

REMOVALISTS

When planning to move your household goods, either within the Territory or Interstate, by using the services of a removalist, make sure you have a plan.

As reliable and careful as removalists may be, accidents do occur, such as rollovers, floods or goods lost in transit. If you have valuable items, heirlooms, stamp albums or so on which cannot be replaced, it may be wise to carry them with you when you travel.

A good plan includes

An Inventory – A full list of goods to be transported, including the number of boxes and their contents should be signed by both parties. Make sure you keep a signed copy.

If the removalist packs the goods for you, an inventory is still essential prior to packing. Some companies do not record what is in the boxes. Your list may be the only record of the goods to be transported.

A Quotation – It is a good idea to obtain a quote in writing. This should include the full costs of freighting the goods, the pick-up and delivery dates, and any costs of storage.

Any particular instructions should be outlined in the quotation and included in the price.

If you find you have more goods than initially quoted for at pick up, the quote will need to be adjusted. Make sure that this is also in writing.

Insurance – For your peace of mind and in case of loss or breakage, the goods should be insured.

There are a number of insurance companies that insure for this purpose. You do not have to use the same insurance company recommended by the removalist.

Read any insurance policy carefully and make sure that you are covered for everything you need, for example the cost of replacement of lost or damaged items.

Also, check the excess you have to pay in the event of a claim. The cheapest quote may not be the cheapest in the long run, if your needs are not covered.

Smaller Transport companies - are sometimes cheaper, but the goods are often offloaded 'down the track' to another carrier without your knowledge or approval.

Back loading – will sometimes mean a cheaper price, but beware – the goods are often kept in storage for a length of time before they are loaded for their destination.

Did you know – The Australian Furniture Removers Association (AFRA) is the organisation that sets professional standards and provides leadership in furniture removals and is the primary source of knowledge about the industry.

The Australian Furniture Removers Association, www.afra.com.au provides a moving guide kit to assist in planning your move, answers to the most frequently asked questions and provides a list of companies in each State and Territory who are members of the Association. You can contact them on 1800 671 806.

If you have any consumer issues with removalists, you can contact Consumer Affairs on 1800 019 319 or email us at consumer@nt.gov.au.