



AIM CONSUMER GUIDES

7 Questions to Ask Before Booking a Removal Company

The essential consumer guide to choosing a trustworthy removal company.



PROFESSIONAL STANDARDS

Recognised checks



LEGAL COMPLIANCE

Vehicles, licences and documents



PEACE OF MIND

Insurance, reviews and written quote



TRUSTED MEMBERS

AIM Members uphold the highest industry standards

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Why This Guide Matters

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Moving house is one of the biggest life events you will experience. It often involves months of planning, significant financial commitments and trusting a removal company with many of your most valuable possessions.

Yet one of the most important decisions of the entire process is often made in just a few minutes.

Many people compare removal companies based primarily on price, without checking whether they meet recognised professional standards or asking the questions that could help protect their belongings and avoid unnecessary stress.

This guide explains seven simple checks that can help you make a more informed decision before booking a removal company.

Did You Know?

Choosing the lowest quote does not always represent the best value. Taking a few minutes to check a company's credentials can help you make a more informed decision before moving day.

Alex Says

People often spend weeks choosing their new home, but only a few minutes choosing who will move everything they own. Asking the right questions before you book can make all the difference.



QUESTION 1

Are They a Member of a Recognised Trade Association?

This is one of the most important questions you can ask before booking a removal company. Membership of a recognised trade association demonstrates that a company has committed to operating to defined professional standards and may be subject to a Code of Practice and independent oversight.

Quick Check

- ☐ Ask which trade association they belong to.
- ☐ Verify membership using the official website.
- ☐ Do not rely solely on a logo displayed online.

Alex Says

A reputable removal company should be happy for you to verify their membership independently.

QUESTION 2

Do Their Vehicles Have a Valid MOT?

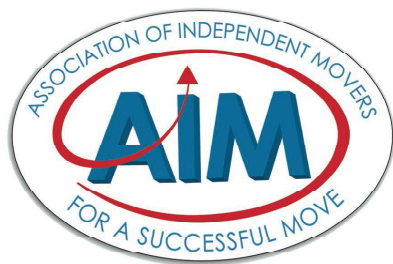
The removal vehicle carrying your belongings should be roadworthy and legally compliant. If a vehicle does not have a valid MOT when one is required, it may be taken off the road, potentially causing disruption and unnecessary stress during your move.

Quick Check

- ☐ Ask for the vehicle registration number.
- ☐ Check the MOT online.
- ☐ Ask whether the vehicle assigned to your move is the one checked.

Alex Says

A professional removal company should have no hesitation in providing vehicle details when asked.



QUESTION 3

Are They Properly Insured?

Insurance protects both your belongings and your property during the moving process. Ask what level of Goods in Transit Insurance is provided and whether the company also holds Public Liability Insurance. It is also sensible to ask about any exclusions or limits that may apply.

Quick Check

- ☐ Goods in Transit Insurance confirmed.
- ☐ Public Liability Insurance confirmed.
- ☐ Cover limits explained.
- ☐ Written confirmation received.

Alex Says

Do not be afraid to ask questions about insurance. A professional mover will expect them.

QUESTION 4

Do They Have a Genuine Business Address?

A legitimate removal company should have a verifiable business address that matches its company details. Checking the company's address against publicly available records, such as Companies House, can help confirm you are dealing with an established business.

Quick Check

- ☐ Business address verified.
- ☐ Companies House checked.
- ☐ Company details match.

Alex Says

A genuine business should be easy to find - not just online, but in official records too.



QUESTION 5

Do Larger Vehicles Require an Operator's Licence?

If a removal company uses vehicles over 3.5 tonnes, they are generally required to hold a Goods Vehicle Operator's Licence.

This licence helps demonstrate that larger vehicles are being operated within the relevant legal framework and maintained appropriately. If you're using a full-service removal company with larger lorries, it's reasonable to ask whether an Operator's Licence applies to their fleet.

Quick Check

- ☐ Ask whether an Operator's Licence is required.
- ☐ Check the public register if applicable.
- ☐ Ask if the vehicle assigned to your move falls within the licensing requirements.

Alex Says

Professional removal companies understand these legal requirements and should be happy to answer your questions.

QUESTION 6

What Do Their Reviews Actually Say?

Reviews can provide useful insight, but don't just look at the overall star rating.

Instead, take a few minutes to read several reviews. Look for consistent comments about professionalism, punctuality, communication and care for customers' belongings. Also consider how the company responds when problems are raised.

Quick Check

- ☐ Reviews span several years.
- ☐ Positive comments are consistent.
- ☐ Company responds professionally.
- ☐ Reviews appear genuine.

Alex Says

One review rarely tells the whole story. Look for consistent patterns across many customers.



QUESTION 7

Do They Offer a Written Quote?

A written quotation helps everyone understand exactly what has been agreed before moving day.

It should clearly explain what is included, what is excluded, payment terms and terms and conditions.

Having everything in writing reduces misunderstandings and helps you compare companies more fairly.

Quick Check

- ☐ Written quotation received.
- ☐ Services clearly listed.
- ☐ Terms and conditions included.
- ☐ Payment arrangements understood.

Alex Says

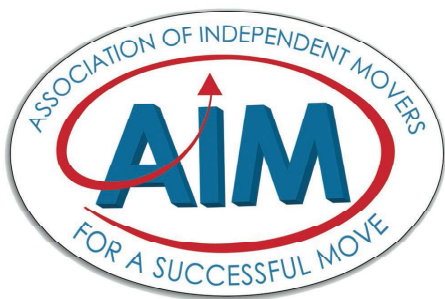
If it's important, ask for it in writing. A professional removal company will expect that request.

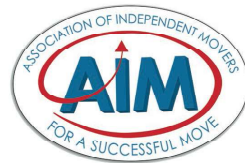
Before You Book...

Choosing a removal company is not simply about comparing prices.

Taking a little extra time to check credentials, insurance, legal compliance and written documentation can help you make a more informed decision and reduce unnecessary stress on moving day.

The seven questions in this guide are designed to help you move with confidence.





Your Moving Safety Checklist

Before Booking My Removal Company

Company Information

Removal Company

Survey Date

Move Date

Contact Name

Telephone

Email

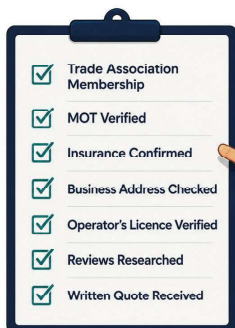
My 7 Checks

- ☐ Trade Association membership verified
- ☐ Vehicle MOT checked
- ☐ Goods in Transit Insurance confirmed
- ☐ Public Liability Insurance confirmed
- ☐ Business address verified
- ☐ Operator's Licence confirmed (where applicable)
- ☐ Reviews checked
- ☐ Written quotation received
- ☐ Terms and conditions received
- ☐ Happy to proceed

My Notes

Alex Says

Keep this checklist until your move has been completed. It can help you keep important information in one place.



Move With Confidence

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Choosing a professional removal company is about more than comparing prices. Taking the time to ask the right questions can help you make a more informed decision and enjoy greater peace of mind throughout your move.

The Association of Independent Movers (AIM) represents independent removal and storage companies that have agreed to meet defined standards and operate in accordance with our Code of Practice. If you are ready to find a professional removal company, search our directory of AIM members.

Find a Trusted AIM Member

www.aimovers.org.uk

0208 892 0369



Scan to search AIM

Read the Full Consumer Guide

How to Tell If Your Removal Company Is Actually Trustworthy

About AIM

The Association of Independent Movers (AIM) is a UK trade association representing professional independent removal and storage companies. Through consumer advice and member standards, AIM helps people move with confidence.

