not possible where there maybe access issues). These are transported back to our warehouse where they are stored ready for re-delivery. (Our warehouse is of course clean, dry and secure.)

### Self-Storage

We have 2 self storage depots in Plymouth run under the name of Plymouth Self Storage. This enable the clients to access their effects 6 days a week without any extra charges. Visit our website [www.plymouthselfstorage.co.uk](http://www.plymouthselfstorage.co.uk).

## Simply Store

**Simply Store**, a convenient mobile self storage service. **Simply Store** brings self storage direct to your door.

**Simply Store** is a great idea for people who are looking to de-clutter while their house is on the market; store surplus furniture when moving to a smaller property; even store effects while renovation work is being carried out on a property.

Our 'MSU' (mobile storage unit) is delivered as close to your door as possible, saving you the effort of lugging items over any distance. Once filled, we collect the 'MSU' and store it away in our secure warehouse. Then when you're ready just give us a call and we can return your effects to you.

For more details visit the Simply Store website: [www.simplystore.co.uk](http://www.simplystore.co.uk) or call us on 01752 228815.

## Booking your removal

It's as easy as signing and returning your acceptance; at Hackworthy & Sons you don't need to have a firm date for your removal. We are happy to guarantee any price for 3 months upon receipt of a signed acceptance. Once we have received your acceptance we will confirm the arrangements in writing. We will also arrange for boxes to be delivered if you have chosen to pack for yourself (check out our helpful hints for packing, which have been compiled by our own removal team). If you have chosen our packing service, just sit back and relax!