

Quick Move Removalists - FAQ

QUICK MOVE REMOVALISTS - FREQUENTLY ASKED QUESTIONS

=== PRICING & QUOTES ===

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

A: Our pricing is based on time and materials. 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. We also have a base charge that covers truck costs and initial setup.

Q: What's included in the base charge?

A: The base charge covers truck rental, fuel for local moves, basic moving equipment (dollies, straps, blankets), and the first 30 minutes of service time.

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 means you only pay for the actual time used.

=== 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 suitable for single items up to 2+ bedroom moves. Our trucks are equipped with loading ramps, tie-downs, and protective materials.

Q: Do you provide packing materials?

A: We bring basic protective materials like blankets and straps. If you need boxes, tape, or bubble wrap, please arrange these beforehand or let us know and we can provide them for an additional cost.

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 Friday: 6:00 AM - 6:00 PM, Saturday: 6:00 AM - 4:00 PM, Sunday: 8:00 AM - 2:00 PM

Q: Do you work on public holidays?

A: We have limited availability on public holidays with premium rates. Contact us to discuss your specific needs.

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, payable online. The remaining balance is due upon completion of the move and can be paid by cash or card.

Q: What payment methods do you accept?

A: We accept cash, credit cards, and debit cards. The deposit must be paid online via our secure payment system.

Q: What if the move takes longer than estimated?

A: You only pay for the actual time used. If the move is faster than estimated, you pay less. 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 carry public liability insurance. For valuable items, we recommend arranging your own contents insurance as our liability is limited to basic coverage.

Q: What if there are stairs or difficult access?

A: We can handle stairs and challenging access situations. This may affect the time required and should be mentioned when booking so we can prepare appropriate equipment.

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 primarily service Melbourne and surrounding suburbs within 50km of our base in Sunshine West. For moves outside this area, additional travel charges may apply.

Q: Do you do interstate moves?

A: We focus on local Melbourne moves. For interstate relocations, we can recommend specialized interstate moving companies.

=== CANCELLATION POLICY ===

Q: Can I cancel my booking?

A: Cancellations more than 48 hours in advance receive a full refund. Cancellations within 48 hours 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 ===

Phone: +61 473 164 581

WhatsApp: +61 411 851 098

Email: mike.thompson@quickmove.com.au

Address: 45 Industrial Drive, Sunshine West, VIC 3020

Business Hours: Monday-Friday: 6:00 AM - 6:00 PM, Saturday: 6:00 AM - 4:00 PM, Sunday: 8:00 AM - 2:00 PM

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 Quick Move Removalists!