

# The 5 Most Dangerous Trends in Moving Companies



A publication by



**COMPLETE  
REMOVALS**

ADELAIDE'S  
FRIENDLIEST,  
MOST TRUSTED  
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# THE 5 MOST DANGEROUS TRENDS IN MOVING COMPANIES

We thank you for taking the time to read this extremely important report. It is definitely for your own good.

This report contains invaluable information compiled from some of Australia's most experienced and trusted movers and will arm you with plenty of confidence when it comes time to shop for a moving company or removalist.

Most of these trends stem from a lack of transparency on the movers' part. So don't feel bad, all you need to do is get educated. That's what this short report is for.

Today, online reviews make it easier for you to evaluate vendors: who's good, who's great and who's absolutely not.

However, even this is clearly not enough! Because costly, agonising moving blunders happen every single day and frankly, we want you to dodge the bullet.

If you value your belongings and your hard-earned cash, it is critically important you know the hidden tricks and games movers play to get your business.

These unfortunate trends are:

1. **Smoke and mirrors** about Insurance
2. **Who you book** for moving may not be who turns up!
3. **Drug popping criminals** and theft (yes, wow)
4. **Bait and switch** pricing strategies
5. **Instant online quotes** provoking poor workmanship



Okay. You're probably a little frightened by now, so let's get started.

## Dangerous Trend #1: Smoke and Mirrors On Insurance

Here's a very common scenario for your consideration:

**Example Mover** "Yes Mrs Jones, of course we are insured. We have transit insurance up to the value of \$50 k which is more than enough. Did I mention we've never had to make a claim?"



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**Mrs Jones:** “Oh that’s very comforting to know, thank you, can you book me in?”

In this situation, little did Mrs Jones know that Transit Insurance does NOT actually cover her valued possessions for mover negligence, e.g. if they drop her TV, she will not be covered at all.

Worse yet, she will not discover this until she attempts to make a claim! Then the truth and the movers’ true colours begin to show. It’s not going to be pretty.

Legitimate moving insurance comes with contracts that need to be signed, and generally they have a premium added to the quote as it costs the mover money to hold the policy.

For the record, transit insurance only covers her in the event of the truck having a collision, catching on fire, rolling over, ending up in a lake or river or something major like this.

To make a long story short, **do NOT take the mover’s word for it**, even if they are wonderfully nice over the phone. **Check their policy for yourself.** If they won’t provide it, you may well be wiser to consider calling another mover. You always have choice.

*Complete Removals stand by our FREE ‘We break it, We fix it’ policy with a few very transparent ethical conditions. The reason we keep it FREE is we have fine-tuned and proven our service so much, we put our money where our mouth is and back our “Safe Loading and Safe Delivery Systems”. As a bonus, we are backed by a \$100 000 insurance policy which is double the industry standard! Which is to say: in any and every case, you’re 100% covered.*

## Dangerous Trend #2:

# Who You Book... May NOT Be Who Turns Up!

This is one of the worst of these new phenomena and is increasingly becoming the case, if not the norm in some cases.

Many years ago, some internet based scammers worked out they could out-market real moving companies on the internet and then sell them (or whoever) the work for a tidy profit.

This selling of moving jobs actually happens on a mass scale today, and is a major cost and trust factor for you.

The big problem is, they will sell the work to anyone and its really just a bidding war - whoever bids the cheapest rates, creates the biggest profit margin for the original huckster. As movers continue to outbid each other downwards in price, they have to cut costs and corners which causes many horrible problems for all involved.



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*Some of the main problems stemming from this are:*

- **Inexperienced ‘day labour’** just showing up for a day’s pay
- **Zero training** or processes regarding handling your possessions
- **Lack of enthusiasm** and even angry, pissed-off movers on your special day, which can make things very uncomfortable and even eerie (this is very common)
- **Outright theft** of your items
- **Alcohol and drugs** increasing risk and making the process uncomfortable
- **Stand-off tactics on moving day** to extract more money from you. E.g. Until you pay more, we won’t pull your heavy television off the truck (yes it’s horrifying, and yet it happens)

The worst part about this is, you may actually have paid top dollar or close to it for this mover you weren’t expecting, much less asking for.

*When you book Complete Removals to move around Adelaide, you can rest assured, we WILL be the ones moving you. No two ways about it.*

## Dangerous Trend #3:

# Drug Popping Criminals and Theft (Yes, Really)

First off, we want to make it clear that there are a LOT of amazing removalists working today who have excellent integrity and work their butts off every single day. They deserve every bit of respect from you and I both.

Unfortunately though, due to the transient nature of the moving industry, it is also exposed to many drug user types and even criminals who are in it for a day’s pay or some bonus at the expense of an unknowing victim (a.k.a. customer, a.k.a. You).



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**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?**

The moving company may not be knowingly hiring criminals, but unfortunately, this is not uncommon. We hear such horror stories all the time, and wish we could help but it's too late.

*Some rare companies do run police checks and drug tests on their employees ahead of using them even in one-off projects. Complete Removals is proud to say it is one of those companies. You can rest easy knowing every single one of the people who place their hands on your valuable belongings is in good standing and completely trustworthy.*

## **Dangerous Trend #4: Bait and Switch Pricing Tricks**

Remember our Example Mover Above? Well, get a load of this one.

**Example Mover:** “So how much furniture have you got in your home Mrs Jones?”

**Mrs Jones:** “Oh you know, it's a standard three bedroom house, but we have a small shed outside too with some stuff in it, oh and an extra TV in the spare room, oh and maybe two extra boxes in the master room, actually forget that, make it an extra few items in the carport...”

**Example Mover:** “That sounds easy Mrs Jones, that will only take 4.5 hours, how about we get you booked in then before we book out?”

**Mrs Jones:** “Ok that sounds about right, lets book it.”

Little does our example mover know that Mrs Jones forgot to mention there was an extra rumpus room full of miscellaneous stuff and an entire mountain of kids' play equipment in the back yard... Then again, maybe he didn't care to ask either. Nobody knows, nor does it matter.

On the other hand, little does Mrs Jones know that example mover said the number he thought Mrs Jones needed to hear. Absolutely zero consideration about how long it would actually take. This 3 bedroom house will actually take 6.5 hours minimum, if the mover's truck is even big enough to fit it in one load.

**This is how hidden costs and additional charges can be actually engineered into the cost of your move.**

What you need to remember is, you will often forget to mention many things when listing items to move. This is normal.

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Even more often, the mover says whatever is needed to book the customer in. And when they get on the job, they will charge more and more additional charges, sometimes **up to double the original quote** and blames it on the customer for not being clear about everything.

Such situations can end up with a big confrontation, and sometimes stand-offish tactics as mentioned in Trend No 2: “Pay up or your move is stalled.”

*Complete Removals insists on doing on-site quotes, so you can meet and get a real feeling for us, and we can meet you, and get a real understanding for your needs and what is really involved in your move. The result is mutual trust and a load off your shoulders!*

## Dangerous Trend #5:

# Instant Online Quotes Provoking Poor Workmanship

These days, hucksters and scammers will just sell your lead (not the job) to multiple movers for profit. While these sites are easy enough to identify, the problems they cause are not so easy to see until it's much too late to do anything.

Look for websites offering “3-5 Instant Quotes” – its all about instant. No human involvement. “Know how much your move is going to cost NOW, without having to think”.

**This is a big red flag for you: instant quotes without thinking or evaluation.**

As you will already know from trend number 4, it's nearly impossible to guess how long and how much your move will cost on the phone, let alone with pre-loaded figures on the internet.

Another problem is, these movers generally compete on price alone because they are competing against 3-4 others for the job. This means you are likely to experience the same problems listed here. Perhaps all of them.

*Complete Removals does NOT buy leads, or compete on price, ever! We only compete on VALUE, first and foremost. That's where our pride is, and your safety.*

## In Closing...

To summarise this for you: we suggest before you hire a mover, you ask the right questions, check them out online on review sites such as Facebook, True local, Moving Reviews and WOMO.

If the testimonials on their website are text-only with no personal photos at all, it is possible they went ahead and wrote them all themselves!

Even ask if you can call one of their recent clients personally, without having them on the line. A transparent, high quality moving company will only be glad you asked and let you call previous clients.



*Our removalists are fully vested in making your move as perfect as it can be. To our knowledge, we are the only moving company in Australia that rewards our removalists on every single move, based on your review of their work, post moving day. If they score above our set benchmark based on 5 simple, but effective questions, they earn more. A satisfied smile on your face, equals an extra jingle in the removalist's pocket. Win, win*

4	Weekly Average of Total Score		48.69									
35	Tracy Jarney	1-Dec	1.50	10	10	10	10	10	50	Josh B	Troy	
36	Mike and Fiona Burton	2-Dec	5.50	10	10	10	10	10	50	Trent	Kym	
37	Janet and Robert Whitman	2-Dec	7.75	10	10	10	10	10	50	Tim	Doug	
38	Rebecca Wickham	2-Dec	4.25	10	10	10	10	10	50	Rodd	Josh B	
39	Craig Clarke	2-Dec	7.75	10	10	10	10	10	50	Adam C	Clayton	
40	Paul Rivers	2-Dec	4.50	10	10	10	10	10	50	Phill	Steve W	
41	Gen Long	2-Dec	2.50						0	Phill	Steve W	
42	Marlene Bowman	3-Dec	9.00	10	10	10	10	10	50	Trent	Clayton	Kasey
43	Debbie Thompson 2	3-Dec	3.50						0	Junior	Steve W	
44	Darren Hillen 2	3-Dec	3.25						0	Junior	Steve W	
45	David and Donna Freeman 2	3-Dec	8.50	9	10	9	9	10	47	Adam C	Kym	
46	Elaine Young	3-Dec	4.50	10	10	10	10	10	50	Rodd	Phill	
47	Marlene Bowman (Truck 4)	3-Dec	4.25	10	10	10	10	10	50	Rodd	Phill	
48	Hayley Connolly 2 Dec 3	3-Dec	8.25	10	10	10	10	10	50	Tim	Doug	
49	Hayley Connolly 2 - Dec 4	4-Dec	11.00	10	10	10	10	10	50	Tim	Doug	
50	Deb Rusling	4-Dec	5.25	10	10	10	10	10	50	Adam C	Steve W	
51	Christian Goffink	4-Dec	2.75	10	10	8	10	9	47	Adam C	Steve W	
52	Colleen Smith 2	4-Dec	4.00	10	10	9	10	10	49	Phill	Troy	
53	Nyssa Hartup	4-Dec	14.50	10	10	10	10	10	50	Trent	Clayton	
54	Melissa Thorpe 2	4-Dec	6.25						0	Josh B	Rodd	
55	Helen and Geoff Jackson	5-Dec	5.00	10	10	10	10	10	50	Trent	Steve W	
56	Mark Vignery	5-Dec	2.75	9	9	8	8	9	43	Trent	Steve W	
57	Georgia Goring	5-Dec	10.25						0	Rodd	Michael W	
58	Clive Brown	5-Dec	11.00	9	8	9	9	9	44	Adam C	Clayton	Troy
59	Sharon Watkins	5-Dec	6.50	10	10	10	10	10	50	Phill	Doug	
60	Damien Brew	5-Dec	4.25	9	9	8	9	9	44	Tim	Kym	
61	Michelle Hill	5-Dec	6.25	10	10	10	10	10	50	Tim	Kym	
62	Steve Carter	6-Dec	4.25	10	10	10	10	10	50	Rodd	Josh B	
63	Garry Johnsons	6-Dec	4.75						0	Andrew M	Doug	
64	Leisel Underwood	6-Dec	5.75	10	10	10	10	10	50	Adam C	Steve W	
65	Will Howard	6-Dec	3.25	10	7	3	8	8	36	Trent	Kym	
66									0			

Obviously, taking that little bit of extra time to choose a moving company carefully can save you bucket loads of stress, not to mention money.

Finally, I'd like you to remember one thing, despite these troubling trends in the industry:

Moving CAN be 100% completely stress-free and even FUN, if you have the right people in your corner.

*To discover even more issues to watch out for and know exactly how to identify and avoid them, download our comprehensive report:*

## 15 Critical Questions You Must Ask When Hiring Your Removalist

To your success


