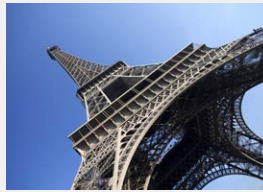


Your guide to moving overseas



a move as individual as **you**

Pickfords

thank you for choosing Pickfords

Thank you for choosing Pickfords to move your household effects overseas. This guide explains everything you need to know about our service to you. It takes you through the whole process, from receiving your initial quotation through to the move day itself.

At the end of this guide is a checklist containing everything you'll need to remember in the weeks leading up to your move.

We hope you find this guide helpful. Should you have any further questions, please do not hesitate to contact your International Move Manager.



contents

Door to door moving with Pickfords.....5

Eight steps to a successful move.....6-20

Step 1: Contacting Pickfords.....6

Step 2: Preparation.....7

Step 3: Booking.....12

Step 4: Arranging insurance.....13

Step 5: Finalising the paperwork.....14

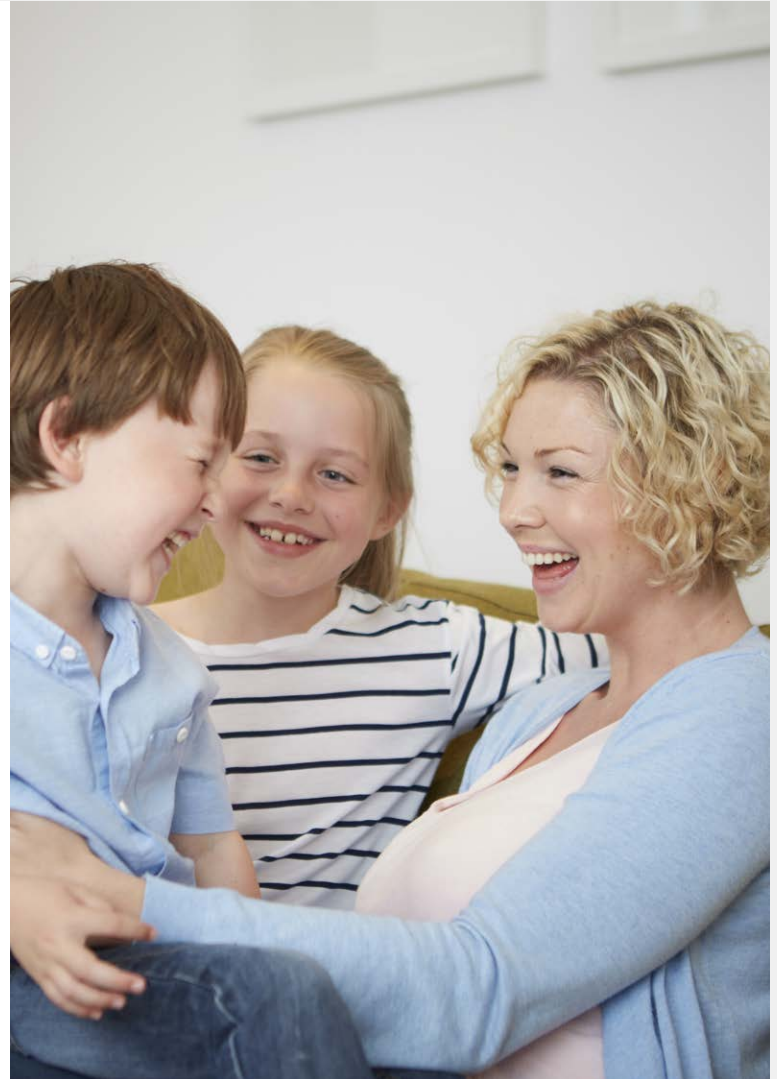
Step 6: Move day.....15

Step 7: Transporting your belongings.....19

Step 8: Customs and delivery.....20

Your peace of mind.....21

Moving checklist.....22





National coverage throughout Australia

door to door moving with Pickfords

Pickfords has a national network covering every postcode in the UK and Ireland and operates as part of the largest international moving network in the world.

Why choose Pickfords?

Pickfords' international network is one of the most respected providers of moving and storage services worldwide. With over 600 offices in 45 countries including Australia, New Zealand, Canada, North America, Asia Pacific and Europe, Pickfords has the resources to move you anywhere.

Local service and personal accountability

Your dedicated International Move Manager takes complete responsibility for your move, personally overseeing every detail from start to finish.

Global quality

Pickfords and our international network operate to world class standards at every point of contact, underpinned by rigorous service level agreements to ensure the complete satisfaction of our customers, door to door.

Global visibility of information

Our state-of-the-art IT systems allow global visibility of information as your effects move from one country to another, ensuring total control of the move process.

Local knowledge

We have multi lingual experts in all major relocation markets: people with local experience and knowledge who understand your destination and the challenges that you might face during your move. At the heart of what they do is a commitment to ensure you have what you need most during this time of change: peace of mind.

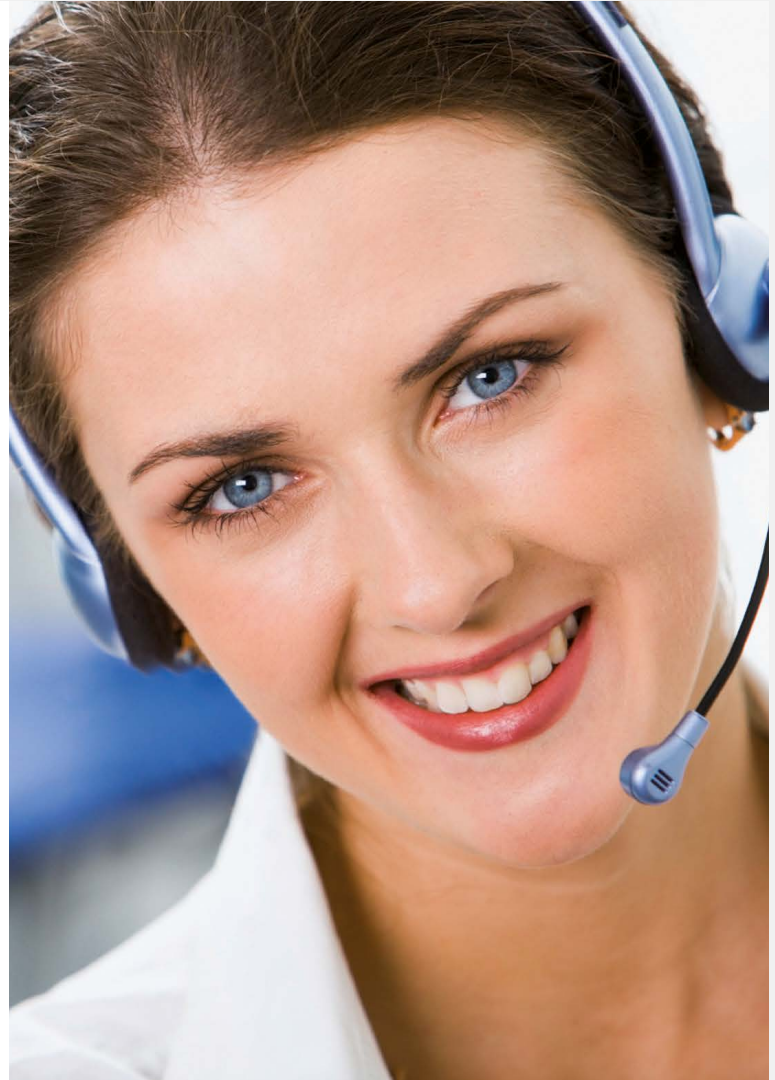
step 1: contacting Pickfords

Your Move Manager

We are committed to delivering complete customer satisfaction and a personal service tailored to your individual needs. You will be assigned a dedicated International Move Manager who is highly trained and experienced in the logistics of moving home.

Your Move Manager will:

- **Talk you through the move process**, taking care to understand your unique requirements.
- **Create a move plan** tailored to your timeline and budget, detailing the method of transit, port of arrivals, transit times, packing details, insurance information and move timetable.
- **Manage every aspect of your move**, from arranging your survey and liaising with our operational departments to providing you with the guidance to ensure smooth customs clearance.
- **Provide advice and guidance** throughout the move period.
- **React quickly to changing situations** and resolve any issues along the way.



step 2: preparation

The survey

What is a survey?

A survey is an evaluation of the belongings you wish to ship overseas, which allows us to estimate the size and price of your move. Your quotation will be based on the volume of goods to be shipped and/or the volume and weight of goods to be airfreighted. Accurate estimating depends on the level of detail given to the Move Consultant during this process.

Types of survey

You can choose from three methods of survey. A **video survey** is conducted via an app on your smartphone or tablet. For large consignments you can request a **home survey**, whereby the Move Consultant visits your property in person. Alternatively, if you are only shipping a small number of items, you can simply list these over the phone.

What can I do?

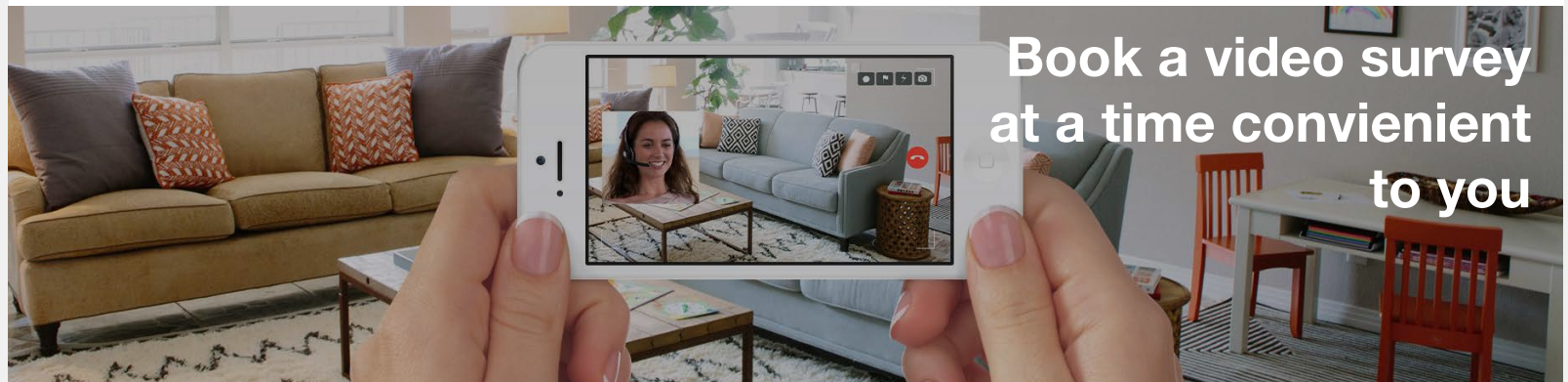
Please ensure all items are shown in detail, e.g. contents of drawers, cupboards, attics and garages. Items not currently at your residence should be described accurately. You will have the opportunity to ask any questions about the moving process, customs regulations or your destination.

Planning to include new purchases?

If you are planning to purchase items to be included within your shipment, please prepare a list for your Move Consultant so these items can be included.

Creating a solution tailored to you

No two moves are the same. There are usually several options to choose and your Move Consultant will help provide the best solution to meet your needs.



**Book a video survey
at a time convenient
to you**

step 2: preparation

Pet travel

When arranging your home survey, your Move Manager will ask if you are intending to move your family pet.

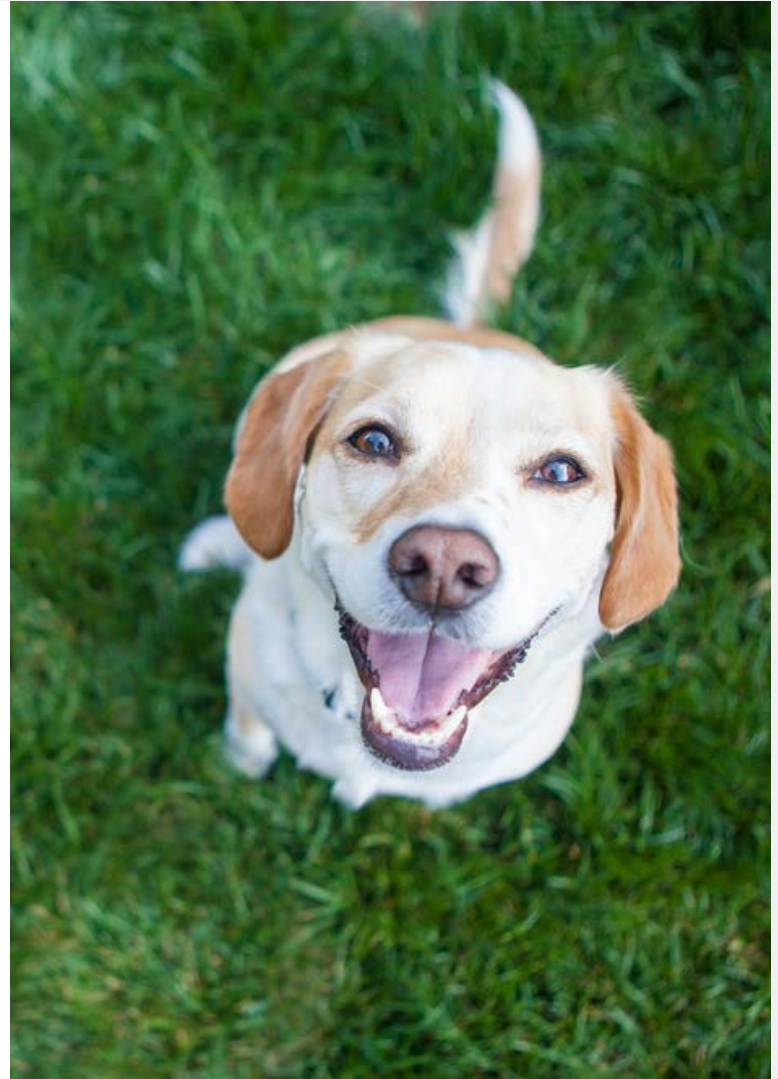
During your survey, the Move Consultant will ask the breed and name of your pet, and will either measure him or her there and then, or demonstrate how you can take their measurements.

Your pet shipping quote will then be integrated with your quote for household effects. Should you wish to proceed, your Move Manager will oversee the entire process from start to finish.

Door to door moving

Your pet's complete travel service will include:

- Made-to-measure Travel Carrier with water bowls and VetBed
- Export Health Certificate, flights and quarantine arranged
- Collection from home to our kennels or straight to the airport
- Global flight tracking of your pet in transit
- Pet Protection plan built into the price of your pet move
- Delivery to airport
- Arrival services including customs clearance and delivery if required



step 2: preparation

Foreign exchange

During your survey, your Move Consultant will ask you about foreign exchange.

When moving overseas, you will need to transfer your money to the local currency, and may wish to send money home once you're there.

With Pickfords FX, you have the benefit of a dedicated service designed to secure you the best possible rate. You can transfer as little as £100, with no upward limit, as many times as you require and at no charge.

If you would like to take advantage of Pickfords FX, or simply need more information at this stage, your Move Consultant will pass you to our FX department, who will contact you to collect a few details and discuss your options. You can choose to sign up there and then, or at any point before, during or after your move.



**Faster than your bank
and we won't charge you**

step 2: preparation

Storage and inventory

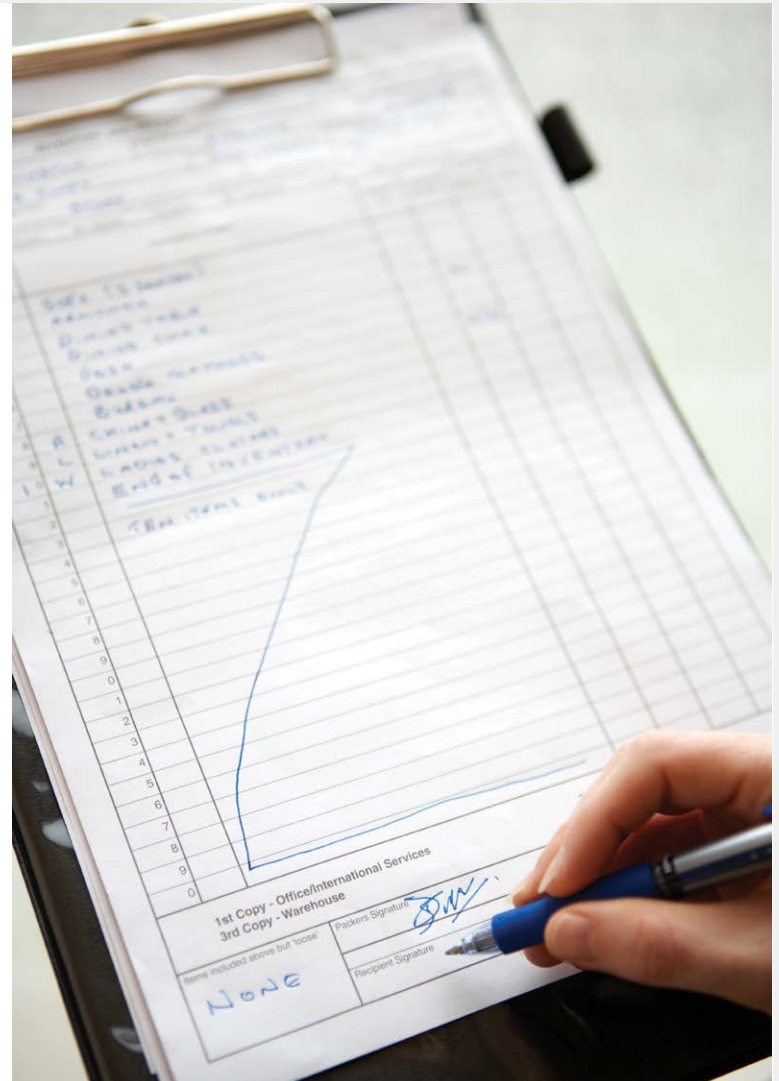
You may decide to store some of your items in the UK or at your destination. Storage is a cost effective solution, particularly if you have to limit your shipment size, are renting your home out while you are away, or are moving into a hotel prior to finding a permanent home.

Simply ask your Move Manager to provide a quote for you. Costs vary globally but are typically based on how much you want to store and how long you want to store it. Your Move Manager will liaise with our office at destination and make the necessary arrangements. Pickfords will create a separate inventory for items that will go into store. You can then arrange to have your goods delivered at a mutually convenient date.

The inventory

Your Move Consultant will create an inventory of the goods you want to take with you. This is the formal agreement of what you expect Pickfords to move and your special requirements.

If there are any changes to this list, you must ensure that your Move Manager knows the details.



step 2: preparation

Your quotation

No two quotes are the same

Moving companies base their price on the items you choose to take with you, though other factors will influence the price, including the transit options, your time scales, recommended packing materials, insurance rates and the buying power of the company.

It is important to consider the following when comparing quotations:

- Is there a difference in the items listed for moving?
- Check the insurance cover for your goods; is it for your benefit?*
- Are additional services included?
- What is excluded?
- How many days are allocated to pack?
- What are the recommended packing materials?

Remember, there is usually a relationship between price and quality. Pickfords offers a high quality service and invests in people, training, materials and process and can negotiate advantageous rates with shipping companies and airlines.

* You may have been offered 'extended liability' or 'standard liability', which covers the removal company rather than you, the customer.



step 3: booking

Securing your move date

Once you are happy with the quotation, it is important to book your move with us as soon as possible, as availability can change by the day, and sometimes by the hour.

When you are ready to book, you must phone your Move Manager to give a verbal acceptance and agree packing and move dates.

You should now consider insurance and complete the necessary insurance form (see Step 4).

You will be asked to complete a formal acceptance of our local terms and conditions and send the paperwork back to Pickfords with your insurance form.

Your Move Manager will book the move with your nearest Pickfords office and will email a confirmation of your pack, load and move dates.



step 4: arranging insurance

Our removals insurance will cover your belongings while they are in the care of Pickfords and our overseas partners, with a range of options to give you peace of mind.

Insurance to suit you

You can choose the insurance to meet your personal requirements. Options include:

- Pairs and sets insurance
- Mechanical and electrical derangement
- Mould and mildew
- Packing and shipping insurance

Claims handling*

In the unlikely event that you need to make a claim, we will liaise with your insurer.

No excess to pay

Pickfords' international insurance policies have no excess to pay, so in the event of a claim you'll have no surprises.

* Please note there is a seven day limit from the date of delivery to make a claim on your goods in transit insurance.



step 5: finalising the paperwork

Documentation and customs formalities are increasingly important due to heightened security, but you can rely on the expertise of your Move Manager to guide you through.

Certain documents are required to arrange the transit of your goods. This paperwork varies by destination, so ensure you confirm these requirements with your Move Manager when verbally accepting your quotation.

Your customs documentation is supplied by the network office at origin or destination, depending on your destination country. Your Move Manager will advise you.

The following documents should be forwarded to your Move Manager:

- Copy of your passport (biography and relevant visa pages)
- Insurance form
- Customs forms if applicable

Don't delay!

Documentation is an important part of the moving process. Late receipt of your documentation may delay your shipment.



step 6: move day

Preparation

Pickfords' experienced crews will do everything they can to make sure your move is a complete success

What can I do to prepare?

- You can help your removal crew by setting aside items that need to go into store, are to be packed last, which will remain in your home.
- Arrange to have your appliances disconnected prior to move day.
- Remember to pack all personal items which will be travelling with you. Your insurance will not cover money or jewellery, so keep these aside with your passport and important paperwork.

Your move team

Using skill, care and attention, our packers have been trained to use specific international packing materials that will protect your possessions during each phase of the move.

The first person you will meet will be the Crew Supervisor. They will run through the paperwork with you to verify the details. Feel free to communicate your expectations for the move with the Supervisor as well as any special instructions.

The Supervisor will walk around your home and plan the packing process in the most efficient way.



step 6: move day

Packing

Your household effects will be individually wrapped according to your needs and packed into purpose-designed cartons or crates.

Our expert packing teams have been trained in the latest wrapping, packing and handling techniques and will load and secure your belongings with care.

Environmentally friendly materials

Pickfords is committed to minimising the impact of its business on the environment. Wherever possible, we use materials that are environmentally friendly, use sustainable resources and can be recycled or reused.

Your packing inventory

It is important to check that everything that you want to include your consignment has been packed.

Pickfords will create an inventory during the packing process. The packing inventory will contain brief details of the contents of each carton as well as the wrapped furniture. You will be asked to sign the inventory after the packing has been completed.

A copy of the packing inventory will be forwarded to our partner company at destination to arrange customs clearance and delivery.





step 6: move day

Protecting your home

Pickfords will ensure that your home is protected during the moving process. Special care will be taken to protect your carpets, floors, banisters, doors and other vulnerable areas to prevent damage during the move.

Pickfords has spent years researching, testing and developing the most efficient packing materials and packing techniques. We are committed to providing the best quality materials to ensure maximum protection of your consignment in accordance with our global service charter.



step 7: transporting your belongings

How your belongings are loaded will depend on the mode of transport that you selected.

Exclusive or shared

If your goods are to be moved by sea in a shipping container for your exclusive use, your consignment will be loaded into the container at your residence.

If you have chosen a shared or groupage transit option, your goods will travel by vehicle to our consolidation centre.

The paperwork

At this point your Move Manager will forward your paperwork, which include the following where appropriate:

- A consignment note defining the details of your move
- Your packing inventory
- Customs documentation
- Insurance documents
- Copy of your passport
- Your travel itinerary

If you have chosen air or sea transit options, your paperwork will be sent to our partner at destination.

Shipping

Our Shipping Services department will liaise with the shipping line or airline to ensure that your consignment is booked and forwarded by your chosen method.

If you are moving within Europe, your Move Manager will oversee your move through to delivery.

Shipping advice details

After packing and loading is completed, you will be sent shipping advice details to confirm your vessel or flight number, the estimated time of arrival at port or airport and the name of your contact at destination who will clear your consignment through customs and arrange delivery.

step 8: customs and delivery

Customs clearance

If you have chosen air or sea transit or are moving outside the EU, our network partner at destination will receive the paperwork forwarded by your Move Manager. Your details will be verified and you will be contacted to arrange a mutually convenient time for delivery.

If you are moving within the EU, no customs formalities are required.

Demurrage/airline storage

'Demurrage', or port rent, is an expense incurred if we are prevented from clearing your consignment on time. For this reason, it is vital to make contact with our partner at destination as soon as you arrive.

Similar penalties are applied by airports if airfreight consignments are delayed.

Delivery

Your consignment will be unpacked, unwrapped or uncrated and placed in your new home to your instructions. Smaller items can be unpacked onto flat surfaces.

Out turn report

If you have chosen air or sea transit options, you will be asked to sign and date a packing list. This is confirmation that all items have been delivered. You will also be asked to sign a delivery report or 'out turn' report. This will clearly state the condition of your consignment when unpacked. Your crew will return your delivery report and packing list to your Move Manager to confirm that your consignment has been delivered to your complete satisfaction.

your peace of mind

Our highest priority

We are committed to ensuring you experience a seamless transition to your new home.

Having moved families overseas for generations, we understand the importance of a smooth delivery of your precious belongings.


We have built our promise on the key platforms of local knowledge, global resources, new technology and unwavering quality service worldwide.

At the heart of all that we do is a commitment, shared throughout our organisation, to take every measure at our disposal to ease the transition for families on the move internationally. We strive to provide you with precisely what you need most during a time of change: peace of mind.

We hope this guide has given you all the information that you require to guide you through the moving process. Should you have any further questions, please do not hesitate to contact your Move Manager.



checklist: 4 to 6 weeks before

- ☐ Check Passports and work permits if necessary.
- ☐ Check the health requirements of your destination and arrange for any vaccinations you may require.
- ☐ Notify your children's schools and any organisation to which you or they belong.
- ☐ [Ask Royal Mail to redirect your mail.](#) 
- ☐ Notify banks and credit card companies of your new address and close any unnecessary bank accounts.
- ☐ Notify the issuer of any credit or store cards or card protection insurers of your change of address.
- ☐ Gather your family's medical and dental records. Inform your doctor and dentist of your departure.
- ☐ Contact the Tourism Board or Chamber of Commerce at your new destination for any helpful materials.
- ☐ Contact your accountant for information on what moving expenses may be tax deductible.
- ☐ Advise any private healthcare schemes of your change of address, or research new ones.
- ☐ Advise your private pension scheme or local Post Office of your change of address.
- ☐ Book any temporary accommodation required during the move.
- ☐ Begin clearing your loft or attic and dispose of any unwanted items.
- ☐ Arrange for your international driver's licence if required.
- ☐ Cancel your motor insurance from the date of your departure.
- ☐ Contact your local authority to retain your right to vote in your home country.
- ☐ Settle any outstanding hire purchase agreements.

checklist: 1 to 2 weeks before

Two weeks before

- ☐ Photocopy birth certificates, marriage certificates, stocks, shares, deeds and customs documentation.
- ☐ Notify your gas supplier of the date of your move. Arrange to have the gas read up to the day you leave and the bill finalised.
- ☐ Give notice to your water supplier.
- ☐ Give notice to your electricity board.
- ☐ Give notice to your telecom supplier
- ☐ Sell, donate or recycle any unwanted items.

One week before

- ☐ Prepare specific directions to your new home.
- ☐ Drain petrol and oil from any power equipment you may be taking with you.
- ☐ Separate and label items you wish to keep with you while travelling, e.g. including medicines, valuables, jewellery and travel clothes.
- ☐ Pack your suitcases for the trip. Remember to pack enough belongings to meet your needs while you are in transit.
- ☐ If you know the layout of your new home, plan to unpack your possessions on a room by room basis and mark up the new rooms in a plan for the deliverymen to follow.
- ☐ Arrange parking permits if required.

checklist: during and after the move

Moving day

- ☐ **Refreshments**
Moving belongings is physically demanding work; you may want to have refreshments available for everyone involved with the move.
- ☐ **Bedding**
Remove all bedding, and ensure that when packed, it is clearly labelled for immediate unpacking for the first night at your new home.
- ☐ **Children**
If your children are staying with you, organise a room with their toys and a few treats. You may want to give older children specific tasks, such as packing their own box.
- ☐ **What's not to go**
Show the Team Leader around the house and identify anything that is NOT to be moved.
- ☐ **Walk around the house**
Once the van is loaded, walk around the house with the Team Leader to ensure all items to be moved have been placed in the vehicle.
- ☐ **Meeting at the property**
Agree an approximate time to meet at the new property.

- ☐ **Meter readings and key transfer**
Before leaving, make a note of all relevant meter readings, and arrange for key transfer as agreed. On arrival at your new home, make a note of meter readings.
- ☐ **Layout of new home**
Show the Team Leader the layout of your new home. It may be helpful to label the entrance door to each room. Be on hand to direct the team to place your furniture in the correct positions.
- ☐ **Sign completion form**
Once you are satisfied that everything has been delivered and positioned in the appropriate place, sign the completion form, adding any comments you wish to make.

After the move

- ☐ **Relax!**



Pickfords
a move as individual as **you**

0800 019 8557

enquiries@pickfords.com

www.pickfords.com

Last updated: February 2017