



**MOVING  
HOME**

**WE CAN  
HELP**



**Telephone: 01269-594084**  
**www.WalesRemovals.co.uk**



**CARTERS**  
**REMOVALS & STORAGE**

**THE  
REMOVALS  
SPECIALISTS**



# STEP BY STEP

**We're With You  
Every Step of the Way**



**1**

## BOOK A FREE HOME SURVEY

We offer a choice of Home Visit Surveys, Online Video Surveys and DIY Inventory Surveys - the choice is yours. Simply contact us for a free quotation and we'll discuss what option meets your needs.

**2**

## QUOTATION & MOVE PLAN

We are house removal specialists and can move single items or full house contents. After conducting the move survey we will send you a detailed quotation and move plan for your upcoming move.

**3**

## ACCEPT QUOTE & BOOK US

Accept our quotation & any optional extras such as our packing service, storage, waivers, etc. (instructions and online links are in our quotation). We will book your preferred moving date and will guide you the whole way.

**4**

## PAY A DEPOSIT TO SECURE MOVING DATE

Check and confirm your moving date availability. Pay your deposit and you're now fully booked for us to move you on that date.

**5**

## LET US TAKE THE STRESS ON THE MOVING DAY

We understand the stress of moving so let us take the strain. We always provide a personal, professional service to our clients.

**6**

## RELAX AND ENJOY YOUR NEW HOME



Ammanford 01269-594084  
Carmarthen 01267-232244  
Swansea 01792-459596  
Llanelli 01554-746822  
Cardiff 02922-331836  
Brecon 01874-618230  
Milford Haven 01646-839043



# ABOUT US

*Established  
In the 1980s by  
Doug Carter we are  
still a family run business with  
Nick Carter now managing the  
company on a day to day basis.*



Our dedicated team is comprised of many long serving members of staff and at Carters Removals & Storage we really do understand the importance of a stress free move. We always do our best to go the extra mile for all of our customers, treating your belongings as if they were our own.

We understand that every move is as personal as the occupant of the home we're moving and we always aim to give a personal, professional service to our clients – guaranteed. We are house removal specialists and can move single items or full house contents. We can provide packing materials and a packing service if required and can help ease the pressure of moving home with our courteous professional service.



We are a highly reliable company and do our best to accommodate all our customers on the dates they request. Please don't hesitate to contact us if you need any further information and should you receive a more favourable quotation elsewhere we are always open to negotiation but we will never compromise on the quality of our work.

*Nick Carter*



**CALL US: 01269-594084**

**THE  
REMOVALS  
SPECIALISTS**

[www.WalesRemovals.co.uk](http://www.WalesRemovals.co.uk)



# CLIENT TESTIMONIALS



"We couldn't recommend Carters highly enough. They recently moved us from the Swansea Valley to Cardiff and it was a pretty big job. They were brilliant. Nothing was too much trouble. They were helpful, hard working, reliable and all round lovely people. Made our moving day very stress free."



"From the initial phone call, and a house visit from Nick, the entire move was completed without any issues. The three lads that turned up were brilliant, actually made moving house an enjoyable and stress free experience. Having spoken to several removal companies, Carters was by far the most reasonable and accommodating.

Thank you very much for all your help and great work. Would definitely recommend Carters."



"What can I say? Carters were absolutely brilliant. I genuinely cannot praise them enough. They were punctual, courteous, considerate and professional. The team that moved us were some of the hardest working people that I have ever met. They worked until 8 in the evening without a single complaint. I would 100% recommend Carters."



"Superb service from Nick and the boys, nothing was too much trouble - everything was treated with great care - throughout the move. We have moved about 10 times over the years and this last move was due to retirement and I was dreading the move - but I shouldn't have Carters ensured it was the best removal for us ever."



"We had Carters move and store our furniture for 5 months until our new house was ready. We can't thank Nick and his staff enough they were fantastic from start to finish. We would recommend Carters to anyone that is planning a move, a great friendly family run business!! Big thanks for making our move stress free."



"The total commitment from Nick and his crew was unbelievable! If there is a better removal company in West Wales I would like to see it. Competitively priced, timely, polite and very careful with all your furniture. We can thoroughly recommend Carters Removals to anyone. You would be mad not to use them!"



"Just had Carters move us. They were considerate, friendly & helpful. Nothing was too much trouble from planning to completing the move. An excellent service from everyone involved!"



"Carter's did an excellent job today of moving me from Cross Hands to Risca. The staff were friendly and helpful and made the job look easy. They were professional and efficient and I would highly recommend them."

# RELOCATION FAQ'S



## Frequently Asked Questions

- Packing materials can be supplied and delivered by us at extremely competitive prices.
- Full or Part Packing service available close to the date of your move if required.
- Returnable cardboard wardrobes provided on the day of your move.
- All furniture is protected on our vehicles by our furniture blankets.
- Floor coverings provided to protect your carpets and flooring, and carpets are rolled and taped where agreed.
- We will dismantle and reassemble beds and wardrobes if agreed (chargeable).
- Chests of drawers and blanket boxes may be left full if strong enough.
- If you mark items as Lounge/Bedroom/Kitchen/etc. we will place accordingly in those rooms.
- Large pictures and mirrors can be taken down by our staff if agreed.
- Please turn off and defrost Fridge Freezers prior to moving day. Do not turn back on for 12 hours after move for refrigerant gases to settle.
- We are able to carry garden pots and flowers, although we are unable to store them
- We will disconnect and reconnect white goods if agreed and where permissible.

### IMPORTANT



WE CANNOT MOVE PAINT,  
GAS BOTTLES OR ANY  
INFLAMMABLE  
MATERIALS ON OUR  
VEHICLES.

## OUR VEHICLES

- We operate a fleet of vehicles to suit all removals
- We hold a Goods Vehicle Operators Licence
- We are Road Haulage Association members
- Our vehicles are maintained to Department Of Transport Standards
- All our vehicles operate to LGV Working Time Directive



*Please remember it is your responsibility to make us aware of any access problems to your property for HGV vehicles—suitable terrain, parking permits, low bridge, narrow access, etc.*



ATIONWIDE REMOVALS

[www.WalesRemovals.co.uk](http://www.WalesRemovals.co.uk)





# PACKING TIPS

1

## PACKING BOX ASSEMBLY TIPS

1. Identify the bottom of the packing box.
2. Fold two opposite flaps inwards.
3. Fold the remaining two opposite flaps inwards.
4. Seal along the joint and at least six inches down the sides with packing tape.
5. For additional removal box strength, seal the box seams in an H pattern with packing tape.
6. Do not stretch the tape as this will weaken the tape and cause it to peel away from the removal boxes.
7. Do not interlock the flaps as this will weaken the removal box.
8. Once packed, fold two smaller opposite flaps inwards, fold the two remaining larger opposite flaps inwards and seal the joint across the top of the removal box with packing tape.
9. Mark boxes for your recognition, destination at your new home, un-packing priority, contents and your name and removal box number if going into storage.
10. Do not overfill boxes or leave items protruding from the top, as this will make them harder to handle and increase the risk of damage to contents and other items.
11. Do not make removal boxes too heavy (you may need to move them yourself once the removal men have gone).
12. Packing boxes with breakable contents should be clearly marked "FRAGILE".

**Rule of thumb:** "The heavier the item, the smaller the box it should be packed in".



### Use Modular Boxes

Always use removal boxes that have been specifically designed for domestic house removals, moving, shipping and storage.

Packing boxes and removal boxes should be modular (stackable), so that when loading a removal vehicle or storage unit they can be built up together, just like using building blocks, which minimises wasted space, enhances box strength and makes handling easier, safer and more efficient.

### Small Packing Box

Small packing boxes should be used for packing smaller heavier items such as tinned food, books and also delicate items and electrical items.

### Medium Packing Box

Medium packing boxes should be used to pack general house items such as pots, pans, kitchenware and ornaments.

**Large Packing Box** Large packing boxes should be used to pack larger yet lighter items of general household goods such as lamps, lampshades, kitchenware, soft furnishings, toys etc.

### Wardrobe Boxes

Assemble the wardrobe box and insert the hanging rail supplied, hang the contents of your wardrobe and seal the wardrobe box with packing tape when full. Wardrobe boxes are excellent to use as temporary wardrobes if you have moved from a house with built in wardrobes to a house without built in or free standing wardrobes.



# PACKING TIPS

2



## MOVING APPLIANCES

### Fridges and Freezers

A few weeks prior to your removal you should try to dwindle any freezer stocks, defrost and drain the day before your removal. Wrap with bubble wrap to protect against knocks and scratches during handling, moving and storage.

### Cookers and Fires

Disconnect gas and electric cookers and replace fittings with appropriate plugs and caps, seal hoses to the appliance with zip ties.

### Washing Machines and Dishwashers

Un-plumb and drain the day prior to your removal, your removal company will be able to do this for you if you wish. Wrap the items with bubble wrap to prevent damage during handling and moving.

### Irons, Fryers, Tea/Coffee Makers

Empty, drain and dry out prior to your removal day and pack into removal boxes.

### The Kettle

Do not pack the kettle, cups etc., as removal men often work a lot more efficiently when supplied with tea & coffee at regular intervals. Use a box to pack these items last and unpack them first.

## HOME FURNISHINGS

### Carpets

Tacks should be removed and the carpet then rolled up, try to avoid bending the carpet as this will make it more difficult to relay, secure roll ends with packing tape. Advise your removal company if you are taking any or all of the carpets.

### Wall Hangings

Mirrors and pictures should be taken off the wall and wrapped in bubble wrap or removal transit blankets and packed into removal box. Our mirror and picture boxes are an excellent way of packing pictures and mirrors to create a sturdy transportable package. Clocks should be wrapped in bubble wrap.

### Fuel Filled Items

These should be emptied prior to your removal and packed separately and marked with caution, many removal companies are not allowed to carry such goods due to insurance clauses, these may include paint, petrol canisters, gas bottles (full or empty) garden chemicals or anything flammable. These items should be packed into a removal box and may need to be carried separately.

## MOVING FURNITURE

### Wardrobes

The contents of free standing and built in wardrobes such as suits, dresses, shirts and blouses should be packed into wardrobe boxes or folded and packed in linen boxes. Alternatively, take 5 or 6 items on hangers, cover with a bin liner with the hooks poking through the bottom of the plastic liner and secure the hanger hooks with packing tape or zip ties to form a manageable bundle of hanging garments.

### Bedding

Linen, blankets, pillows and bedding should be packed into bedding sacks and linen boxes.

### Hi-Fi, DVD & Computers

The drawers should be empty of all disks, as when re-started, they may jam. Record players should have the turntable and playing arm secured. Wrap the item with bubble wrap to prevent damage.

### Lamp Shades

Once removed from their fittings they should be packed as breakables into packing boxes, plastic liners can be used for ordinary shades.

## UNNECESSARY PACKING

It is not necessary to unpack chests of drawers or ottomans if contents are not breakable or heavy e.g. books. Secure drawers with handy wrap or removal van ties prior to removal to avoid damage to drawers and doors or walls and door frames during handling and movement. (however, some specialist removal company insurances may void the goods in transit cover if drawers etc. are still full, you should clarify this with your chosen remover).

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# PACKING SERVICE



## SELF PACK *with our boxes*

This is when the customer packs their contents themselves, but we will provide you, & deliver to you, all the necessary packaging materials well in advance of the upcoming removal. Please note the more time you have to pack the less stressful you will find it. Our boxes are perfectly suited for the job.



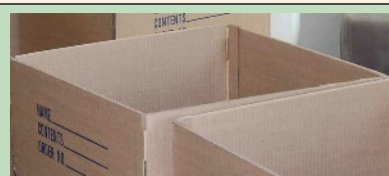
## SELF PACK *with your own boxes*

This is when the customer pack the belongings of your house yourself, with your own boxes. Please note we strongly recommend you use appropriate packing materials, e.g. modular boxes, double ply cardboard boxes. Also, remember not to pack the boxes too heavy and comply with the health & safety manual handling.



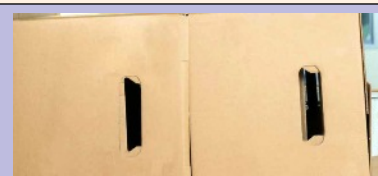
## FULL PACKING SERVICE

Carters Removals are able to offer a 1st class packing service and we will take care of packing everything for you before your moving day. Let us take all the stress away and pack all your effects, large and small, labelling all the boxes so they go to the appropriate rooms for you to unpack yourselves once you move in.



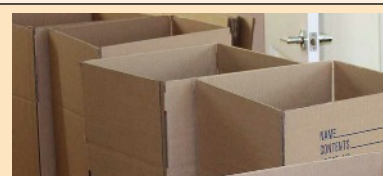
## PART PACKING SERVICE

Part packing is when you do some of the packing yourself, and leave the rest to us. This packing service is ideal for when you may want to pack some personal effects or sort some things out before the actual move and leave everything else for us to sort out.



## FRAGILE PACKING ONLY

We are experienced in taking care of fragile items and will treat them as if they were our own. . This service is when you are confident to pack the non breakable items yourself, and we will pack the remaining fragile items such as, china, kitchen, tea sets, art work. etc .



## FULL PACKING & UNPACKING

This is where you sit back and leave our highly trained members of staff professionally pack your possessions before the move & then carefully unpack all your effects once we move you to your new home. We will also take care of the removal off all packaging materials after use.

[www.WalesRemovals.co.uk](http://www.WalesRemovals.co.uk)







# PACKING MATERIALS



## Top Quality Packing Materials

Our supplies include a range of sturdy boxes, bubble wrap, packing tape, sofa covers, packing paper, and more.

**Premium Quality:** Our cardboard boxes are made from the highest-quality materials to ensure durability and reliability. You can trust them to keep your belongings safe during the move.

**Various Sizes:** We offer a wide range of box sizes to accommodate all your items, from small items to larger appliances. No matter what you're packing, we have the right-sized box for you.

**Environmentally Friendly:** We care about the environment. Our boxes are eco-friendly and recyclable, so you can feel good about your choice while minimising waste.

**Friendly Customer Service:** Our dedicated team is here to assist you every step of the way. Have questions or need advice on packing? We're just a phone call away!

Carters Removals can provide top quality packing materials to ensure your items stay safe and secure during the move.

Contact us today for a free, no-obligation quote for packing materials, tailored to your specific needs and budget. With our high-quality packing materials and expert team, your move will be a success from start to finish.

Don't settle for flimsy boxes that may put your cherished belongings at risk.



Choose Carters Removals for sturdy cardboard boxes made by 'Bulldog'.

CONTACT US FOR MORE DETAILS



# SMOOTH MOVES

1

## THINGS TO DO

### 2-4 weeks before your move

- **Packing** ~ If you are planning on doing this yourself, begin at least two weeks before your move. Label boxes with the details of their contents and the room in which they are to be placed at the new address. Pack heavy objects with the lighter ones: do not overstrain boxes or backs. Sort out rubbish. Sell unused items, or give them away.
- **Car** ~ get it serviced, particularly if you are going on a long journey.
- **Bank** ~ Notify your bank of your change of address and consider transferring your account to a branch nearer to your home. Don't forget any items that are retained by the bank for safe keeping.
- **Credit/Store Cards** ~ Fill in the change of address section of your statement when returning it with your payment and also notify any card protection insurers that you may have.
- **Standing Orders** ~ Give your new address to companies with which you have a hire purchase agreement or a loan.
- **Schools** ~ Notify your child's school of their leaving date and advise new school as soon as possible.
- **Inland Revenue** ~ Notify your local tax office quoting your reference number.
- **Premium Bonds** ~ Write to the Bonds and Stock Office quoting your bond number (form available from the Post Office)
- **National Insurance/DWP Benefits** ~ Write to your local DSS office, giving your full name, date of birth, and full National Insurance number.
- **Pension** ~ Advise your local Post Office or private scheme of your change of address.
- **Insurances** ~ Notify your broker or individual insurance companies: motor, household contents, life and other insurances.
- **Driving Licence** ~ Complete section 1 on your licence and return it to DVLC, Swansea, SA99 1BN.
- **Stocks and Shares** ~ Notify your stock broker or each individual Company Registrar.
- **Landlord/Tenant** ~ Give appropriate notice to quit or advise tenants of any change of landlord.
- **Doctor/Dentist/Optician** ~ De-register if you are moving away and research alternatives nearer to your new address. Liaise with hospital if undergoing regular treatment.
- **Post Office** ~ The Post Office prefers at least seven days notice for the redirection of your mail. This can only be done over the counter at the Post Office.
- **TV Licence** ~ Contact TV Licensing in order to transfer your licence to your new address, by calling 0870 242 3349 or visiting [www.tvlicensing.co.uk/moving](http://www.tvlicensing.co.uk/moving).
- **TV Rental** ~ Sets can normally be taken to your new address when renting from a large company and your records will be transferred to their nearest branch.
- **BUPA/Private medical** ~ Advise change of address and /or research new schemes.
- **Subscriptions** ~ Notify all organisations/clubs/charities to which you subscribe of your new address.
- **Printers** ~ If required, arrange for the printing of change of address cards, with your new postcode.
- **Hotels** ~ If you need hotel accommodation during the removal, book your hotel well in advance, especially if the move occurs during the summer months.
- **Carpets/Curtains** ~ If you are ordering these new, confirm the correct delivery dates.
- **Telecommunication/Mobile Phone Providers** ~ Contact providers including Internet account and advise your change of address and the date from which you wish your new number to operate. Give at least two weeks notice.
- **Council tax** ~ Notify relevant authorities in both your current area and the area to which you are moving.
- **Motor Vehicle Licence** ~ Send the appropriate section of your Vehicle Registration Document to the Vehicle Licensing Centre, Swansea, SA99 1AB.
- **Pets** ~ Make arrangements to book pets into kennels/cattery etc. or for friends/relatives to look after them during the move. Arrange for the transfer of your pet's records to the new vet.

2

# SMOOTH MOVES

## THINGS TO DO



### 1 week before your move

- **Electricity** ~ Contact your existing company and advise your new one of when you are to move into your new home. Give at least a 48 hours notice.
- **Gas** ~ The gas market is now open to competition and you can choose your supplier. Whoever you are with you need to notify your supplier as soon as you know your moving date.
- **Water** ~ At least 48 hours notice is required by both your existing and your new authority to arrange for disconnection and re-connection of your supply.
- **Items on Loan** ~ Return borrowed items to your friends and neighbours.
- **Milk/Papers** ~ Settle outstanding accounts and cancel future deliveries.
- **Dry Cleaning** ~ Collect all remaining items.
- **Children** ~ If possible arrange childcare on removal day.

### 3 days before your move

- Pack a bag with a change of clothes and essential toiletries. Include a survival kit for the other end: light bulbs, toilet rolls, candles, screwdriver and pliers, matches, paper towels, cash and a note of important telephone numbers. Put this box in the boot of your car.
- Do last minute laundry. If you plan to store for an extended period, keep back clothes for the opposite season.
- Ensure that the keys for your new home are going to be available.

### 2 days before your move

- Empty, defrost and dry out your fridge/freezer if you are planning to store for any period of time. Food stuffs cannot be moved into storage.
- If we have quoted to move your freezer with contents (over a short distance), place the contents in polythene bags so that they can be lifted out quickly to facilitate the movement of the freezer.
- Make sure any packets, bottles or jars are sealed with tape to prevent spillage.
- Pack valuables, documents and put in a safe place.
- Resolve parking problems. Sort out lift access if you live in flats.

### 1 day before your move

- Arrange for refreshments for the next day, bearing in mind that your cooker may be disconnected.
- Moving is hungry work, so pack a carton of tea and coffee, UHT milk, juice cartons, biscuits, fruit, cheese, and something easy and filling like Cornish pasties.
- Also include plates, cups, serviettes, cutlery and sharp knife.
- Don't forget the kettle, a saucepan and a frying pan.
- Pack essentials to take with you separately e.g. chargers, ipads, wifi router, remote controls, etc.
- Plan the evening meal for move day. It may be easier to eat out.
- Prepare plants for travel.
- Get a good night's sleep.

### Moving day

- Make sure you have the keys to your new property so that the removals company have full and complete access to your new house.
- Settle the children with their carer. If they are staying with you, organise a room with their toys and a few treats. Older children may want specific tasks, like packing their own personal box.
- The team leader will introduce himself and his crew to you. Show the team leader around the house.
- Keep the kettle boiling and the biscuits flowing so that everyone is refreshed.
- Strip the beds. Keep the linen in a box that travels with you so you can pull it out for the first night.
- Once the van is loaded, walk around the house with the team leader to ensure all items to be moved have been placed in the vehicle.
- Write down the electricity, water and gas meter readings to inform the utility companies.
- At your new home everything is unloaded and placed in the appropriate rooms and if quoted for, unpacked and unwrapped by the moving team.
- Once you are satisfied that everything has been delivered and positioned in appropriate places, you will be asked to acknowledge this by signing the team leader's delivery sheet, writing any comments you may wish to make.



www.WalesRemovals.co.uk



# WHO TO NOTIFY

When you're moving house, it's important to inform the relevant people of your departure. Use our handy checklist to ensure no-one is forgotten.



## Motoring

- DVLA
- Breakdown recovery
- Vehicle registration
- Vehicle insurance

## Services & Utilities

- Water
- Gas
- Electricity
- Telephone
- Post office
- Cable/Satellite
- Internet Provider
- TV/video rental
- TV licensing

## Financial

- Banks
- Building societies
- Credit card companies
- Council tax department
- Premium bonds
- Your employer
- Insurance companies
- Pension companies
- Inland revenue
- Social security
- Solicitor

## Health

- Doctor
- Dentist
- Optician

## Others

- Friends & relatives
- Subscriptions
- Milk delivery
- Newsagent
- Sports club
- Library
- Schools/colleges

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# CONTAINERISED STORAGE



## SHORT TERM STORAGE

Short Term Storage could be for a few days whilst your house sale goes through or a few weeks to enable you to carry out essential repairs on your property. Contact us for a free quotation.

## LONG TERM STORAGE

We specialise in Long Term Storage, taking care of your possessions in our secure warehouse facility. Contact us for a free quotation if you need to store items on a monthly basis or longer.

**We can store single item or full household contents for short and long term rental periods.**

We have large modern warehouse facilities and are able to meet all your storage requirements at very reasonable rates.

Containerised and free standing storage facilities.

- Dry Secure Warehousing
- Single Items or Whole House
- Containerised Storage
- Full Inventory Taken
- Full or Part Contents
- Free Standing Storage
- Comprehensive Insurance
- House Clearance

Storage accounts are rendered monthly in advance for payment, with necessary adjustments being made on the final account when your items are removed from storage.

*Please note: Storage is calculated weekly and is charged every month by number of 7 day weeks (or part thereof) in that month.*

*Therefore your storage invoices may be for 4 or 5 week months.*



[www.WalesRemovals.co.uk](http://www.WalesRemovals.co.uk)

# SPECIALIST REMOVALS



## SPECIALISED ITEMS

We have the equipment and experienced manpower to move larger and more specialised items such as safes, hot-tubs, pianos etc.

- Safes • Statues
- Pianos • Hot Tubs
- Machinery • Equipment



## BUSINESS MOVES

### Office and Industrial Removals

We have extensive experience of moving businesses and understand how important it is to ensure a smooth and quick service.

Whether it's the complete relocation of your business to another area in the UK or simply moving office furniture and equipment within the building – we are on hand to accomplish the task with minimum disruption to your staff and customers.



We can handle your most valuable and challenging items with utmost care and precision

#### Safes:

Our team of highly trained professionals understand the importance of securing your most valuable possessions. We have the specialised equipment and expertise to transport safes of all sizes, ensuring they reach their new location safely and securely.

#### Statues:

Art is priceless, and we treat your sculptures and statues with the same reverence. Our meticulous handling techniques and custom packaging ensure that your artistic treasures arrive in perfect condition, whether they're antique or contemporary masterpieces.

#### Pianos:

Pianos are delicate instruments that require special attention during a move. Our experienced piano movers have the skills and equipment to transport grand pianos, baby grands, uprights, and more, safeguarding their musical quality.

#### Hot Tubs:

Hot tubs bring relaxation and joy to your life. We take the hassle out of moving these hefty delights, employing state-of-the-art equipment and proven methods to ensure a smooth transition to your new oasis.

# EUROPEAN REMOVALS



## Are you planning a move across Europe?

Look no further! Carters Removals is your premier choice for seamless and stress-free removals, connecting you to every corner of the continent. Our expert team is here to make your international move a breeze, when you're relocating your home abroad.

### Home Removals:

Moving your household across borders has never been easier! We understand the unique challenges of European removals. We provide comprehensive services, including packing, loading, transportation, and unloading. Our experienced professionals handle your belongings with the utmost care, ensuring they arrive at your new destination safe and sound.

### Packing Services:

Save time and energy with our expert packing services. Our skilled team will securely pack your items, utilising top-quality materials to protect your valuables during transit. We understand the importance of proper packaging to prevent damage, and we're committed to delivering your items in perfect condition.

### Modern Fleet & Logistics:

Our fleet of modern, well-maintained vehicles is equipped to handle moves of all sizes. We use state-of-the-art logistics technology to ensure efficient and timely deliveries across Europe. Rest assured, your possessions are in safe hands when you choose us.

### European Removals:

Carters Removals provide removal services to and from the UK, connecting you to all European destinations. Whether you're heading to the sun-soaked shores of Spain, the historic cities of France, or the scenic landscapes of Germany, we've got you covered.

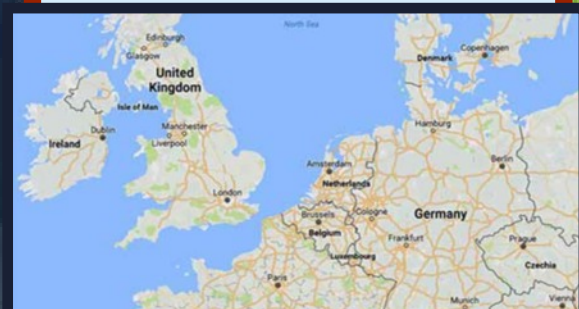


## INTERNATIONAL REMOVALS

We can help and advise you whether you're moving to Europe or worldwide.

## Your Trusted Partner for Stress-Free European Removals!

We also specialise in 'Export Packing' if you're emigrating further afield.





# WhatsApp

## WhatsApp SURVEY

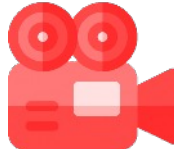
In order for us to provide you with a removal Quotation, please send us some information on your upcoming move and pictures via WhatsApp



### Picture/Video Quotation



TAKE  
PHOTOS  
OR  
VIDEO



OR A COMBINATION OF BOTH

**Get a tailored moving experience right from the comfort of your home!**

**Step 1:** Take some photos or video of your home. You can take multiple photos or videos of a room if you wish, showing as much of the furniture as you can.

- Show your entire home, including outside at the front door and rear doors including garden areas.
- Open closets, cabinets, and any storage areas where items will be moved from.
- Highlight any items that require special handling or are of particular value including heavy or oversized items.
- Show us any access challenges, like stairs or elevators including doorways, hallways, and any potential obstacles.

**Step 2:** Send the pictures or video to us on WhatsApp and then sit back and relax while we provide you with a FREE No-Obligation Quotation

### Scan this QR CODE

to connect to our business page on WhatsApp



**WhatsApp Contact Number:  
07807 862 829 (Nick Carter)**

### Quotation Details:

If we don't already have a quotation request from you we also need the following details— alternatively you can use our online quotation form to send us this information at : [www.walesremovals.co.uk/free-quotation](http://www.walesremovals.co.uk/free-quotation)

- Full Name & Mobile Telephone Number
- Email Address
- Collection address (Where you are moving FROM)
- Type and Size of Property FROM (e.g. terraced / 2 bedrooms etc.)
- Delivery Address (Where you are moving TO)
- Type and Size of Property TO (e.g. semi detached / 3 bedrooms etc.)
- Date of Move (and whether this is confirmed or provisional)





# VIRTUAL SURVEYS

**Book a Video Survey to get a free quotation for your house move with Carters Removals**

**We can conduct a survey of your property quickly and easy, using your mobile phone, tablet, or ipad, etc.**

We can establish an inventory of your items, room by room. We can also calculate their size and weight, as well as determining access to the property to ensure the most suitable vehicle is used on the day of your move.

## **What is a virtual survey?**

A virtual survey is a face to face video call though a smartphone or tablet device – this will show us the contents and layout of your home to enable us to give you an accurate quotation for your move.

## **What are the benefits in doing a virtual survey?**

There are several benefits in doing a Video Survey – the main being that you the customer can do a survey in the comfort of your home wherever you are in the U.K.

There is no need for a representative to call at your home and it's environmentally friendly.

## **What devices do I need to do a video call?**

You will need a Smartphone (Android or Apple) with a camera function or a Tablet device with a camera function. We will explain how it works prior to setting up the video call with you.

## **How does it work?**

You may have to download an Application (App) on your Phone/Tablet in order for us to do the survey. This will depend on whether we use Google Meetings, Whatsapp, etc. You will have to show us via your camera the items in your property that have to be moved.

## **How much does a virtual survey cost?**

Virtual survey's are completely free to the customer, we are always here to answer any questions you may have.

## **What do you need to see?**

We need to see as much as possible for to do our calculations. Start on the driveway or street so that we can calculate the distance we have to carry the your furniture. Then inside the property we would need to see all rooms and contents – both upstairs & downstairs. Also the rear of property we'd need to see Garage/Shed, Garden Furniture, Garden Pots, Statues, Trampoline etc.

## **How long does it take to do a virtual survey?**

Every survey is different. It is dependent on how big your house is and how much furniture you have to move. You will need to be connected to a reliable internet connection – and on average it takes approximately 20 minutes.

## **How do you work out my quotation?**

In every survey, whether it's in person or via video call, we work out the distance to travel, man hours in loading and unloading, and the total volume of goods/effects/furniture you have to move. This way we can ensure the correct number of staff are provided, and a large enough removal vehicle to accommodate your goods.

## **What if we lose connection midway through or survey?**

If the connection drops during our call, you can simply reconnect hitting the connect button on the App. If the internet connection does not reach a particular part of the property e.g. Garage shed or outside the home, you can upload a video recording to us at 07807862829 or via our email address using a screen recorder

## **What if there's poor lighting in the call?**

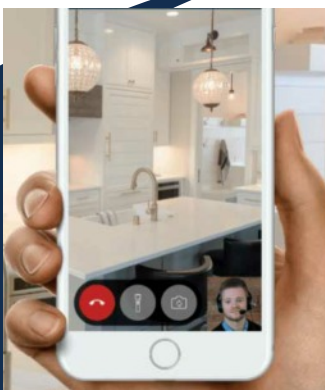
You can use your torchlight on your phone/tablet in poor light places such as lofts, garages, sheds, etc

## **What if some things are staying within the property?**

It is best to identify what is staying within the property before the video call commences we find using the brightly coloured fluorescent "post it" labelling notes on the items that are staying works well as they are eye catching.

## **What if I have questions for you whilst the survey is underway?**

We welcome all questions you may have for us, you can raise any questions before, during and at the end of the survey.



# LONG DISTANCE REMOVALS



Removals that take more than one day to complete are never an issue.

There are always ways and means to complete the removal effectively and efficiently.

## REMOVALS THAT TAKE MORE THAN ONE DAY

### Method 1 - *We start one day before completion*

#### DAY 1 - *the day before completion*

We will come to your property and make a start in loading our vehicles, leaving you overnight with just your 'bare essentials' to sleep at your property. This normally is minimal kitchen equipment such as: kettle, toaster, cereal etc., beds to sleep in overnight, your television and your sofa or chairs.

#### DAY 2 - *On completion day*

We complete our loading on completion day, taking the essentials directly to your new property. On this day we would finish off loading our vehicle, taking all your items to your new property and unload everything into your new home.

### Method 2 - *We start on completion day*

#### DAY 1 - *On completion day*

The other method to move you over 2 days would be to come to you on your completion day and we load with your essential items such as beds, sofas, TV, dining table etc., so that you are comfortable for the first night in your new home. We aim to get you out of your property ASAP so you can complete on your house sale. Then we would load all other contents and send the vehicle back to our depot, or parked safely overnight.

#### DAY 2 - *The day after completion day*

We would send the loaded vehicle the day after to unload the remaining contents in your new home.

### LONG DISTANCE REMOVALS THREE DAY REMOVALS

Where there is a long distance to be travelled between moves, the removal might take 3 days to complete.

*Below is an example:*

#### DAY 1

One day before you have to vacate your property we would travel to your property and start the Removal procedure. We would make sure not to load anything that you need for your overnight stay in your home. We would leave you your beds, sofas, TV, etc. We would stay overnight in our vehicle.

#### DAY 2

On completion day we would complete loading the vehicle, travelling back to our depot, giving you time to travel near your new property. Please note that you may have to arrange accommodation or stay with a friend or family.

#### DAY 3

After packing the keys up to your new property, if not already done so, we would meet you at your new home and unload our vehicle, putting everything in place.

# PAYMENT TERMS



## WAIVERS EXPLAINED

WHY YOU SHOULD CHOOSE THESE WAIVERS:

### Postponement Waiver

We understand that house moves can sometimes not go to plan. But if we have confirmed a removal date with you and arranged for our team to attend, and you then have to postpone your move for any reason we have to charge fees to cover our losses. If you opt to pay this waiver fee in advance of your move (i.e. at the time of booking), we agree to waive the Postponement Fees.

### Cancellation Waiver

If we have confirmed a removal date with you and arranged for our team to attend, and your move is then cancelled, we have to charge fees to cover our losses. If you opt to pay this cancellation waiver fee in advance of your move (i.e. at the time of booking), we agree to waive the Cancellation Fees.

### Overtime / Waiting Time Waiver

We have planned and priced your removal on the basis that our staff will be able to start to pack immediately on arrival at the pickup address and unload immediately on arrival at the delivery address. If we are delayed by events beyond our control e.g. due to late completion of house sale or key delays, etc. we will charge overtime/waiting time at the rate of £35 + VAT per crew member per hour or part thereof. By taking out our waiver these charges would not be applied.

## TERMS OF PAYMENT

All prices on your quotation are shown as a net figure, and are subject to VAT at 20%

**DEPOSITS AND WAIVER FEES:**  
Unless otherwise agreed a minimum deposit of 30% of the removal cost plus any waivers you choose to include is payable upon acceptance of our quotation.

**BOOKINGS ARE NOT CONFIRMED UNTIL YOUR DEPOSIT IS PAID.**

**WE WILL NORMALLY SEND YOU AN INVOICE FOR YOUR DEPOSIT AND ANY OPTIONAL WAIVERS YOU HAVE CHOSEN WITHIN 48 HOURS OF YOUR BOOKING. YOUR REMAINING BALANCE IS THEN DUE A MINIMUM OF 5 DAYS BEFORE THE DATE OF YOUR MOVE.**



## INSURANCES

Your contents insurance may already make provision for moving house, so check any existing policy you have. If cover isn't included in your existing policy your provider may be able to add it on.

- We have 'Goods In Transit' insurance on our vehicles.
- Comprehensive Employers & Public Liability Insurance.
- Optional Specialist Insurances for antiques & valuables

**Extended liability available on request:** Please consider the addition of extended liability being added to your removal at a cost of 12.5% of the removal charges.

www.WalesRemovals.co.uk





# MOVING HOME THE EASY WAY



## 1 DIY SURVEY

Scan QR Code to visit our website

SCAN ME



**DIY QUOTATION**—Simply complete our written or online survey/inventory forms and tick what furniture you have in your house. Email or post back for us to calculate your cost.

## 2 VIDEO SURVEY

Scan QR Code to visit our website

SCAN ME



**VIDEO SURVEY**—Pick a time that's convenient for you to complete an online video survey using your smartphone or tablet. This could be via WhatsApp or Google Meet etc.

## 3 HOME SURVEY

Scan QR Code to visit our website

SCAN ME



**HOME VISIT**—Book an appointment for one of our home surveyors to call at your property to discuss all your requirements. We can then calculate the cost and provide you with a Free Quotation for your move.

## 4 WhatsApp SURVEY

Scan QR Code to visit our website

SCAN ME



**WhatsApp**—Send us information on your upcoming move using video or photos online via WhatsApp  
Send To Mobile Number :  
07807 862 829 (Nick Carter)



Scan this QR CODE

to add our contact details to your mobile phone



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