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### Check the following points:

- Is the company a member of the Australian Furniture Removers Association?
- Does the company appear professional in all respects- appearance of staff, vehicles, commitment and service?
- Does the company motivate their entire staff to maintain a professional approach towards servicing customers?
- Do the removal staff wear neat and tidy uniforms?
- Are the facilities clean and well organised?
- Do they strive to add value to their service to you by offering extra advice and commitment?
- Do they give quotes to customers honestly and clearly?

- Have you spoken to someone who has used their service and are satisfied?
- Have you obtained a no obligation written quote, usually prepared after an in home survey of your belongings?
- Is all the paperwork you have been offered easy to understand and professionally prepared?
- Were you offered information about insurance when first asking for assistance?
- Are they able to deliver your goods on the day and to the destination you require?
- Ask if they use a sub contractor and if that contractor meets the same standards as the removalist you have selected.

**BEWARE:** When selecting a quotation, make sure you are comparing them equitably, that the same conditions are being offered for the same job and there are no hidden extras that could be applied on completion.



Australian  
Furniture  
Removers  
Association

**Get in contact!**

Call  
**1800 671 806**

or email  
**[admin@afra.com.au](mailto:admin@afra.com.au)**



Australian  
Furniture  
Removers  
Association

## Choosing a Removalist



One of the **top four causes of high stress levels** is moving house. This has been established by clinical surveys. The other three are a death in a family, divorce and losing a job. With this in mind, it is then essential you choose a removalist who is going to minimise this stress and provide you with a service where you are safely moved into your new premises.

It is also important to understand that furniture was never meant to be moved. On this basis it is unfair to expect there will be no damages along the way.

However, a good removalist will know how to minimise the risks and take due care and skill to make sure your property is delivered at the other house in the same condition in which it left.



### What to do first

When selecting a removalist it is important you do your homework.

- First you should ask people who have had a good experience moving, for a referral and some suggestions
- You should obtain a list of qualified removal companies from the Australian Furniture Removers Association - **FREECALL 1800 671 806**. They will provide a list of companies in your area

TO FIND OUT MORE go to  
[www.afra.com.au](http://www.afra.com.au)

## What to be wary of when selecting a removalist

- 1 Check if the company is a member of the Australian Furniture Removers Association. The application process to become a member of this Association is comprehensive and aims to accept only quality removalists who agree to abide by the AFRA Code of Conduct. Once an AFRA member, they are subject to regular auditing by the Association ensuring their quality of service is maintained.
- 2 Be wary of quotations far below others – the cheapest price is not always a guarantee of quality and service by the removalist. Ask yourself whether you are prepared to risk your precious possessions simply to save a few dollars by using a non-accredited removalist.
- 3 Be wary if the Company has no actual place of business, or there is a place of business but it appears unclean, disorganized and without staff.
- 4 Be wary if the removalist is unknown to you and you cannot get a recommendation from a satisfied customer.
- 5 Make sure the quotes you obtain are obligation free.
- 6 Ensure the paperwork is easy to understand and professionally printed. Beware of “Subject to increase” clauses or hidden charges – ask for more information.
- 7 Make sure the removalist is able to deliver your goods on the day and to the destination you require. Some companies may out source some services – make sure you are happy with the standard of that secondary supplier.
- 8 Ensure that you understand all the terms and conditions of your moving contract, the hourly rate, when the charge starts and finishes, how you are to be charged, and what special charges may apply.
- 9 Ensure the method for payment is agreeable to you, meets your needs and comes with clear instructions as to when payment is required.