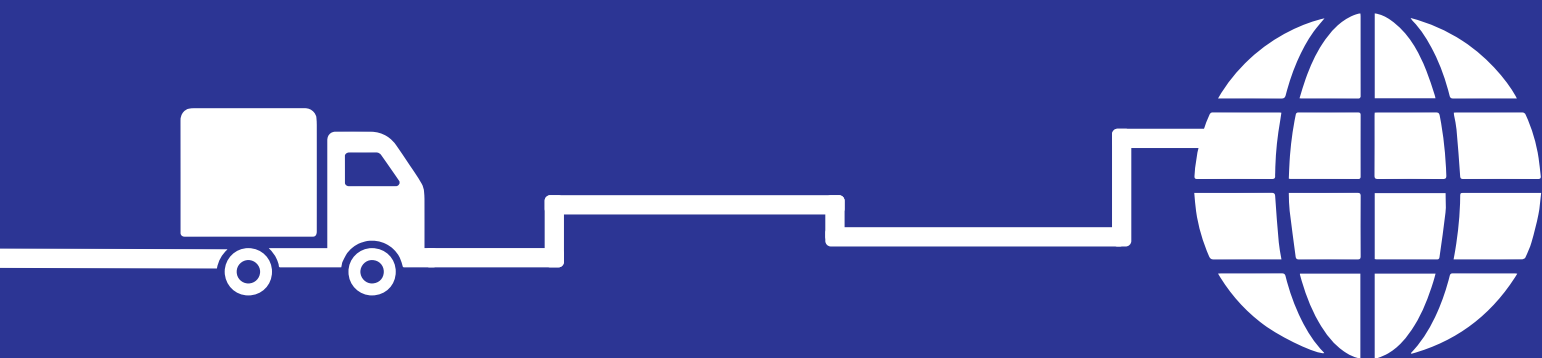


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RELOCATIONS

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PALMERS REMOVALISTS

International Moving Services



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Palmers

The right choice for your international move



Palmers Removalists International are fully accredited members of the AFRA (Australian Furniture Removers Association) Overseas Group, and all other major international organisations including FIDI and IAM and as such are fully bonded for all advance payments made by clients. Such membership status and qualification demands consistently high standards of service, operational methods and sound financial standing. This in itself gives you the customer the confidence that you are dealing with a market leader in international moving.

International moving has always been a speciality of Palmers Removalists International. Since Palmers began in 1981 we have tried to develop the best set of moving services available. Through comprehensive training, setting exacting standards and by partnering with the best overseas movers; Palmers believes we have a suitable service to match your needs.

Because we appreciate that every single move is different, Palmers take care to establish your exact removal needs and to provide a service that is personal to you in every detail. With our worldwide network of specialist moving agents, you can be sure that Palmers will provide the highest level of service and care through every step of your move.



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Complete range of specialist packaging



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Palmers

International expertise



By listening to you and suggesting options and additional beneficial services, Palmers feels confident that we can offer you a quality international move at a sensible and appropriate price that matches the specific job we have settled on with you.

Packing

Palmers offers a full packing service using the latest purpose made materials and traditional skills to ensure the safest possible journey for your belongings. Packing for overseas moving is a specialist skill and we have experienced and professional staff who will provide this service if required.

Staff are fully trained to the highest level in Palmers' own training facilities. So whether conducting a pre-move survey, packing your family heirlooms or your child's favourite toy, you can be sure that your move is in safe hands.

Pre-Move Survey

To provide the most appropriate moving package for you, Palmers will carry out a site survey of your property. This will allow us to meet you and talk through your move with you, where you are going and what type of moving service best suits your needs. It will also give you an opportunity to ask questions and to allay any concerns you might have about the move. Palmers has a large range of brochures and destination guides that are likely to include the country you are moving to, so please ask your Surveyor for further information.

There are numerous regulations and documentation to consider when moving overseas so it's important you fully disclose anything important that you think Palmers should be aware of. Your Palmers representative will be happy to talk through all technical details with you, such as transit times for your destination, importation requirements and appropriate documentation that will need to be submitted during the course of your move to the various customs bodies in the relevant countries.



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All wrapped up



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Customised services

We will create a detailed tailor-made move plan, outlining exactly what you need moving and whether the packing team need any special equipment or materials to move large or unusual items. We will take time to prepare a moving package that allows Palmers' team to have a full understanding of which of your goods needs packing and whether there are any particular items that require specialist packing or attention.

All small items are wrapped in paper then carefully placed in strong cartons. All furniture and larger items are wrapped in multi-layer packing materials. Card can be used for extra protection. Electrical goods, high value or unusual items can be further protected by specially made customised casing to provide that little bit of additional cushioning that is sometimes necessary. Once packed all items are marked with name, destination and inventory number. You will receive a copy of our inventory which will clearly display the goods that you have asked Palmers to move for you.



To make sure every single aspect of your move runs smoothly, take a look on our website www.palmersgroup.com.au for useful tips as well as our specialist International moving site www.palmersgroup.com.au. You can also consult our International Moving Guide at the end of this brochure; it's full of handy hints and a checklist of things you will need to do before and on the day.



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Sole use container



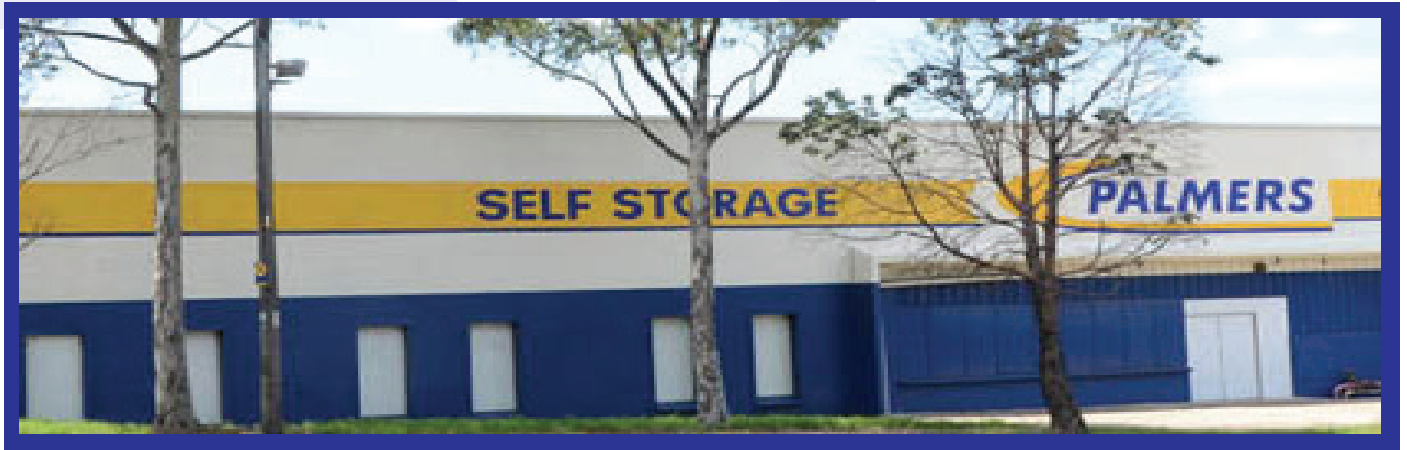
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What type of move suits you?



During the pre-move survey we will explain the different means of moving household goods around the world to you. Whether you have a small or large amount of goods to be shipped there are a variety of options open to you. The option you select will have a bearing on the cost and the time that it will take for your goods to arrive at their destination. With Palmers' 'door to door' service, we can provide a comprehensive collection and delivery service between most countries around the world. Our best of breed overseas partners can provide you with delivery from port to your new home as well as giving advice on your new surroundings that will help you settle in and familiarise yourself with the locality. Sole use containers will normally be packed outside your home, sealed and transported directly to the docks for shipment. Alternatively, if your move is smaller and therefore you do not require a full container, we can transfer your goods to one of our consolidation warehouses.

Here they will be stored safely until being loaded jointly with other goods being shipped to the same destination. Should you wish to move your car along with your household effects, Palmers are able to offer this in either your own sole use container or as part of a shared consignment. Items required urgently at the destination can be sent by air via Palmers' specialist air freight service. Palmers will pack these in to airline approved cartons or cases. For smaller consignments to remote destinations, your effects can be case packed for shared loading. Palmers will be happy to discuss our range of different services with you in order to match the best option to your needs. However, if you have any questions, or there is anything you are unsure of please do not hesitate to discuss this with our representative during our visit or call your local office. We are here to help!



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Pre or post shipment storage



Palmers Relocations can provide customers with storage either before you leave the Australia at one of our nationwide warehouses, or at your destination in one of our worldwide partners' facilities. This is a convenient, easy to use service to suit all customers' needs and allows delivery of your goods to fit in with your schedule. Storage arrangements can be made by speaking to a Palmers representative at your local office.



Additional services

As you are moving abroad, it's likely you might need advice and information on other services that will make your move easier and more efficient. Palmers Relocations has developed a range of partnerships with companies providing services such as Money Transfer, Banking, Pensions Transfer and Pet Transportation. As one of the premier international movers Palmers offer these services as an additional benefit. However, there is no obligation for customers to take up these services should you move with Palmers.

currencies direct

money without frontiers

Currencies Direct - When moving abroad or emigrating, the best money exchange rate is crucial to your financial future. That's why Palmers has developed a partnership with Currencies Direct to help our customers find a quick and easy solution.



Pet Air - Since there are occasionally issues that customers need to tackle when moving pets overseas, we suggest speaking to PetAir UK who are experts in this field. Palmers has carefully selected PetAir UK due to the wealth of experience and knowledge they have gained in helping move pets abroad for many years.

Other Services – Palmers Relocations has developed various other partner services that are specific to certain destinations such as Australia, New Zealand and the USA. To find out more speak to your Palmers representative or contact us via sales@palmersrelocations.com.au or call 1300 363 916



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Your Moving Guide Checklist

Three Months Before

- ☐ Arrange for a pre-move survey with Britannia
- ☐ Have a clear idea what you would to take with you
- ☐ Arrange for quote for the transportation of your family pet

Six Weeks Before

- ☐ Book move date with Britannia
- ☐ Agree moving plan with Britannia
- ☐ Make a list of items to be moved, which will need particular care
- ☐ Book pet transport carrier and confirm logistics
- ☐ Advise of new school addresses so that education records can be
- ☐ Doctor – de-register. If undergoing hospital treatment, notify a new doctor as soon as possible

Four Weeks Before

- ☐ Advise schools/Day-care centres of movement and obtain
- ☐ Cancel memberships including gym, library etc
- ☐ Arrange financial affairs; foreign exchange, pension transfers and bank accounts

Three Weeks Before

- ☐ Confirm childcare arrangements for moving day
- ☐ Plan the best way to look after pets on moving day and confirm
- ☐ Clear out unwanted belongings
- ☐ Start using up food from the freezer

Two Weeks Before

Contact service providers to arrange final accounts and meter

- ☐ Telecoms/digital/cable TV provider
- ☐ Electricity supplier
- ☐ Gas/Oil supplier
- ☐ Water Rates
- ☐ Local Council Taxes
- ☐ Credit card/store card or credit card protection companies
- ☐ TV Licence
- ☐ Notify all hire purchase/lease/standing orders or loans companies
- Notify plans of movement:-
- ☐ Dentist
- ☐ Optican
- ☐ Amend insurance cover on buildings, household contents, motor, life etc
- ☐ National Insurance
- ☐ Child Benefit
- ☐ Motor vehicle registration
- ☐ Driving Licence (DVLA)
- ☐ Pension company
- ☐ Redirection of mail through the Post Office to family or friends (visit your local Post Office for details)
- ☐ Send out change of address cards to friends, relatives, clubs and organisations
- ☐ Organise the disconnection and reconnection of domestic appliances: washing machine, cooker, dishwasher

Two Days Before

- ☐ Defrost the fridge and freezer
- ☐ Cancel any regular deliveries (milk, newspapers)



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The Day Before

- ☐ Check drawers and trunks/chests for any fragile items
- ☐ Place any liquids, oils and paints to be moved in sealed containers
- ☐ Take down curtains and blinds
- ☐ Put together a pile of 'do not remove' essentials: passports, tickets, itineraries, coats, handbags, snacks, cleaning materials
- ☐ Pack small valuables separately and leave with essentials pile e.g. jewellery, watches, money, bonds, coins, stamps etc
- ☐ Separate your airfreight consignment from your sea freight

The Big Day

- ☐ Confirm service meter readings and keep a spare copy of readings
- ☐ Switch off power and water supplies (if necessary)
- ☐ Lock all windows and doors
- ☐ Drop keys off with estate agent
- ☐ Exchange contact numbers and agree meeting time with
- ☐ Confirm you have provided all required documentation for your sea freight/airfreight consignment

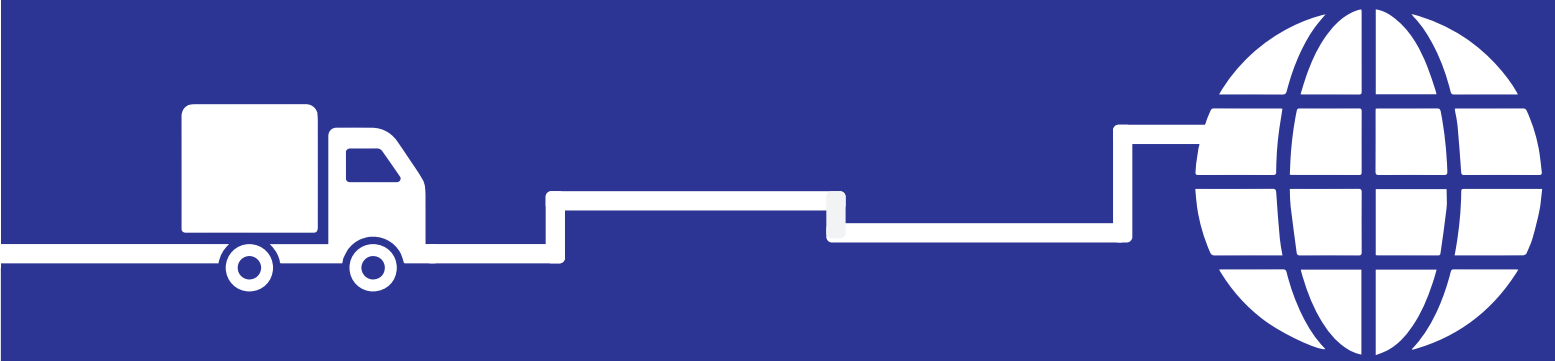


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