

A couple of notes:



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 removalist will not transport. These include dangerous goods, firearms and open liquids. Karaco Pty Ltd offers a full list of items on its "Prohibited Dangerous Goods" form.



A handy Hint:

AFRA (Australian Furniture Removers Association) offers a useful moving kit guide, we encourage you to check it out:

www.afra.com.au/planning/kit.asp

Karaco Pty Ltd trading as



www.arremovals.com.au



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Quality Control Client Removal Advice Information



Note for the customer:

Dear Customer,

Thank you for considering A&R Removals to handle your move.

Here is some general advice that will assist us with making your removal as smooth as possible for all involved.

Should you have any further queries, please do not hesitate to contact your Sales Representative or the Branch Manager at the office where your move originated.

Many thanks and kind regards



Terry Homes
General Manager
A&R Removals



The client or an 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.



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 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.



Insurance information:



Karaco 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 Karaco Pty Ltd, your personal broker or directly with an insurance company. If Karaco Pty Ltd arranges an insurance policy, you will be issued with an insurance certificate.



If Karaco Pty Ltd has issued an insurance policy, for your protection 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.



A handy Hint:

Dry and air your fridge well before the 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.