

### **BOOKING YOUR MOVE**

#### **How do I organise a Quotation?**

Easy! Call us or submit an online form, and we will provide an obligation-free quotation. You will be asked specific questions to ensure we provide the right information and pricing.

#### **How much will my move cost?**

Each move is unique, so we will create a personalised quote just for you! We endeavour to respond to all quotes within one working day of receiving your request.

#### **How much notice do you require if I want to make a Booking?**

Bookings are made on a first-come, first-served basis. Typically, we recommend giving us two weeks' notice to ensure there is no disappointment if our schedule is fully booked. Summer is considered peak season for relocating, so the more notice, the more chance of securing your preferred load and unload date(s).

#### **What size container will be used to relocate my goods?**

We will supply a 20ft container (38m<sup>3</sup>), which is large enough for an average 3–4-bedroom house. For very large moves, we will provide multiple containers.

#### **How do I know if my entire contents will fit into the container?**

Use our clever Online Moving Calculator to help estimate the total volume of your household goods. If your goods exceed 38m<sup>3</sup>, then you may need a second container, or we can provide options for the overflow.

#### **How long will my relocation take?**

Your quote will provide the different transit options and transit times available between your load location and unload location. You can choose what option best suits you and your travel plans.

#### **How do you transport the container from my current address to my new address?**

We can utilise road transport, Kiwirail or coastal shipping to move containers around New Zealand.

#### **Will the container be placed on the ground for loading and unloading?**

The container will be placed on the ground for loading and unloading.

#### **Is the container for my sole use?**

Yes, you have exclusive use of the container (unless otherwise requested or arranged).

#### **How much room does your truck require for parking?**

Our flat deck trucks require clearance of 3 metres for width, 4.2 metres for height, and 8 metres for length. Trucks can be limited in areas with steep gradients, low-hanging trees and wires or slippery roads.

#### **What happens if my home has difficult access?**

We can arrange for a smaller vehicle to shuttle your goods between your home and where the truck can be safely parked.

### **What are the kinds of hazards around my property that you need to know about?**

The safety of our teams is the highest priority for Palmerston North Relocations. Anything that could cause danger or harm to our teams, in or around your property are considered hazards and must be identified before our arrival. Our [Hazard Form](#) lists the types of things we need to know about.

### **Do you recommend Transit Insurance?**

Just as you insure your contents in your home, we recommend insuring your goods while in transit or storage. Even with full care and attention, unforeseen circumstances outside our control can damage your household goods.

## **PACKING AND LOADING**

### **Can I pack my own household goods?**

Yes! Packing your own household goods is a budget-friendly option! Be sure to have everything wrapped, packed, boxed and labelled ready for your loading day. Our teams will still provide furniture blankets to wrap around your larger items as part of our standard service.

### **If I choose to self-pack, how should I prepare my contents for transit?**

We have put together a handy [Moving Checklist](#), with a week-by-week countdown to your moving day, and the best way to pack and prepare your contents at each stage. You can purchase packing materials from most Bunnings and Mitre10 mega stores.

### **Do you offer a Packing Service?**

Yes. We can provide a packing service for an additional cost in many locations. This cost will include materials and labour. Our team will wrap and pack your household goods for you, taking away some of that stress of moving!

### **Do you disassemble my furniture?**

Furniture disassembly isn't something we specialise in, or have the tools available for, so please have your furniture disassembled before the team arrives to load your container.

### **Should I empty my clothing drawer units?**

Providing the units are sturdy enough, feel free to keep your belongings in the drawers (except for fragile items)

### **Do you disconnect or reconnect my appliances?**

No, we don't. Please have any appliances disconnected and ready for our teams to lift out of place upon arrival. Remember to drain water from washing machine hoses and defrost freezers.

### **Can I load and unload my own container?**

This can be an expensive way to organise your relocation. There are additional resources and planning required to give you this option. We recommend letting our experienced team come to you for the loading and unloading.

### **Do you unpack my household goods in my new home?**

We will place your furniture and contents into the most appropriate rooms but leave you to unpack your cartons at your leisure.

### **Do you take packaging materials away with you?**

Not generally, but there are usually options to recycle these where you live.

### **Are there any items that you can't take in the container?**

Yes, dangerous goods such as flammable liquids and gases, firearms, chemicals, explosives, and poisons cannot be legally transported. LPG and BBQ bottles can be moved if they have been professionally purged (your service station can provide a sticker or receipt to say this has been done – our teams will need to sight this). Please see our [Dangerous Goods Form](#) for a comprehensive list of prohibited items.

### **What if I have oversized or very heavy items?**

Please let our customer service team know well before your loading day so we can plan for additional lifting resources to handle these items safely.

### **Can I take my potplants?**

Plants travel in the container at your own risk. Your plants will be without light, and there is always the risk that dirt or bark can come loose from pots and soil furnishings. If possible, having your plants travel with you in your car is the best option.

### **Do I have to be there on the day for Loading and Unloading?**

You or a nominated friend or family member should be at each property to greet our team and run through any instructions you may have. There will also be some documentation to sign upon completion of the job.

### **What time will the truck arrive? Can I request a specific time?**

While we can note your preference when booking, this is usually too far in advance of the finalised schedule to guarantee. Our local teams contact you directly two working days before to confirm the load or unload time.

### **Can I book to be loaded or unloaded on my Settlement Day?**

We don't recommend this, but it is possible. If there are any delays or time changes with your key handover, we may not be able to change the schedule to suit at such short notice. Waiting time for keys etc, can be charged. Having a day or two up your sleeve for any cleaning or maintenance is also a good idea.

### **How is the container secured once all my contents are packed?**

We recommend you purchase a padlock or combination lock to seal the container. This is a security measure which gives you peace of mind that it is only you who has access to goods inside the container.

## **STORAGE**

### **What if I can't move into my new home straight away?**

No problem! Palmerston North Relocations can redirect your container into one of our secure, monitored storage facilities, where it can wait until you have access to your new property.

### **What are the costs associated with storage?**

There is a one-off charge to redirect your container into the storage facility, and a storage charge per day will apply. Your quote will list these costs for you.

### **How long can I store my contents for?**

Whatever period is necessary, we have short-term and long-term options available. Please note some insurance policies have a maximum allowance of 12 months in storage.

### **Can I access my container if I need to move things in and out while in storage?**

Due to security and safety reasons, the storage facilities are not for public access. If you require regular access to your goods, you may want to consider having us unload your contents into a public storage facility of your choice.

## **I HAVE MY OWN CONTAINER**

### **Can you transport my container for me?**

Depending on your origin and destination locations, we can provide transport options for moving 'shipper-owned' containers. We may need some information about your container and photos of the area where the container is being transported from and delivered to.

### **Can your team load and unload my container for me?**

Yes absolutely. See FAQ: "[Packing and Loading](#)"

## **WHAT COULD GO WRONG?**

### **Are there any hidden costs?**

If there are any undeclared heavy items or access issues, additional costs may apply for our teams having to work around these without prior notification before arrival.

### **What happens if there are delays?**

Unfortunately, like with any removal company, there will be times when delays occur. Weather events, port congestion or mechanical issues can slow down the movement of freight. Our Operations team will advise you of any such delays and provide alternative options for your container transit where possible.

### **What if I have breakages?**

While our teams take the utmost care with your household contents, the unexpected can always happen. If you have taken Transit Insurance, be sure to photograph any breakages and contact your Insurance company directly. To help you with your claim, we will provide you with any details your insurance company requires.

## **PAYMENT**

### **When do I need to pay?**

Payment is typically required four business days before our team loads your container.

### **How can I pay?**

Payment can be by Internet Banking (Direct Credit) or Credit Card (Visa and Mastercard only). Credit card payments are subject to a fee of 2.75% of the GST-inclusive balance. Please see our [Online Payment tab](#) if you want to pay now.