

Website: www.instamove.com.au

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Page: Contact Instamove

We move thousands of Australians every year. If you have any questions please don't hesitate to call us.

Our

friendly team are here to help 7 days a week.

Page: On demand moving for Home Stylists, NDIS providers and more

Whether you're a home stylist, NDIS provider, cabinetmaker or any business moving bulk goods regularly,

we're here to help.

SPECIAL OFFER

Try us today and receive 20% off your first move.

From one room apartment to a large family home, get professional, hand picked removalists at a time and

date that suits you.

We understand your clients often change their move dates. There's no penalty to cancel or change a booking

right up to 2 hours before the job.

Repeat business customers enjoy set "no haggle" competitive pricing on every job (avg 15% to 20% below

retail).

5 million public liability cover with every crew & a \$1,000 no damage guarantee on every job.

Got a problem? Just call your dedicated account manager Leon anytime and we'll get it solved.

We pride ourselves in the safe transport and placement of your furniture by protecting it all the way with protective sheets and well trained movers.

Every lead removalist on your move will have at least two years minimum experience.

Find a crew you like best? We'll happily make them the default for all your work. It means they'll really learn how you like things done.

Short on time or working out of hours? Book online, by phone, or just send us a message via WhatsApp and we'll be there.

Included for all Business Accounts

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Need help? Call 1300 988 114

Page: Instamove Terms and Conditions

By accepting our quote and agreeing to take on our services either verbally, by written communication or via the Instamove website, you (the client) formally accept our terms and conditions of trade. It is our understanding that you will have read the terms and conditions thoroughly prior to engaging our services.

For local & country moves we take full payment upon completion of the job. For interstate moves, we take full payment upon completion of the 'loading' component of the move.

We take payment via bank transfer or credit card, visa, amex or mastercard accepted – a 1.9% transaction fee

applies for any card payments including credit card and debit card payments. An eft transfer via online banking does not incur any surcharge.

EFT Payments will require photographic proof of the funds transfer on the day (e.g. with a photograph or screen shot from your mobile banking). The customer remains liable until funds are received and cleared by Instamove.

No cash payments accepted, a receipt of payment will automatically be emailed immediately after the transaction is completed. Where Instamove has a credit card on file it is authorised to charge the card for

the service in order to expedite the payment process.

Where a booking is made three or less days prior to the service delivery, Instamove reserves the right to take payment in full up front.

Should Instamove need to initiate a debt collection process the debtor/s shall pay for all costs actually incurred

by Instamove in the recovery of any monies owed under this Agreement. You agree to be liable for these costs and

indemnify Instamove. These costs include recovery agent costs, repossession costs, location search costs, process

server costs and solicitor costs on a solicitor/client basis, debt collection commission and legal fees on an indemnity basis.

Please note our chargeable working time begins the minute the crew arrives at the pick up location and ends once

the last item is unloaded, all vehicles are packed up and payment is processed.

Unless specifically labeled a 'fixed price' in our quote, this service is provided on an HOURLY RATE basis,

and is NOT A FIXED PRICE quote. All times provided to you either verbally, via the website or other

platforms are an ESTIMATE only, and based on the information you provide us. The total 'working time' and

price range is variable and dependent on many factors including, how prepared the client is on the day, access, parking, stairs, how well items have been packed into boxes, job complexity and other factors outside of our control.

We will ensure that our crew work to the best of their ability and at an efficient pace whilst also ensuring that all items are adequately taken care of. If the job is completed outside of the estimated time or price range on the quote, the client is expected to pay for the job in full and for the entirety of the time worked.

All jobs incur a minimum of 2 hours 'working time'. Time worked is rounded up to the nearest 30 minute increment e.g. 2 hrs, 2.5 hrs, 3hrs etc.

Unless otherwise specified, all jobs incur a Back to Base time and this is detailed in your quote. Back to Base time is added to the total 'working time' and is 30 minutes by default. Jobs where the pickup and dropoff addresses are further than 30 minutes drive time apart will typically incur a higher Back to Base time. Again, this is shown in your quote. Here are some examples:

Clayton, VIC - Berwick, VIC (30 min back to base time)

Box Hill, VIC - Gisborne, VIC (60 min back to base time)

We use google maps to determine the optimal route.

You may cancel your job up to 2 hours prior to the agreed start time and receive a full refund.

If you cancel after this time or fail to attend the move you will be charged for 2.5 hours of time at the rate provided on your quote, being the minimum 2 hours plus 30 minutes back to base time.

A \$30 booking fee is paid in order to secure all local and country moves. If changes are made to the date or time of the move, the booking fee is not forfeited and we will move the slot accordingly. If you cancel your move and provide at least 2hrs notice, your booking fee will be refunded in full.

Please note that the \$30 booking fee gives you priority booking and by making the payment you are guaranteed

that you will be moved on your specified move date and time slot. The booking fee payment IS NOT DEDUCTED from the total invoice.

For interstate moves, we require a 10% deposit paid up front with the balance paid on the day of the 'uplift' once the truck is fully loaded.

In the event that the job is outside of the original job scope (estimate), and you require additional

resources such as another truck or extra labourers to complete the job in full, additional charges will apply. The client will be made aware of the rates for the additional resources and they can choose whether they wish to proceed and make use of additional resources, continue with the currently allocated resources (likely to extend timeframes) or prioritise specific items to be moved.

If no additional resources are provided or required, the client is only expected to pay as per the original job scope.

Instamove books, dispatches and manages removal jobs on behalf of a network of third party removalists all of whom are independent businesses, each with their own ABN. Instamove requires all third party removalists in our network to provide a valid Certificate of Currency showing they hold Public Liability insurance with a minimum value of \$5,000,000.00 when joining the Instamove network and annually upon the anniversary of the policy.

For local and country moves our standard arrival times are between 7:30 - 8:30am (morning) or between 12:00 - 2:30pm (afternoon). We can provide set arrival times upon request, typically to coincide with property settlements or set lift bookings.

For interstate moves, your arrival time & date for 'uplift' and 'unloading' may vary due to a range of factors including completion of other jobs, heavy vehicle driving restrictions, weight checks, detours, poor weather or roadworks. If you need items picked up & dropped off at set dates & times, please notify our office prior & the team will do everything in their power to work within the time frames.

You need to ensure that adequate legal parking space is provided to park our vehicles. If it is expected that we park in a no standing zone or area with restrictions, any parking fines or fees will be forwarded to the client and added to the total cost of the job.

Instamove will provide shrink wrap, mattress protectors, tie downs and pads when moving clients under our Premium or Elite plans. Instamove will supply boxes and packing paper, referred to as packing materials only for jobs where Instamove is engaged to provide both a pack and move service. Details of packing materials supplied are included in quotes for packing services.

Instamove provides a number of ways to estimate the size of your move:

Each method provides approximate sizing and the estimate provided should be used as a guide only.

Many clients change the expected size of their load during the packing process (e.g. due to downsizing). We encourage you to use our estimation tools to the best of your knowledge and we welcome updated estimates as your booking approaches.

In all instances, size estimates are not definitive and in the event that the volume of items on the day exceeds what was originally quoted, and additional resources are required, the client will be liable to pay for any additional vehicle/labour should they need to be deployed.

Remember, we encourage all customers to provide photos or videos of their move for review as this is the most accurate estimation method. A “photos” link for these uploads is located at the top of your quote and booking page and in most cases we’ll provide a reminder to supply photos as your move approaches.

For customers who have purchased our Premium and Elite service levels, we offer Assembly & Disassembly of furniture including Disconnection and Reconnection of washing machines as complimentary services charged only at the job’s standard hourly rate. Please note, we are not licensed plumbers or professional handymen. Should any complications arise with the rendering of the above services, we will not be liable. If we consider an item to be beyond our scope and capabilities eg. re-assembling a complex unit, we reserve the right to refuse to offer the service. Assembly and disassembly is generally limited to basic bedding and furniture, not complex units, that require trained and professional handymen.

We can generally assist with taking TV's off existing brackets and attaching them to brackets already in place at the destination property. If you require someone to move and then reinstall the bracket itself, you will need to engage a professional handyman.

If in doubt, please send us photographs of the item in question.

If toll roads are utilised during the course of the trip, all associated charges will be payable by the customer at cost. Please note, whilst toll road charges are passed at cost price only, heavy duty vehicles often incur a higher fee to use toll roads. At the time of writing, the charge for a heavy duty vehicle completing a one way trip on Melbourne's Eastlink & City link is approximately \$30.

Where an item cannot reasonably be moved without high risk of damage to either the item or your property, we

will advise you. You'll be given the option to move the item at your own risk. Any damage to the item or nearby property will not be covered under the accidental damage coverage included in your move.

If a job site or any component of the job site is deemed unreasonably hazardous for our crew, or is outside the scope of work quoted, we reserve the right to refuse the job and vacate the work site immediately.

Only one discount code or voucher can be applied per booking, including multi service bookings.

Vouchers, discount codes & specials do not apply on Sundays & public holidays.

If for whatever reason, the final bill is contested, Instamove will review and adjust any administrative errors. If there is still contention regarding the total time worked or for any other reason, the client must be aware that the crew are 'still on the clock'. A job is not considered complete until payment is made in full and Instamove may, at its sole discretion, add any time spent negotiating the bill or making alternate payment arrangements to the time charged for the service. Instamove reserves the right to take payment between 15 and 60 minutes prior to completion of any job.

Where a job is expected to extend beyond 6pm in the evening, Instamove may take payment prior to completion

of the job. This payment in advance will be based on a reasonable estimate of the remaining job time.

Where

the payment taken on the day is insufficient, the remainder will be due and payable on the following

business day. Where the payment taken is in excess of the time worked, Instamove will refund the overpayment

on the following business day.

Any outstanding issues can then be escalated to our support team who will then assess the situation and come

to an amicable resolution based on the circumstances of the job. We have a dedicated support team that can fast track your query and resolve it.

If damages are sustained on the job, please note that full payment is still required, we will then provide you with the options of repair or initiating a claim. We will not initiate an insurance claim or provide reasonable compensation if the payment is not made in full.

Refusal to make payment may result in us having to store some items in our warehouse until full payment is made. Insurance and our 'no damage guarantee' will be void if full payment is not made on completion.

Upon completion of the move and prior to signing off on the job, we highly recommend that you do a walk-through of the property. Any perceived issues on the job, or damages will be photographed and recorded

by the crew and shared with our support staff. All damage must be highlighted prior to signing off.

By signing off on the job, you agree that the work has been completed successfully. Any issues or damages claimed after the crew have left the premises will be void as insurance does not take into account claims made 'after the fact' meaning that once we leave the premises, we are not liable for damages incurred.

Please note the following definitions:

Accidental Damage - damage to goods moved or scratches & dents to walls of any of the properties involved in the move.

Property & Public Liability Damage - serious property damage beyond scratches & dents or the injury or death of persons resulting from the move.

Basic, Premium and Elite - the three service levels offered by Instamove and displayed on our quotes and bookings.

We provide free accidental damage cover for all work that we perform to a maximum value of \$1,000 for customers purchasing our Premium service and \$5,000 for customers purchasing our Elite service. No accidental damage cover is offered for customers purchasing our Basic service. Instamove must be informed of damage prior to the team leaving the premises. We suggest a walk through of your property prior to completion to check for damage. We aim to process all claims under this guarantee within seven working days.

For approved claims you will have the option of:

Please note that the following EXCEPTIONS apply and are not covered under Accidental Damage:

With all of the above exceptions, we can still move the items at your own risk and will endeavour to minimise risk by taking relevant precautions such as the use of heavy duty blankets or shrink wrap padding to offer maximum protection.

All claims for Property and Public Liability damage will be referred to the Third Party Removalist who supplied the service. Upon notification of a Property & Public Liability Damage event, Instamove will promptly provide the client with the Third Party Removalist's ABN, direct contact details and our most recent copy of the Third Party Removalist's Certificate of Insurance. Instamove will instruct the Third Party Removalist to lodge a claim with their insurer. The client acknowledges that Instamove is not liable for any claim of Property & Public Liability damage.

Claims for Property and Public Liability damage may only be made against the Third Party Removalist if the

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customer purchased services at the Premium or Elite level (e.g. no claims may be made for services at the Basic level).

If you require full comprehensive removals insurance for your move, please contact Carts Insurance on 1300

880 253 or get an instant online quote. For any additional information, please visit www.removalsinsurance.com.au.

Page: Instamove - Careful, Experienced Removalists - Melbourne & Sydney

Instamove takes the stress out of your move with:

Instamove takes the stress out of your move with:

By using Instamove, you're guaranteed a great move. Simply book online or by phone and get competitive pricing, expert advice, active job management and instant access to our fleet of 25 trucks.

From one room apartment to a large family home, get professional, hand picked removalists at a time and date that suits you.

Moving to or from a country town or rural area? We regularly work within a four hour radius of Sydney &

Melbourne. Talk to us about your needs today.

We've got you covered with set arrival times, simple up front pricing, friendly move coordinators, storage

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options and more.

We understand how critical a smooth move is for your business. Talk to us about additional labour or overnight service options.

Not a “normal” move? Great, let us tailor a package to your needs. We’re here to help.

Got an urgent move? Call us now on 1300 988 114. We’ll get you moved (and at a great price!).

Excess rubbish? Why not begin your move with a quick run to your nearest tip. We’ll just add the tip fees to your job - simple!

Take it easy with professional packers. We’ll supply everything (boxes, bubble wrap etc). Talk to us today.

Make your move simple and get a great rate on your Gas & Electricity with our free utility connection service.

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Around the corner or across the country if you're starting or ending in Sydney or Melbourne, we're the safest & simplest way to get moved.

With quality removalists, expert oversight of every job and industry leading technology you really can have excellent service, flexibility and communication at highly competitive pricing.

Get a tailored estimate, confirmed availability and book your move in under five minutes completely online or speak with our friendly sales staff. It couldn't be easier!

Secure your move today then feel free to change dates or use our inventory tool to double check your move size as move day approaches. We'll work with you!

We easily beat the big brand movers like Grace or Kent on price, plus with our dedicated support office, backup fleet and industry leading technology, you're guaranteed a quality move every time.

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Don't take our word for it, check out our hundreds of five star reviews across Google, Facebook, Findamover and more.

No surprises in what you'll pay. Your quote lays out each line item in detail ahead of time with no sneaky billing for fuel, stair fees, out of hours work etc.

You're never alone with Instamove. Got questions? Like some helpful tips? Call our expert staff on 1300 988 114 anytime. We've moved thousands of homes, you're in safe hands.

Calculate the size of your move with our quick size estimator or by providing an inventory.

We'll instantly check availability across our removalist network and provide you with a competitive quote.

Secure your booking immediately and you're good to go.

All we need on your move day is property access and to be told where to place items in your new home.

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But if you're up for it, you're welcome to save money by helping with small items.

Got questions? Talk to an experienced removalist at any point and relax knowing our specialist

operations team will be monitoring your move throughout the day and just a phone call away should you need them.

Enjoy peace of mind with expert movers, simple pricing and flexibility if your needs change. All at a time that suits you.

Page: Local, Interstate, Office moves and more - we're here to help

Whatever moving service you need, we're ready to go.

Local moves are our specialty. Whether it's a small apartment or a large suburban home, you'll get professional, flexible and affordable service.

With regular runs along the most popular interstate routes. We offer stress free interstate moves at fantastic rates by utilising our network that spans Australia wide.

A well organised move is critical to keep your business running smoothly. Talk to us about tailoring a service to suit you including additional labour for a fast turnaround or overnight work to minimise disruption.

Need help with a special project? Perhaps it's moving goods around on one site or capable labour to help

setup for an event. We have a wide network of experienced staff ready to help.

Left stranded by another removalist? Need to move in a hurry? Call us today and we'll do everything we can

to fit you in - and you won't pay any extra.

Need to get rid of rubbish? Just add a tip run to your move and take the stress out of disposing of large items. It's simple, we just add the tip fee to your invoice.

Take the stress of our moving by engaging one of our professional packing teams. We'll supply all the boxes, bubble wrap etc and get you packed and ready to move in no time.

Short on time? Let us handle your utility connections. It's a free service and we'll get you a great rate on both gas and electricity services.

Page: Instamove

At Instamove, we're passionate about giving you, our customer, a simple, safe and streamlined way to move home.

After working for many years as traditional removalists, we realised it's often the smaller, single truck removalists who are the most capable removalists in our industry.

Unfortunately, many small removalists struggle to both perform moves and run their business. The result is burnout and high industry turnover.

In early 2022 we formed a collective of over 20 local Melbourne removalists and a dedicated technical team with the ambitious goal of changing the industry.

We've supported them with expert operational staff (former removalists) and built a best in class software platform that streamlines every aspect of move management including booking, job allocation, billing and

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support.

Broad capacity so you can move when you want to.

Change or cancel up to 2 hours prior with no penalty.

We only invite proven, capable removalists in our network (and remove any who underperform).

Our dedicated operations staff are just a call away before, during and after your move.

Low overheads and streamlined technology - please compare us to the brand name movers in our industry.

Book online or by phone, with services tailored to your needs.

Need to move?

Get your nights back. We handle the marketing, sales, operations and support for you.

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Work as much or as little as you'd like.

Enjoy being part of a team and know our staff will be on the phone to sort out any problems on the job.

Get a regular flow of work and earn a great income.

Automatic weekly payments.

Keen to grow? Many of our partners confidently grow their fleet on the back of consistent, well managed work.

You're an expert removalist?

Page: Become an Instamove Affiliate

Instamove is a rapidly growing home moving service. With thousands of moves under our belt and network of

30 professional, experienced removalists crews across Melbourne and Sydney, we're the easy choice for anyone looking to move.

As an Instamove affiliate you'll be paid 8% commission on every booking you refer, anywhere from \$30 to \$300 for local moves and up to \$1,000+ for interstate jobs.

As an Instamove affiliate you'll be paid 8% commission on every booking you refer, anywhere from \$30 to \$300 for local moves and up to \$1,000+ for interstate jobs.

Our moving services are first class, with an industry leading customer satisfaction score of 9.5 ("Net Promoter Score"). Plus, we consistently beat other established movers by 20%+ on price.

And, because everyone loves a great deal, anyone you send us will automatically save \$30 on their move.

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Just by taking a moment to add your affiliate link or discount code to your standard customer communications you'll be set for an ongoing income stream.

Not every customer books immediately, but you'll be paid even if the booking is delayed or completed

offline by our sales team. That's because we track clicks, cookies and your affiliate code in our system

anytime we capture a new lead.

Join us as an affiliate and begin earning commissions today.

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Page: Instamove Privacy Policy

Instamove Pty Ltd (ABN 46 657 660 065) – Effective 01 Mar 2022

The following document represents the privacy policy of
Instamove Pty Ltd (ABN 46 657 660 065)

Effective from 01 Mar 2022

We are committed to protecting the privacy of all personal information that we collect from you and to complying with our obligations under the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs).

We collect your personal information primarily to enable us to provide you with products or services. We may also use this information to promote or market related products or services to you.

"Personal information" is information or an opinion about an identified individual or an individual who is reasonably identifiable whether or not the information is correct and not whether it is recorded in a material form or not. The personal information that we collect includes:

We may store the personal information we collect from you in various forms, including through an electronic

record system. We will comply with the APPs and this Privacy Policy, in respect of your personal information

in whatever form that information is stored by us.

We will collect personal information directly from you when:

We will only use your personal information in accordance with the APPs set out in the Privacy Act. We will not sell your personal information to any third party for commercial purposes. We may use your personal information for the following purposes:

We will not use your personal information for direct marketing purposes unless you have been given an opportunity to opt out of receiving direct marketing communications or unless you have otherwise consented

to direct marketing. We will also ensure that you have the opportunity to “opt out” of receiving any further marketing material.

In providing our products or services, we may disclose your personal information to:

You can withdraw your consent to our disclosure of your personal information by advising us in writing at any time. We will not disclose your personal information to anyone, other than as set out in this policy, unless:

We may hold your personal information in a number of ways, including:

Where your personal information has been collected from our, or our service providers, they may also hold copies of your personal information. We may combine personal information we receive about you with other

information we hold about you. We will store your personal information in a secure environment where it is protected by a combination of physical and technological measures. We have taken all reasonable steps to carefully protect your data from loss, misuse, unauthorised access or disclosure, alteration or destruction.

You have a right to access your personal information. You may request details of your personal information by contacting our Privacy Officer at admin@instamove.com.au.

We will take reasonable steps to ensure your personal information is accurate, complete and up to date. If you believe that any personal information we hold about you is not accurate, complete or up to date, then please contact our Privacy Officer at admin@instamove.com.au.

We will take all reasonable steps to ensure your personal information is kept secure. We may enter into arrangements with third parties to store data, including personal information we collect, outside of Australia. We will take reasonable steps to ensure that the third parties do not breach the APPs. The steps we will take may include ensuring the third party is bound by privacy protection obligations which are the same (or substantially the same) as those which bind us and requiring that the third party have information security measures approved by us.

If you believe that we have interfered with your privacy in our handling of your personal information, you may contact or lodge a complaint with our Privacy Officer and, if not resolved to your satisfaction, with the Australian Privacy Commissioner.

For further information regarding this Privacy Policy, please contact our Privacy Officer at admin@instamove.com.au.

We may change this Privacy Policy from time to time. This Privacy Policy was last updated in Mar 2022.

Page: Work with Instamove - regular work or fill spare capacity

Are you an owner driver or small fleet operator? Looking for a steady flow of work or an easy way to fill spare capacity?

We're reaching out to owner-driver and removalist subcontractors across Sydney & Melbourne. We consistently win more work than our current network can service and we're inviting new partners to join our team.

Does this sound like you? Tell us about yourself

Work up to 7 days a week or just enough to compliment your existing work.

Our easy to use and navigate app makes managing the work simple.

Pay is at or above market rates.

Website: www.instamove.com.au

We pay every week.

Earn between \$3000-\$5000 per week on a small truck, and \$4000-\$6000 per week on a larger truck.

Interstate contractors earn \$6000+ per week.

We handle the marketing, sales, operations, financials, customer support and issues. All you need to do is focus on the job at hand.

Problems on a job? Our operations centre will be on the phone with the customer to work it out. Sick of working alone? Enjoy being part of a friendly & helpful team.

Ambitious to grow? Many of our operators have grown their fleet (some from 1 to 5 trucks) and you can too knowing you'll have a consistent flow of well paid, easy to manage work.

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Need help? Call 1300 988 114

