

On the move

Removals

Low cost local moving

*The **9** Biggest Mistakes People Make When Moving House*



www.1300onthemove.com.au or CALL 1300 66 84 36

1) Bad Timing and Poor Scheduling

Bad timing and poor scheduling is all a result of not being organised. We know that the success of our business is built around our excellent customer service with the result that our entire team focus on the needs of our customers as being of prime importance. We will work with you to clarify each and every stage of your removal in and around Brisbane, to ensure that your move stays on track. In the event that you are downsizing, or simply need a place away from your new location to store some of your possessions, we also offer affordable storage solutions. When it comes to the actual move, we not only take into account the distance and time of travel, but also any parking issues, to ensure you are given the right size truck and that sufficient time is allowed to keep to your schedule.



2) Hiring the wrong size truck

Some removalists operate a "*one size fits all*" service when it comes to their trucks. We, on the other hand, offer a choice of 3 different sized trucks to give you more choice whilst saving you money. For example, inner city moves to a flat or townhouse are best handled with a small truck that can be parked easier, whereas a move to a large house in the country is more cost effective when handled with our largest truck.



3) Poor quality trucks

Customers choosing to move with us can be rest assured that our trucks are all fully equipped with furniture pads, trolley and straps to ensure that your furniture and other possessions remain firmly in place and can't move across the truck or bump into other items, causing damage. We treat your possessions are carefully as if they were our own.



4) Hiring inexperienced or licensed removalists



If you've ever watched a couple of professional removalists navigate a sofa through a narrow doorway or up some stairs, and thought it looked easy (until you tried to do it yourself), you'll appreciate that it takes proper training to understand how to lift and manoeuvre bulky items through awkward openings. All of our removalist staff are fully qualified and have years of experience between them.

5) *Choosing a less than reputable moving company*

When choosing a reputable furniture removalist, it makes sense to pay attention to the experiences that other people have had. There are horror stories of companies not turning up on the day, vehicles breaking down, furniture being damaged and delicate objects being broken. Always read the testimonials on company websites and ask if you can contact any prior customers to learn of their experience. Here at On the Move Removals a high percentage of our business is from past clients and referrals, which speaks volumes as to the level of service that we offer.



6) Improper packing

You'll be surprised at just how long it takes to pack up your possessions, which is why we can deliver packing boxes direct to your door within 14 days of your booked removal date. This means that you can start packing things that you won't need during the forthcoming fortnight. We can supply any number of tea chests and boxes together with brown paper, bubble wrap and securing tape. We recommend that all delicate and breakable items be carefully wrapped in bubble wrap to prevent damage, placed in a box, and securely taped and labelled on the outside as being fragile.



7) Forgetting the insurance

As required by law we do have the necessary public liability and transit insurance. Unfortunately, many people mistakenly think that there is an insurance available to removalists which covers all of their clients needs, including accidental damage to their furniture or goods, but this is not the case. However, we are pleased to be able to offer in the price our "We break it, We fix it" guarantee which applies to all items which have been packed using preventative wrapping materials supplied by On the Move Removals. Please refer to the terms and conditions supporting this guarantee before starting your packing. We would recommend that for peace and mind, that our customers take out a separate breakage and handling insurance prior to their move.



**WE BREAK IT
WE FIX IT**

8) Not setting a budget

There are many removal companies who overprice as well as those that offer cheap prices and, unfortunately a service to match. Here at On The Move Removals we offer a variety of removal packages to suit our clients needs and, more importantly budget. Our jobs are priced at a minimum of 2 hours duration, after which they are charged in 15 minute increments, so should your relocation take 3 hours and 15 minutes, that's what you'll be charged for, not the full 4 hours as many other companies will do. Take into account three different sizes of truck to suit your needs, and you'll see that we offer a package designed to suit your budget, with no nasty surprises when it comes to paying the bill. It's not hard to see why in the CC Awards we have been voted No. 1 for value for money for 2006, 2007, 2009, 2010, 2012 service.



9) Good Looking

On a light hearted note, when it comes to good looks we can confidently say that our staff are some of the best looking guys in Brisbane. If you're after a toned physique, honed muscles and a winning smile, then our guys have it in abundance. Now if that's not a good reason to choose On the Move Removals!

We can't guarantee that no unforeseen circumstances will occur during your relocation, but we can do our best to make sure you avoid the most common moving mistakes whilst our friendly staff will put a smile on your face.

