

FAQ'S

REMOVALS

1: Q: When is the best time to contact the removal company for an estimate?

A: You should contact your removal company around 4 weeks prior to your moving date, although the quotation we supply will stand firm for a period of 90 days.

2: Q: When and how do I pay for my removal?

A: The removal is payable on the day if it is a local move. If you are moving out of the area then payment is required in cleared funds PRIOR to removal date. Payment methods: Cash, Bank Transfer, Debit/Credit Cards or Cheques.

3: Q: Can we provisionally book a removal date before we have exchanged contracts?

A: Yes, we would advise all our clients to provisionally book a removal date. There can be a lot of movement with regard to dates, so always check with your removers BEFORE exchange to avoid disappointment.

4: Q: Do we need to empty wardrobes prior to the removal day?

A: No, we provide hanging wardrobe boxes that can be filled on your removal day and these are provided as part of our service.

5: Q: Do you provide hanging wardrobe for my clothes?

A: yes we provide hanging wardrobe boxes to you on the day of the move.

6: Q: Do we need to empty drawers prior to the removal day?

A: No, the content of the chest of drawers can remain packed. Unless advised by our estimator.

7: Q: Do you empty lofts and attics?

A: We can only empty the loft if it is fully boarded and well lit. Our insurance does not cover our staff to complete this if not. Our estimator will advise.

8: Q: What we cannot take?

A: We cannot take paint, fuel, flammable liquid, anything hazardous or Full gas bottles. All lawn movers etc will need to be emptied prior the move.

STORAGE:

Q: Should I require storage for any reason due to delays in removal or distance removals; can you hold my effects overnight or short term? Where would they be held?

A: Yes, if we are due to deliver the following day then your effects can be held on the vehicle in our secure alarmed unit. (As previously agreed)

If we are delivering to you on a distance removal and are required to stay overnight with the vehicle, the team do not stay away from the lorry.

If your removal is delayed and you require storage while you await the completion of your property purchase, we can also arrange for your effects to be held in store in our secure purpose built unit.

Q: *If I have storage with you, can I arrange for access?*

A: Yes, with prior agreement and notice.

Q: *Can I view the storage units before I store my effects?*

A: Yes, it is always best to view any storage facilities beforehand for your peace of mind. Here at W M Foad Removals, we are happy to show you around our storage facilities upon request.

Q: *Are there any items I cannot store?*

A: Gas bottles, aerosols, white spirit, paint, any flammable items, plants, open food items, or any unopened packets. We also cannot store any wood that has woodworm. All lawn movers will have to be drain of fuel.