

## HOW BEST TO PREPARE FOR YOUR MOVE



Moving abroad is a challenging prospect for anyone not least because of the numerous details of the move that have to be taken into account.

We offer a service which can help you with many of these. However, there are certain things that you must do before our packers arrive at your home.

This document will enable you to see what your responsibilities are and what we can do to help.

It is therefore important that you read the following information carefully.

Do not hesitate to contact us at any moment if you need further information or clarification.

## THE FOLLOWING ARE YOUR RESPONSIBILITY

### **ELECTRICAL APPLIANCES**

Refrigerators and freezers should be emptied and unplugged at least 24 hours before moving. Don't forget to verify that these appliances are compatible for use in the country you are moving to.

### **KEYS, REMOTE CONTROLS, ETC.**

These articles are often needed immediately after your arrival in your new home, which is why we have a special white KEYBOX which we use to store all items of this kind.

### **INFLAMMABLES & FIREWORKS ETC.**

We do not transport any inflammable liquids, fireworks, aerosol, sprays etc. because, regardless of your destination, they are prohibited by safety regulations concerning the transportation of dangerous substances.

### **WATER BEDS**

Water beds should be drained before transportation. We can provide you with the addresses of specialists who can either do this or advise you if you prefer to do it yourself.

### **MEDICINES**

All prescription medicines should be kept with you during the move.

### **FURNITURE**

Do not wax or polish wooden furniture before moving to avoid the small risk of damage by the protective covering.

### **NON-PERISHABLE FOOD**

Ask your Coordinator for information about non-perishable foods.

Our staff would not normally pack any opened packets of food or food left in refrigerators or freezers.

### **GARDEN TOOLS**

Garden tools, lawnmowers, snow clearers etc. should be drained of oil or petrol, and cleaned. This is to assure that no damage can occur to other furniture and that there is no risk of residual odours should there be leakage.

### **FILMS, FAMILY PHOTOS ETC**

We strongly recommend that you keep copies of family photos and films in a safe place to avoid the risk of loss or damage during the move.

### **SORTING & PRELIMINARY LABELLING**

Check your attic, basement and garage and sort out what needs to be packed and moved. If necessary, we can help you dispose of unwanted items. Please tell us if you have established a particular method of labelling items or boxes.

### **VALUABLE ITEMS & DOCUMENTS**

All valuable items such as jewellery, bank and insurance documents, money, credit cards, passports and all other valuable documents should be kept with you.

We recommend that you place all these items in a safe place during the removals operation to avoid their being accidentally packed and transported.

## PLEASE ALSO READ THE FOLLOWING ADVICE CAREFULLY

### **UNLOADING AND SETTLING IN TO YOUR NEW HOME**

We can set up a meeting at any moment with one of our specialists to help you settle into your new home. He will have all the necessary tools to hang mirrors and paintings, put up shelves, assemble new pieces of furniture etc.

### **PETS**

We can transport your pets.

Make sure your pet has had all the vaccines required by the veterinary authorities in your destination country. Contact your coordinator to ask for further information.

We would like to draw your attention to the CITES regulations (Convention on International Trade in Endangered Species of Wild Fauna and Flora.)

### **ARMS AND AMMUNITION**

All arms must meet the specific regulations of the country that they are imported to and must be declared at Customs. We can help you do this.

### **ALCOHOLIC DRINKS**

For moves within the EU, importing alcohol for personal consumption is permitted. For countries outside of the EU, all alcoholic beverages are either subject to tax and custom duties or forbidden. Ask your Coordinator should you need further advice. In the event that you have to leave wine in Switzerland, we can propose other solutions.

### **GARDIN FURNITURE AND TOYS**

Garden toys such as trampolines, see-saws, slides etc. should be dismantled before loading. This can take time if you no longer have the instruction manual or if the fixtures are rusty. Please do this before the removal. If you need help with this, please ask your Move Coordinator.

NB! These articles must be dry on the day of loading. Please store them in your garage or shed after dismantling.

### **PERISHABLE FOOD**

No food from the refrigerator or freezer will be taken and our staff is not responsible for disposing of such items.

### **HIGH VALUE ITEMS, ANTIQUES & ARTICLES PROTECTED BY CITES**

If you have antique furniture bought at auction or ivory statues that you intend to take with you, please inform your Move Coordinator so that he can check the import regulations of your destination country.

Please note that ivory and tortoiseshell objects are protected by CITES (Convention on International Trade in Endangered Species of Wild Fauna and Flora.)

### **WORKS OF ART & ANTIQUES**

Please inform us if you have any high value items and antiques so that we can ensure that they are appropriately packed and handled, and comprehensively insured.

### **PLANTS (ONLY APPLICABLE IF YOU ARE MOVING WITHIN THE UE)**

We will transport your plants but take no responsibility should they not survive the move. All outside plants and trees cannot normally be taken from one country to another. Please keep your Move Coordinator informed so that he can verify with your destination country if necessary. Please also take into account that it is difficult to protect plants from frost if moved during the winter months.

### **TAXES & CUSTOMS DUTIES**

For moves outside of the EU, specific customs rules and restrictions differ from country to country. We will provide you with customs documents and will respond to all enquiries regarding this subject.

### **MOTOR VEHICLES, BOATS, ... etc**

The transport of cars, motorbikes, boats etc. are not included in our quotation prices unless specified. Ask your Coordinator for further information and we will supply you with a separate quote.

