

Timos Removals - FAQ

TIMOS REMOVALS - FREQUENTLY ASKED QUESTIONS

=== PRICING & QUOTES ===

Q: How do you calculate the cost of a move?

A: Our pricing is based on time and materials with a minimum charge of 1.5 hours. We charge per minute from when we arrive at your pickup location until we finish at your drop-off location. This includes loading, travel time, and unloading. Same rates apply for weekdays, weekends, and public holidays.

Q: What's included in the base charge?

A: The base charge covers the minimum 1.5 hours of service, truck rental, fuel for local moves, and all our professional moving equipment (dollies, hydraulic lift, straps, blankets, bubble wrap, plastic wrapper, and assembly tools).

Q: Do you charge for travel time between locations?

A: Yes, travel time between your pickup and drop-off locations is included in the total time charged. We use the most efficient route to minimize this cost.

Q: Can I get a quote over the phone?

A: We can provide an estimated quote based on your description, but the most accurate pricing comes from our on-site assessment. Our per-minute rate with 1.5-hour minimum means you get transparent, fair pricing.

=== SERVICES ===

Q: What's the difference between one-person and two-person service?

A: One-person service includes one professional removalist and requires you to assist with lifting and moving. Two-person service includes two removalists who can handle everything independently. Two-person service is faster and safer for larger items.

Q: What size truck do you use?

A: We use medium-sized trucks with the following dimensions:

- Length: 4.2 meters
- Width: 2.1 meters
- Height: 2.0 meters

Our trucks are equipped with loading ramps, tie-downs, and protective materials.

Q: What tools and equipment do you provide?

A: We come fully equipped with professional moving tools:

- Dolly trolleys for heavy items and appliances
- Hydraulic lift for extremely heavy or awkward items

- Moving blankets to protect furniture from scratches
- Moving straps to secure items during transport
- Bubble wrap for fragile items protection
- Plastic wrapper to protect upholstery and prevent dirt
- Complete tool kit for furniture assembly and disassembly
- All necessary hardware and tools

All tools and equipment are included in our service at no additional charge.

Q: Can you move fragile or valuable items?

A: Yes, we have experience with fragile items. We use protective blankets and careful handling techniques. For extremely valuable items, please inform us beforehand so we can take extra precautions.

=== BOOKING & SCHEDULING ===

Q: How far in advance should I book?

A: We recommend booking at least 24-48 hours in advance, especially for weekends. For urgent moves, we often have same-day availability - just call to check.

Q: What are your operating hours?

A: Monday to Sunday: 6:00 AM - 6:00 PM

Public holidays: Same hours apply

Emergency moves: Contact for availability

Q: Do you work on public holidays?

A: Yes, we work on public holidays with the same rates as regular days. No premium charges for weekends or holidays.

Q: Can I reschedule my booking?

A: Yes, you can reschedule up to 24 hours before your booking time without penalty. Changes within 24 hours may incur a rescheduling fee.

=== PAYMENT & DEPOSITS ===

Q: When do I need to pay?

A: We require a 25% deposit to secure your booking. The remaining balance is due upon completion of the move.

Q: What payment methods do you accept?

A: We accept:

- Cash payments
- Bank transfers (direct deposit)

Note: Credit card payments are not available.

Q: What is your deposit policy?

A: 25% deposit required to confirm booking. Deposit refund is only available if cancelled 3+ days before scheduled move. Cancellations within 3 days result in forfeited deposit.

Q: What if the move takes longer than estimated?

A: You only pay for the actual time used with our 1.5-hour minimum. If the move is faster than estimated, you pay the minimum. If it takes longer, you pay for the additional time at the same per-minute rate.

=== PREPARATION & REQUIREMENTS ===

Q: What should I do to prepare for the move?

A: Pack all small items in boxes, disassemble furniture if possible, clear pathways at both locations, arrange parking for our truck, and be present during the entire move.

Q: Do you provide insurance?

A: We do not carry public liability insurance, but we take full responsibility for any damages caused during the move. All items are handled with utmost care by our experienced removalists.

Q: What if there are stairs or difficult access?

A: We can handle stairs and challenging access situations with our specialized equipment including hydraulic lifts and dollies. This may affect the time required and should be mentioned when booking.

Q: Can you store items temporarily?

A: We don't provide storage services, but we can recommend trusted storage facilities if you need temporary storage between moves.

=== AREAS SERVED ===

Q: Which areas do you service?

A: We are based in Laverton and primarily service Melbourne metropolitan area within reasonable distance from our base. We focus on providing excellent local service.

Q: Do you do interstate moves?

A: No, we do not provide interstate moving services. We specialize in local Melbourne moves to ensure quality service and competitive pricing.

=== CANCELLATION POLICY ===

Q: Can I cancel my booking?

A: Cancellations more than 3 days in advance receive a full deposit refund. Cancellations within 3 days forfeit the deposit. Same-day cancellations are not refunded.

Q: What if weather affects my move?

A: We operate in most weather conditions. In extreme weather (severe storms, flooding), we may need to reschedule for safety reasons at no penalty to you.

=== CONTACT INFORMATION ===

Business: Timos Removals

Phone: +61 412 882 145

WhatsApp: +61 466 502 512

Email: info@timosremovals.com.au

Address: 1/99 Old Geelong Road, Laverton, VIC 3028

Website: <https://timosremovals.com.au>

Business Hours: Monday to Sunday: 6:00 AM - 6:00 PM (including public holidays)

For urgent moves or after-hours inquiries, please send a WhatsApp message and we'll respond as soon as possible.

=== TIPS FOR A SMOOTH MOVE ===

1. Book early for better time slots
2. Pack efficiently in sturdy boxes
3. Label fragile items clearly
4. Take photos of valuable items before moving
5. Keep important documents with you
6. Arrange childcare if you have young children
7. Have refreshments available for the moving team
8. Do a final walkthrough before we leave

Thank you for choosing Timos Removals!