

International

Moving Guide







INTRODUCING YOUR POCKET-SIZED

International Moving Guide.

Here to help you every step of the way.

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STEP 1

Pre-move planning

What to expect throughout the survey and quotation process.

Schedule your pre-move survey around 8 weeks before your move

Choose from:

- In person survey (Recommended)
- Virtual survey

During the survey

- You'll show us what's moving with you and what gets left behind.
- You can point out items that require special care.
- We will ask you questions about your move to determine the best mode of transport for your requirements.
- We will run-through the entire move process – answering any additional questions you may have.
- We'll tell you about our Platinum Concierge services – there to help you with other elements related to your move.





Personal quotation

You'll receive your quotation within 48 hours.

Your quote will include:

- All services discussed during your survey such as, packing materials, packing services, transportation, customs clearance, destination delivery service and unpacking.
- Details about how to insure your entire move.
- All of the Ts&Cs.

Once your quotation is accepted

- You will pay a deposit to secure your booking.
- Your packing date will be scheduled.
- We'll introduce you to your dedicated Move Manager – your one point of contact to guide you through the process and documentation.
- *HANDY TIP: Now is the time to start clearing out and selling unwanted items before our crew arrive. If you'd like us to dispose of anything, just let your move manager know before moving day and we'll adjust your quotation accordingly.*

Transit options



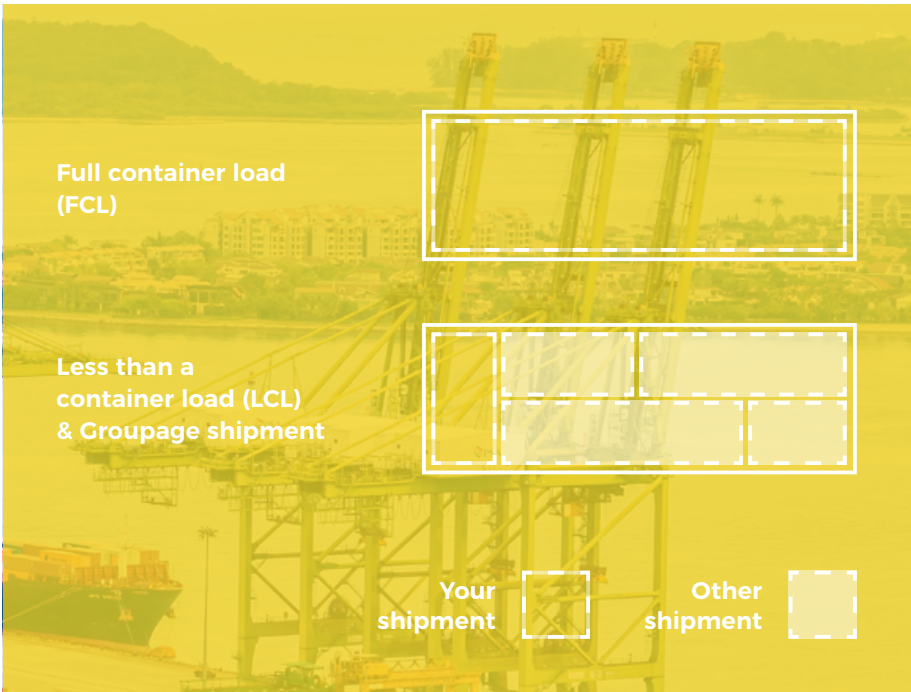
By Sea

Full container load (FCL)

An entire container that is used exclusively by you.

Less than a container load (LCL) & Groupage shipment

Your shipment will be shipped in the same container as others.





By Air

Air freight

Fly your belongings overseas using the fastest form of transportation.

By Road

Road freight

Cross border transportation of your belongings utilising our trucks.



STEP 2

Moving day



Your packing crew will arrive

- Your assigned crew supervisor will be there to greet you and will do a walkthrough of your home with you to confirm all your requirements, highlighting what stays and what goes.
- The team will label each packed item and generate a packing inventory, this helps to make sure the right items are put into the correct rooms in your new home and that all of your belongings are accounted for. Any items that require a custom-made crate will be wrapped and carefully boxed.
- HANDY TIP: Keep all of your valuables & items you will be travelling with in a separate room that the crew will not be using. Because trust us, within a blink of an eye, everything will be safely packed away and ready to go.

STEP 3

Shipping and transportation

Loading

- All of your items will be carefully loaded into a shuttle lorry or directly into the sea container – this is based on the accessibility of your residence. If your container is not full, there will be a specialist brace that will ensure there is no movement during transit.

Tracking the progress of your shipment

Your Move Manager will provide you with regular updates on the status of your shipment.

- Vessel details
- Estimated time of departure/arrival
- Customs clearance status
- Delivery schedule



STEP 4

Delivery at your new home

Delivery

- Once your shipment arrives at your destination our partners will collect your items and deliver them to your new home.
- The team will then place furniture and boxes into the correct rooms, unwrap, assemble, and help you to unpack onto flat surfaces.
- Once your items are unboxed, they will remove all of the used packaging materials for recycling.

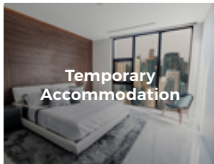


ADDITIONAL MOVING SERVICES

Our Platinum Concierge Program

When it comes to moving related services, we have managed it all on behalf of our customers. We have tried and tested our suppliers to make sure that our customers receive the best quality at the very best price.

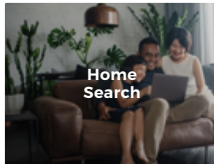
To take some of the stress out of your move, our move management team will manage the additional elements of your relocation.



Temporary
Accommodation



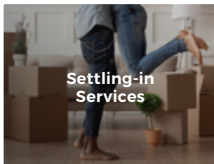
Move-in Tech
Set-up Service



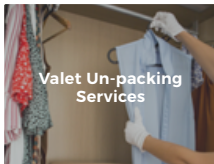
Home
Search



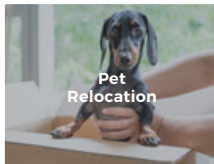
School
Search



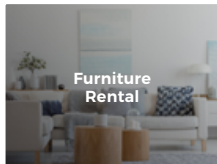
Settling-in
Services



Valet Un-packing
Services



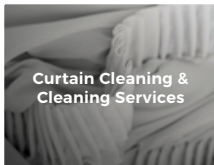
Pet
Relocation



Furniture
Rental



Professional
Sanitising



Curtain Cleaning &
Cleaning Services



Visa & Immigration
Assistance

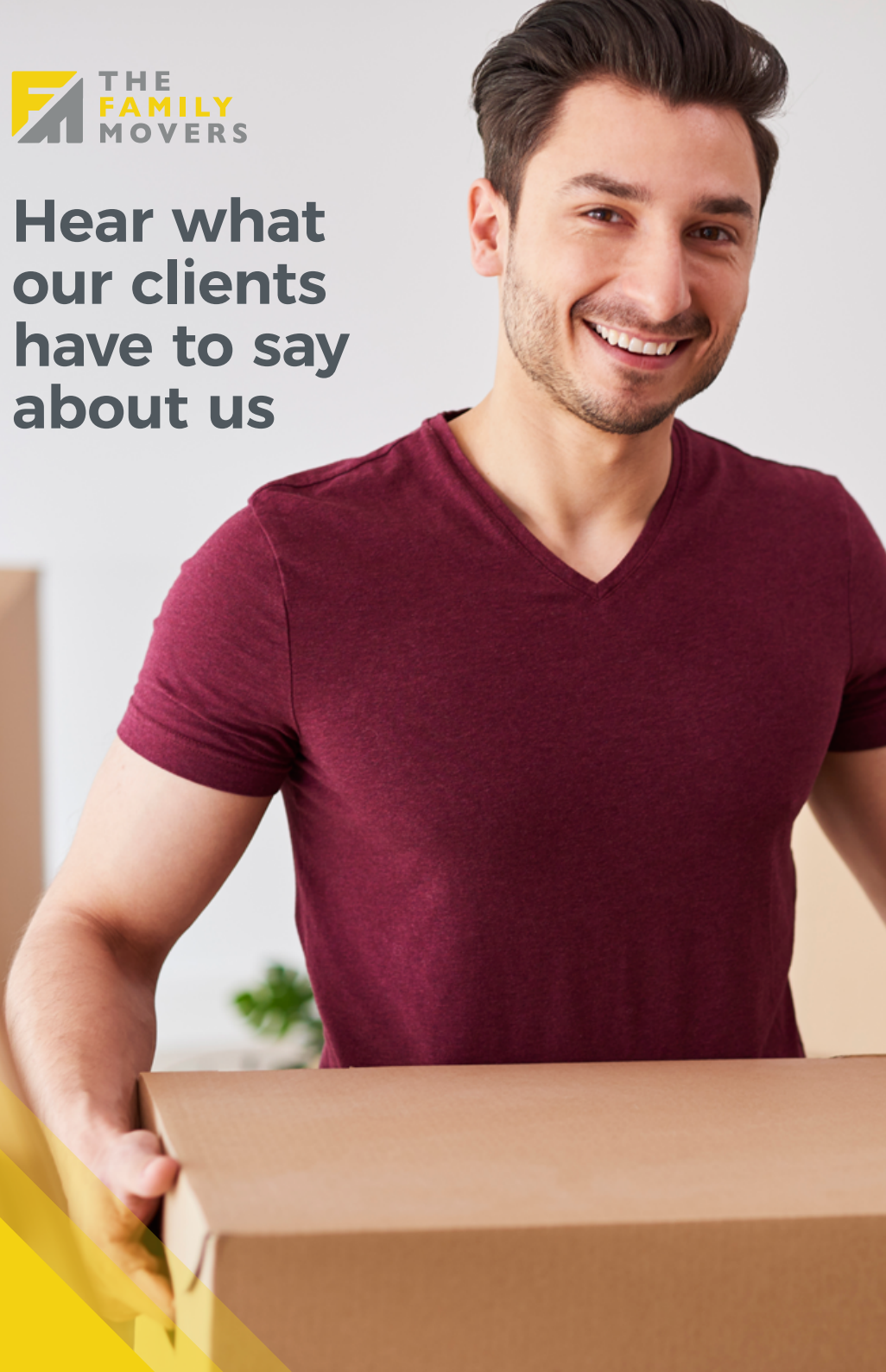


Handyman, Electrical,
Plumbing, Air-con &
Carpentry Services

Ask us to find out more about our PLATINUM CONCIERGE SERVICE!



**Hear what
our clients
have to say
about us**





A huge THANK YOU to the Family Movers for safely shipping the contents of my home in Singapore to Hong Kong.

From start to finish the team went over and above to make sure that I felt at ease with the shipping elements of my move. Ken carried out our initial survey and made necessary arrangements to take special care over my beloved custom road bike. Everything went smoothly – I would recommend you to all of my friends and family (and frankly anyone moving abroad).

Thank you!

Reviewed by: Jason Lim

Moved from: Singapore to Hong Kong

The Family Movers are the chosen supplier of moving services for my company. I recently came to the end of my posting in Singapore and needed to move back to the UK with my family for my next role. The team managed all elements on my move so I could concentrate on completing handovers at work before heading home. My family and I have moved abroad a number of times and have dealt with countless moving companies and in our experience, the Family Movers were better than all of the rest.

All of our belongings arrived without a scratch and the team also arranged our end of tenancy cleaning, curtain cleaning and general repairs to our home so that our entire move-out ran like clockwork.

Thanks again for all of your help.

Reviewed by: Andrea Mitchell

Moved from: Singapore to UK







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