

YOUR RELOCATION GUIDE

As your moving day approaches, this guide will help you plan and prepare for the relocation ahead.

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MEET YOUR MOVING TEAM

1. YOUR MOVE COORDINATOR

- The primary contact during your move.
- Understand your requirements by meeting with you in your home.
- Guide you through the relocation process.
- Pre-plan your move, factoring your requirements and concerns.
- Assist you with the customs clearance processes.

2. YOUR CREW SUPERVISOR

- Manages the physical processes of your move.
- Communicates your specific packing instructions to the crew.

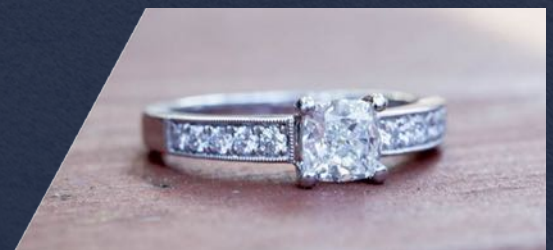
3. YOUR IMPORT COORDINATOR

- Point of contact at your destination.
 - Monitors customs clearance.
 - Arranges all delivery and unpacking dates
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KNOW YOUR RESTRICTIONS

We recommend carrying with you any items of importance, sentimental or financial value. Note that the items below are not covered for loss or damage:

- Jewellery
- Coin and stamp collections
- Medicine and drugs
- Precious stones
- Money and deeds
- Perishable items
- Watches
- Liquids and foodstuffs
- Data on any storage device



RESTRICTED ITEMS

- Ammunition
 - Fireworks
 - Flares
 - Aerosol cans
 - Scuba diving tanks
 - Fire extinguishers
 - Petrol and oil
 - Oxygen
 - Butane and propane
 - Charcoal, paint, varnish
 - Acids
 - Drain cleaner
 - Bleach
 - Batteries
 - Firearms of any time
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3 WEEKS BEFORE MOVING

- Please start segregating goods to take and leave behind.
 - Send out notification of a new address.
 - Please take care of your bills and investments.
 - Stop/transfer subscriptions.
 - Cancel insurance policies.
 - Arrange for transfer of bank accounts.
 - Check that your appliances will work in the new destination.
 - Enjoy your time and friends before you leave.
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ON THE MOVING DAY

- We walk through your home with you to itemize the items.
 - We conduct a pre-packing damage inspection of each item.
 - Please ensure that all floors, walls and any other areas are suitably protected before the moving process.
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IN TRANSIT

Once your shipment is loaded, we provide you with:

- Log in, to track each phase of your shipment.
- The contact details for your import coordinator.



AT THE DESTINATION

- Please ensure that all floors, walls and any other areas are suitably protected before the moving process.
- Our delivery crew will carefully unload all items at your home.
- Upon completion of unpacking and positioning, you will be asked to sign a delivery report.



Let us worry about the details, you please sit back and enjoy your journey.