

# 15 CRITICAL Questions

You MUST Ask

Before Hiring  
Your Removalists

*(So You Don't Pay More For Less!)*

A publication by



ADELAIDE'S  
FRIENDLIEST,  
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# 15 CRITICAL Questions You MUST Ask Before Hiring Your Removalists

## (So You Don't Pay More For Less!)

Congratulations on your upcoming move! We are so glad you're taking the time to read this report – it's an important first step in helping ensure you have as stress-free and easy a move as possible (and we want that for you as much as you do!).

Moving can definitely be nerve-wracking, whether you're moving just around the corner or interstate—in fact, it's commonly considered to be one of the MOST stressful times in a person's life! That's understandable: There is SO much to remember and take care of as you box up your entire life and relocate every possession you own to your new home. When you have tons of details on your mind, it can be difficult to "give up" control and trust the people you've hired to take as good care of your belongings as you would yourself.

Here's the thing: The moving company you hire should serve to alleviate your stress as much as possible. In fact, the RIGHT removalists will do whatever they can to make your move pleasant and enjoyable experience –not only showing you respect and providing you with great customer service, but also having the patience, willingness, and ability to answer any and all of your questions.

A word of caution:

### Sometimes Paying Less Costs You More !

While cost is always a consideration, don't make the critical mistake so many do when it comes to moving, by basing your hiring decision solely on pricing! There are so many other critical points to consider when choosing the right removalists for you.

We've created this report in an effort to help you make as informed a decision as possible when hiring a moving company.



It's important to remember that it is your RIGHT– and responsibility – to ask detailed questions of a prospective moving company. And they SHOULD answer every one of them patiently, completely and honestly. If they can't – if a company rep bristles when faced with your long list of questions – do not be deterred! View this as what it is - a red flag indicating a subpar company. The bottom line is, if you don't ask the questions, you can't be surprised if and when you are delivered a dodgy moving experience.

We want you to be totally prepared, armed with every piece of information you need to enjoy a GREAT move!

To that end, following are 15 key questions you MUST ask a potential moving company (and why!) before you make your final hiring decision.



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## Question #1:

### What is your damage and insurance policy?

Damage can occur during a move for a variety of reasons – but is much more likely to happen when a moving company hires cheap and inexperienced labourers who are careless with your belongings. It's important to know you'll be protected and covered if any damage is incurred.

So, first up: Ask your potential moving company if they have insurance, and then ask them to show you their proof of policy. This is critical! Most companies claim they have insurance, but actually don't – and if you don't ask, you'll risk discovering this important bit of information AFTER a problem occurs. Plus, many companies – those with insurance and those without – will resort to "bully" tactics to get out of paying for damage. They'll blame the damage on the customer, claiming it was already there before they had arrived. They will sometimes just deny it completely, going so far as to even ignore your attempts to contact them, or to file a claim.

But when you request the company show you a Certificate of Currency to prove you are indeed covered by their insurance, you'll know you can stand your ground against the company should an accident occur. Make sure you are thoroughly clear as to what the insurance actually covers (e.g., insurance should cover more than damage to the vehicle; you'll want to make sure it covers your belongings, as well). Accidental Damage and All-Risk Insurance will ensure YOU don't get stuck paying out of pocket if a removalist drops and breaks your expensive TV or family heirloom!

**BONUS TIP:** *If you are not the sole decision-maker in your move – whether you have a spouse or roommate – make sure you are BOTH present when you interview a potential removalist, so you're both fully aware first-hand of all pertinent details related to and included in the quote (damage and insurance policies and considerations, any extra services, guarantees, price quoting, and so on). This will minimize the chance of any "misunderstandings" between all parties, and you have a "witness," too!*

At Complete Removals, we provide a FREE copy of our Certificate of Currency to you, so you know exactly how you're protected.

## Question #2:

### Do you perform background checks on your employees? How can I rest assured I will be dealing with professional removalists ?

When you first call a moving company to discuss your needs, you often speak with a sales person or manager. Be sure to inquire about the actual workers who will be in your home, handling your possessions. Unfortunately, most moving companies cannot support full time workers, so they hire temporary labourers who are not properly



trained, and who may be unreliable and/or untrustworthy. In fact, the moving industry is one of the worst when it comes to hiring transient workers – from the unskilled to the overall uninterested and uninvested – who may just be showing up for a day's pay.

Wouldn't you want to know if the removalist standing in your bedroom preparing to transport your valuable possessions has been convicted of assault, theft or other crimes? Unknowingly hiring criminals may not be the intention of the moving company, but unfortunately, it isn't uncommon.

A professional removalist will go above and beyond the call of duty in all aspects to make sure you are comfortable and satisfied with the process, including having the willingness to provide you with all of the information you need, so don't be afraid to ask about the people who will be entrusted with your family's belongings.

**At Complete Removals, we are a family at work! Many members of our team have been with the company for several years, and all of our removalists have passed background-checks. They are also required to undergo training to receive a Female Friendly Accreditation as well as a Working with Children Accreditation. Additionally, they must pass a drug-test (upon being hired as well as randomly throughout their employment) AND a physical, to ensure they are properly fit for the job.**

Finally, our removalists also receive bonuses based on customer satisfaction – so it is truly in their best interest to make your move as smooth and enjoyable as possible. (Luckily this isn't difficult for them to achieve – we take care to hire friendly staff who naturally strive to go the extra mile!)

### Question #3:

## How many theft claims have been filed against your company?

Theft is another major issue with moving companies, because of the transient nature of many of the workers. It's your right to know if the people entrusted with your belongings have had theft claims filed against them, so don't be shy!

**BONUS TIP:** We recommend you also use the greatest free resource you have available to you to do a little background research on the company you're considering: the World Wide Web! Do a few quick searches online – customers who have had to file theft claims against companies will often post reviews online, and it won't take you long to find them, if they have.

At Complete Removals, we are proud to say we have never had a theft claim filed against our company!

### Question #4:

## How much experience does your company and team have?

Moving companies may tell you they have decades of experience – meaning they've been in business a long time – but that doesn't necessarily tell you anything about how experienced the specific removalists assigned to your move are.



Being a professional, expert removalist doesn't happen in a day – in fact, removalists should have a minimum of two years on the job in order to be an unsupervised driver or stower. It also takes physical strength and stamina, reliability, trustworthiness and strong people skills, to name just a few additional important qualities.

You want to avoid a dropped box of poorly packed glassware, or a table leg broken because it wasn't properly secured in the truck, right? So ask to be provided with the names of the individuals who will be present on your moving day, and find out how long they've been removalists. You should know who will be handling your valued possessions! And, if names can't be provided, beware – this is an indication that the moving company is too big or scattered to personalize their business or provide you with the care you deserve.

Bottom line: You can't expect your removalist to take special care of your items - to know HOW to transport them safely and carefully, if they don't have formal training and extensive experience.

**BONUS TIP:** *Don't be fooled by professional-sounding accreditations. Some moving companies will boast being accredited by AFRA (the Australian Furniture Removalist Association). However, like some other industry-accrediting organizations, they can be manipulated and worked around. AFRA does not closely monitor their accredited companies, ensure any standards are being met, or enforce adherence to any set of rules or procedures – in fact, they don't do much other than collect annual member fees – and hold member meetings to warrant them!*

At Complete Removals, we are more than happy to provide you with the names and backgrounds of our professional, experienced removalists. We find that assigning set teams of removalists for each of our trucks streamlines the process for our valued customers, as our representatives can easily provide you with the details about who will be facilitating your move. We want you to feel safe and confident when you choose us for your moving needs!

## Question #5:

### What is your quoting process, and what specific additional costs can I anticipate?

Nothing is more stressful on moving day than a last minute price change or "renegotiation"! Unfortunately, it's become an all too common practice for a moving company to under quote (aka purposely mislead) customers in an effort to win their business at any cost. Never trust a number that is only given verbally (see Question #6 for more on this topic)! If you do, you'll more than likely receive a costly surprise on moving day, when the removalist suddenly ups the price. And worse, this is also another opportunity for those less-than-reputable removalists to utilise those bully tactics again, demanding a new and higher payment.



(Many companies will instruct their removalists NOT to unload certain items – such as a large flat screen TV – until the customer agrees to pay the increased fee in full!)

Purposeful under quoting also occurs when a removalist offers an hourly rate, and intentionally tells you the job will take less time than they know it will. Or, they may add on “extra” fees for fuel or stair-climbing, only sharing that information with you after they arrive and the move is underway!

**NOTE: On average, a three-bedroom house can easily and purposefully be under quoted by up to \$500!**

The companies that resort to undermining their customers this way do so because they don't have the skills, experience or DESIRE to back up the level of service they claim you will receive. They are not invested in your moving experience, nor are they interested in your repeat business or word of mouth referrals – they'll happily hop from one customer to the next, luring them in with an initial false promise of low prices.

When you know purposeful under quoting exists, you can be armed with the knowledge you need to ensure you don't get taken advantage of when you least expect it.

**BONUS TIP:** *Don't get a quote from an online company or website that offers instant quotes from multiple removalists – this is not to be trusted! Such web sites operate by making their profit by selling your lead to whichever moving company “buys” your business from them, with no guarantee or indication of quality or assurance.*

At Complete Removals, we pride ourselves on our superior customer service. We will never purposefully underquote, and you'll know well before moving day what your exact costs are going to be. We even offer fixed-pricing – so there are no surprises here about all, we want you to be our lifelong, satisfied customer – and we do everything we can to ensure your experience is everything you wanted (and then some), so you can recommend us to your family and friends, too!

## Question #6:

### Can I get that in writing?

Once you've received all the information you've asked for from a removalist – including price quote, time estimate, date of move, insurance policies, and more – the company should provide you with written quote confirmation covering ALL these details. Unfortunately, there are many moving companies out there that will cancel on clients the week or day of a move (perhaps offering a fibbed excuse) if they're able to schedule a better-paying job. So, written confirmation of your booking will help ensure your appointment is met – and met to your satisfaction.

Then, upon your decision to hire, a written contract is absolutely necessary to protect you completely. Without a contract, technically no formal agreement exists – so all bets are off when the removalists are standing in your home and calling the shots (if they even show up!). You can't sue them or take legal action without one, because you only have your word against theirs, and the cost and hassle of filing a legal claim under such circumstances only adds additional stress and money loss.

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It's worth repeating: Get EVERYTHING in writing! You need a clear, black-and-white contract that spells out every component of the moving process, including any potential "extra" fees or services. When you have every detail in writing, up-front, you will have fewer surprises on the big day itself.

At Complete Removals, we take the time to go over our contracts with our clients, making sure all details are accounted for and that our clients have a clear and thorough understanding of our agreement.

## Question #7:

### What size trucks do you have in your fleet ?

Most moving companies don't have a large or varied fleet of trucks to offer an appropriately-sized vehicle for your move, and sending undersized trucks to your move is another very costly way for some companies to take advantage of you. In fact, such companies will tell you in your initial conversations that their truck can fit an "average size move," even though they know there is a strong possibility that one truck will not cover the job. On moving day, they suddenly require a second trip – which will no-doubt cost you an additional 25-50% over your preliminary quote (if not more, depending on how far you're moving). Ask upfront about the moving company's fleet, and how they've managed other moves of a similar size to yours – the more information they are willing to share, the better you can gauge how well-equipped they may or may not be to meet your particular needs.



**BONUS TIP:** *If the moving company you're considering won't come out to your house to provide you an accurate estimate, you're almost guaranteed to run up against problems. (More in Question 13.)*

At Complete Removals, our fleets are a range of three, five and nine-ton custom-built pantech-nicon vehicles. They are perfect for moving one to six-bedroom homes. We also offer container trucks that are ideal for interstate relocations, or for moves requiring short-term storage. We take pride in being well-equipped to handle a move of any size, with optimal efficiency and safety!

## Question #8:

### What kind of equipment do you use to transport my belongings?

Dented refrigerators. Scratched furniture. Broken dishes. As if moving day wasn't stressful enough, right? You should not have to be worried about these added potential additional stresses, but unfortunately, many companies are ill-equipped to properly transport your possessions – resulting in all sorts of problems for you.



Protect your possessions by asking your prospective removalists exactly how they plan to safely transport your belongings, and with what specific equipment. Large corporate companies may send trucks with shipping containers – which cannot properly stabilize your belongings– and smaller companies may send trucks with little to no proper padding to protect your furniture and valuables. So find out HOW they will secure your items in the truck – ask them what kind of materials they will use. (Answers you're looking for: professional grade tape, removalist straps and ties, professional thick felt as opposed to thin bed sheets or blankets.) You'll also want to make sure their trolleys are sturdy enough to hold your heaviest items!

At Complete Removals, we invest in the highest quality professional moving equipment and moving materials, to maximize the performance and efficiency of our moving teams.

## Question #9:

### Will YOUR company handle my move, or will you sell my business ?

One of the unfortunate “progressions” in the moving industry has been the emergence of “online moving companies” – otherwise known as “lead dealers” – who make their money by selling your business to whichever moving company bids the most for it. There's a HUGE problem with this practice: they will sell to absolutely anyone, regardless of reputation, moving skills or integrity. They have no concern for any of these things, because once the job has been sold, they no longer deal with the customers ... they simply move on to their next victim.

The good news is that these scam companies are easily avoidable in the first place – you can identify them quickly by their “get 3 quotes instantly” (or similar) offer on their ads and websites.

If you're speaking with a live customer service or sales representative, ask this question – and if they are being honest, you will find out who is actually going to move you.

At Complete Removals, we own our own trucks, we employ our own removalists and WE move you! Consider us your very own personal concierge! As previously mentioned, we take our service very seriously – and we take great pride in being able to provide our customers with only the best of everything (and we do everything in-house - we never outsource!). Upon booking, you are instantly introduced to our Customer Experience team who stays in contact with you throughout your moving process to ensure you have everything you need. They'll also touch base with you after your move is complete, in order to get your feedback – that's how we can constantly and consistently perfect what we do and reward our team for their excellent performance!

Who's moving me?

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## Question #10:

### How can you offer such low rates?

Chances are, a company offering steeply discounted rates compared to others really is too good to be true! Even if they seem to “talk the talk” on the phone, certain removalists who position themselves at a competitive price point do so only by cutting inappropriate corners in other important areas, such as by paying low wages to unskilled workers, buying insufficient moving equipment or trucks, and/or undertraining their staff (if they have any training, at all). These companies often don't implement processes to ensure a stress-free moving experience for their clients, either. They will avoid writing contracts and terms and conditions, refuse to provide written quotes, and sometimes require cash payments (so they cannot be traced back to the job should something go awry).

How do they get away with this? They take advantage of first-time movers. And in the end, the only person who suffers is the customer. Of course you'll want to price-shop, but your cost is only one part of the moving puzzle ... and in this case, cheaper does not mean better and may actually end up costing you more! The old bait and switch is something you must avoid at all costs.

At Complete Removals, we offer the best value for money; we aren't at the lowest end of the pricing scale, but we also are not at the highest. We make every effort to ensure you feel your decision to hire us is money MORE than well-spent. For example, we offer an exclusive package we call “The New Neighbor Program,” which provides you with a large selection of added “perks” and value if you're moving into a new area – such as a free pizza dinner on moving day! The best part about this program is that it is COMPLIMENTARY for every one of our customers!

## Question #11:

### Packing and unpacking – what do I need to know ?

Oftentimes, our customers opt to pack their own belongings, only to become overwhelmed with the process. Of course we understand why you may feel more comfortable handling and packing your personal items yourself. However, it's also important to consider (especially if you haven't undergone a substantial move before) that there really IS a “method to the madness,” and true professionals know exactly how to effectively and safely box your items so everything that is delivered to your new home arrives unscathed. (Plus, when you trust the packing to professionals, you take a LOT of the moving-related stress and responsibility off yourself, while significantly shortening YOUR “to-do” list.)



Simply wrapping something in paper and putting it in a box is not how you want to go about packing an entire house. Packing champagne glasses and plates and other breakables requires skill and finesse!

You have to manage the weight of the box whilst managing the weight of items that neighbor other items within the box, and find the balance between over-and under-packing each box – not to mention the need for new, consistently-sized, sturdy boxes (which are very different than what you can pick up at a local supermarket!).

Our experience and research suggests proper moving boxes can increase the efficiency of a move by up to 40%, saving considerable time whilst drastically increasing the protection of your goods. In fact – a properly and professionally packed box of breakable glassware can be dropped from overhead without a single item breaking! However, this is only possible when the packing is done with professional precision.

One more thing to think about here – on moving day, do you really want to be faced with the task of unpacking everything yourself once it's delivered to your new home? There is nothing more annoying, exhausting and inconvenient than having to unpack your boxes after a long day of moving, when the only thing you want to do is put your feet up, enjoy a meal and relax! Imagine waking up with your belongings carefully unpacked, everything in its place ... imagine all the hard-work you'll be saved!

At Complete Removals, we offer a complete packing and unpacking package with different options to choose from, so you can sit back and relax while we do all the work – no hassles for you! We also have female staff available to fulfill your packing needs, should that suit your preference. Additionally, we understand that some customers may prefer to arrange their belongings in their new home themselves. That's why we also offer a "table unpack" service, where we unpack all of the boxes and stack/lay all items out (on tables, benches, counters or other appropriate and agreed-upon surfaces) so all you have to do is put it away when and where you please. And, no matter what package you choose, we'll also take care of removing all boxes, paper and other packing materials from your home – saving you the chore of making multiple recycling trips.

Be sure to ask what packing and unpacking services can be offered and are covered in your cost. The right moving company will take care of all of this for you!

## Question #12:

### Can you provide me any additional helpful resources, such as a moving checklist ?

A professional moving company will have proven processes and procedures in place to ensure a seamless moving experience for you, and this starts WAY before moving day. Ask if they have any resources for you, like a checklist outlining important moving considerations, such as:

- Specific Items that should be packed with special materials, to ensure their safekeeping
- Items you should leave unpacked so you can access them on moving day



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- How to mark your boxes so the transporting of your belongings goes as smoothly as possible
  - Who should be notified of your move
  - Important reminders, such as to sell your unwanted items before your move, for maximum profit
  - Vital last-minute communications
  - Etc.

Such advice not only makes your packing and preparation easier, but streamlines the complete moving process in a way that allows your removalists to get their job done not just more efficiently, but more quickly.

**BONUS TIP:** *No contracts, no confirmation, no systems, no processes, no checklists? If this is what you're discovering while interviewing a potential moving company, understand that you're dealing with a sub-par - and possibly unethical - company.*

At Complete Removals, we provide you with THE most comprehensive checklist available in Australia, along with additional preparatory resources pertaining to your move. We want to help take all the surprises out of moving day – and being as prepared as possible ahead of time goes a long way in doing just that. This is just one part of our REVOLUTIONARY moving system that is part of the reason why we can offer you a Perfect Stress-Free Move, Guaranteed! We always go that extra mile to give you peace-of-mind, and so you can avoid any unnecessary stress and anxiety.

## Question #13:

### Will you do a site-check at my home? Do you need a list of all items to be moved?

The removalists should answer with a resounding “yes” – in fact, they should be the ones to offer this to you! Without a prospective moving expert inspecting your home and its contents, they cannot provide you with an accurate quote – even if you share many details about your house via conversation. And without an accurately gauged quote, you're much more likely to be faced with a price increase on moving day due to increased labour and time. And more money equals more stress, which you certainly don't need.

The moving company should also provide you with a sample inventory list from which you can create your own to share with them – also helpful in securing as accurate a quote as possible.

**BONUS TIP:** *Hold a garage sale before you move, not after. You could save yourself hundreds of dollars, if not more, in moving costs just by getting rid of things you aren't planning to hold onto after your move!*

At Complete Removals, we come to your home for a complimentary no-obligation estimate, so you know exactly what it's going to take to enjoy a perfect, stress-free move, and there are no surprises on moving day. If you prefer a preliminary or ball-park quote prior to inspection, we can also provide you access to a state of the art moving calculator that will allow you to easily input your items and get an initial idea of what your move will entail.



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## Question #14:

### I'd like to speak with one of your recent clients – would that be possible?

Never choose a moving company without investigating their recent client testimonials and background, which will help you gauge their legitimacy. The best way to get the real story is to ask to speak with a client of theirs (preferably from a job that occurred that same week), which a removalist should be able to arrange, if they provide the level of service they are promising, to ask how they felt about the service they experienced. Testimonials on a company's website are not always to be trusted – the more firsthand the review, the better.



At Complete Removals, we have 15 000 happy clients since 1998, which gives us a LONG list of pleased clients who are more than willing to share their great experiences with our company with you.

## Question #15:

### Do you offer storage and/or other specialised services (e.g., handling of a piano, pool table, fish tank, etc.)?

Not all moving companies will help you properly store items you may not have a place for in your new home. Even worse, some moving companies might say they can help, but end up placing your items in unsuitable outdoor storage containers where they are subject to the elements, and could perish in the heat, absorb moisture in the winter, and/or suffer general damage.

And what if you need to relocate a large or unique item? Don't assume a prospective moving company can handle it, or even that they offer such services. Moving heavy and delicate items takes specialized training and equipment, as well as long-term experience to execute the jobs safely and competently. Many companies will take on moving these types of pieces because they don't want to risk losing the job if they refuse up front ... but in the end, they bite off more than they can chew. When this happens, removalists will often call US (Complete Removals) to come move these items for them, because they can't handle the load. (And you guessed it – this ends up costing you more than you bargained for, both in stress AND in cost.)

At Complete Removals, we believe you shouldn't have to pay for space you won't use, so we provide you with an accurate estimate around the storage you'll require to safely stow your items. We also offer customized storage solutions for your every need (including timber modules, shipping containers and lock-up storage). Whether you need to store items for a week or a few years, we'll set you up with exactly what you need to rest assured your items are safe and free from damage. We also have extensive experience working with oversized items and complicated moves.

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In fact, one of our "claims to fame" is pushing a Pianola in The City to Bay Fun Run every year while a pianist plays – this weighs a total of 640 kg (and has always been carried out without a hitch!). We also always raise money for charity when doing this fun event, and are currently going through the process of being approved for a world record attempt by the Guinness Book of Records for the "longest and fastest piano push in a marathon!"

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In conclusion, know this: Moving does NOT need to be a stressful experience – nor should it be!



Taking the time to review these questions with a prospective removalist will help you to make as informed a decision as possible when hiring a moving company, so you can rest assured that your needs (and your rights) will be met and protected.

**At Complete Removals, we have built a REVOLUTIONARY moving system that we believe completely sets us apart from any other moving company in Australia! We treat you like family AND guarantee a perfect stress-free move.** You won't be left with damaged furniture, missing possessions, unexpected price increases or impersonal customer service. All you have to do is get yourself to your new home – and leave the rest to us!

In fact, we're so confident in our work that we Guarantee it 100%!

For a free quote on your upcoming move, call (08) 8358 0212 and visit our website for more information: [www.completeremovals.com.au](http://www.completeremovals.com.au). Alternatively, email [info@completeremovals.com.au](mailto:info@completeremovals.com.au)

To your successful move,

A handwritten signature in black ink, appearing to read 'Corey Smith', written over a white background.

Corey Smith  
Founder & Managing Director

***"A Perfect Stress-Free Move, Guaranteed!"***

