

Facts Q&A

What kind of boxes should I use?

Only use robust cartons (2 ply wall is best). Your cartons should be filled to the top and sealed with plenty of tape. Please don't pack your boxes too heavy!!!

Hilderbrands will deliver pack 6 cartons which are best for books, magazines, bottles, records, cd's, tin food. This will keep boxes to a maximum of 25 kg

Hilderbrands will deliver pack 2 boxes which are good for mostly everything else in the property, remember to place 5 inches of crushed paper on bottom of box first when packing china and breakables, this will help with vibration and give cushioning affect for fragile items when there moved.

When packing your own boxes please do so into the above removal type boxes so that your possessions within are well protected. It is **important to do this so** that when you are packing we are able to **lift and carry the box without strain**. This is for the health and safety of our removal crews.

A good idea is to fill your boxes with light items from the half way point of a pack 2 with heavier items on the bottom.

If you have started packing try not to worry but do NOT pack items into plastic bags as these may split open during transit. If packing into vacuum bags these are normally a lot stronger and have extra protection.

But please remember if it fits in a 18inch box (Pack 2 box supplied by Hilderbrands) it needs to be in a box for the day of the move, if this has not been done, it could delay the loading process and we have not allowed enough time or Labour and also have the relevant packing materials on board to carry out additional packing, Hilderbrands will deliver the correct amount of boxes to you on this basis.

Hilderbrands are willing to help do this for you but we need 7 days' notice to assist with extra packing. Please **Note** there would be additional charges for this service

Any items larger than 18 inches will have been noted down by your estimator and our staff will have the relevant packing materials on board to protect these items for the day of your move in transit.

How do I label my boxes?

Mark all your boxes with your name, contents and what room the box is to go to in your new home.

How do I label my furniture?

For International moves, we would do full inventory and export wrap and label all.

For Domestic moves within the UK, items are blanket wrapped and unless the items are coming into storage there is no requirement for you to label any of your furniture, but must be present at delivery address to inform staff of room and positing of item.

Do I need to dismantle furniture?

Unless this was agreed at the quotation stage, then all items needing dismantling are expected to be dismantled and ready to move prior to our arrival. If agreed at the quotation stage our staff will carry out dismantling and re-assembling. It is essential that we know what is required at the quotation stage to allow for the necessary resources and equipment to be provided.

Can I use other things to pack into?

You can use crates or bins to put garden items in to but when packing items in crates you will need to seal the tops, bags are not advisable as they do tend to rip, also large duvet bags are very weak especially the handles, vacuum bags are ok to use.

What should I do with loose items?

Any long loose items like bed slats or garden tools should be gathered together and taped and then any sharp edges shielded with card and tape.

Fridges & Freezers?

All electrical items should be disconnected and prepared for removal prior to collection. Please defrost and remove contents from fridges and freezers if moving more than 100 miles away. If moving locally less than 100 miles away items can be left in freezer's and loaded last, and unloaded first, then leave for up to 4 hours for gases to settle before switching on.

What can't we take?

We cannot take paint, fuel, flammable liquids or hazardous chemicals and full gas bottles. Fuel from motorcycles and generators etc. must be emptied prior to removal.

Can I take my plants?

You can take most plants and we do take extreme care as much as possible and do tend to bring a separate van for their safe transportation however, we cannot guarantee them as leafs do tend to fall in transit. So although we are happy to move them, and take as much pride in them as you do we take no responsibility for them.

Do you take Pets?

We do not carry pets due to the regulations involved in the safe transportation of animals. We can recommend companies to you who have all the relevant paperwork and assurances in place, all of which have been used by our customers and come highly recommended.

- Easy pet (Cats and Dogs)
- Pet Air (All Pets)
- John Parker International (Horses\Ponies)

What areas do you cover?

We cover the whole Mainland UK. And can deliver anywhere in the world.

How much notice do you require?

Hilderbrands need between 7-14 days before the expected move takes place. For International removals ideally at least 14 days' notice is required. Please always try to give as much notice as possible

What size are your vehicles?

We operate 4 sizes of vehicles. We use 1x 22 tons drawbar, 1x 18 tons, 2x 7.5 tons and 2x 3.5 tons please let us know if there is difficult access at either address as this will allow us to plan your move with smaller vehicles or make the necessary arrangements to tranship your goods.

Do I need to unpack my chest of drawers?

It is best to empty all contents from furniture to make the item easier to move and less prone to damage, this does help with insurance, items can be left in draws but you would have been advised by your estimator on his visit to your house

What should I do with my gas cylinders or flammable liquids?

Gas cylinders cannot be transported on our vehicles. Flammable liquids, however contained, must not be submitted for removal either. These items are not covered under our insurance, other arrangements must be made. Equipment such as garden mowers and chainsaws should be drained of all liquids beforehand.

Will you empty my loft?

Unless the loft has a fitted staircase, is boarded out and lit, our insurance does not cover our staff for this activity. Please ensure your loft is empty prior to our arrival, unless advised by your estimator

Does my furniture get placed to my requirements?

It is always best if you have a clear idea of where you want your furniture to be placed. We do recommend to do a plan of where you would like furniture placed in rooms and give a plan to the foreman on morning of the move, we do require someone to be present to direct staff as well throughout. Our staff will endeavour to arrange the rooms to your liking but will not have the time to continually rearrange your room, this can be done after the move at a additional charge at a later date if required.

How long can I store for?

You can store your goods for as long or short a period as necessary. Storage is charged weekly and all customers receive an invoice/statement on monthly intervals by email or post.

What items are not allowed to be stored?

Flammable items, gas bottles, aerosols, white spirit, paint, plants, any opened foods such as oils, sauces, or any non-opened packets of food corn flour, cereal bars etc., also any wood that has woodworm and not been treated.

How do I pay for my move?

International moves: payment by cleared funds is required 7 days prior to the removal date. Domestic: We take waivers on booking your removal and then full payment by cleared funds is made before the moving day or beforehand if storage is required. Payment Methods: Cash, Bank Transfer - Debit\Credit Cards or cheques) please note a 3% surcharge for all credit cards

Are there areas you will move people from or to restricted?

No

Are you registered with professional bodies and fully insured?

Hilderbrands are members of the British Association of Removers (BAR), the leading professional body for removals companies which is monitored by trading standards TSI. We are also members of Fedemac. We hold full comprehensive liability insurance covering all the main activities of our company. Hilderbrand is also a member of which? Trusted traders which we get monitored very strictly on our services and performance.

What are the quotes based on?

Our removal quotes are based on a number of factors including location, distance moving, complexity of move (which floor etc.), size of the vehicle needed, number of crew and amount of time needed. Packing Services, boxes, packaging materials and also storage solutions are additional and are charged accordingly to each customer needs.

Do I need to organise parking?

If parking is difficult outside your property or is residents only, you will need to contact your local council and organise a parking suspension. Any parking fines incurred will be added to your final bill.

Do I need pay the congestion charge?

If you're based in central London and we need to enter the congestion zone, the cost this will be covered under your quotation and no additional charges will be made.

How do I arrange a quote?

We can provide rough estimates over the phone or via our on-line quote calculator on the website if you are looking for a rough idea, but we will require to call round to do a assessment before carrying out any moves and also to give you the best possible quotation based on you requirements, please call the office on 01227 463435 or 01795 535666 to speak to our receptionist to arrange a free quote.

Do you ship motorcycles?

Yes,

Are my goods insured during transit?

For UK & Domestic removals, we provide Total Loss cover which is standard/ limited Liability cover in the event that your whole consignment is lost\damaged due to a major incident, we are covered up to £50.000 worth of value, additional cover can be arranged if required.

Can I purchase packaging materials from you if I wish to pack my own?

Yes you can. We have all packing materials from cartons, tape and wrapping paper through to more specialist packaging for valuable and cherished items.

Box packing tips

Keep all boxes, particularly large boxes, at a comfortable carrying weight (25kgs). You should be able to lift and carry the box yourself without risk of injury.

If they are becoming heavy while you are packing them, try filling the rest of the box with light bulky items such as linen, towels, cushions or soft toys. Books are the worst offenders when it comes down to weight, use smaller boxes for these types of items.

Our moving boxes are always best when filled, so put larger heavier items at the bottom of the box and fill up with lighter items or bubble wrap. The fuller the box the greater the stacking strength.

If you have a large box and need to put heavy items, such as books, cds, dvds etc., a good tip is to half fill the box, then cut and fold down the sides of the box to make a smaller, more manageable weighted box.

Wrap breakable items individually with packing/tissue paper or bubble wrap. Use layers of newspaper to line the boxes or pillows and bedding to provide extra cushioning. It's cheaper and better for the environment.

Keep breakables away from the top, bottom and sides of your moving boxes. Pack these items loosely with plenty of cushioning.

Always make sure that you use packing tape to fasten the bottom and the top of all your boxes.

My things are in Storage and I have been given the Square Meters

Many storage depots will often provide you with Square feet or Square Metres of floor space that you have rented or are using to store your belongings. Unfortunately, this measurement is not suitable to determine the volume that you require to be shipped. Volume also needs to take into account the height of your belongings.

For simplicity sake, let's assume you have a 10 foot x 10 foot room with an 8 foot ceiling. The floor area is 10 multiplied by 10 to get 100 square feet. To get the volume multiply that by 8 and get 800 cubic feet.