

F. SMITH & SON

LOCAL / NATIONAL REMOVALS



MOVERS

STORERS

SHIPPERS

PACKERS



www.fsmithandson.co.uk

Family run business for over 80 years

Moving home is stressful enough without worrying about who is doing what and when on the big day.

There's the safety of your personal and cherished belongings to consider as they're being packed, loaded, transported and delivered. And then there's storage!

BAR members must meet strict standards and are regularly inspected to make sure that their facilities, equipment, staff training and operational procedures remain at the highest level.

F. Smith & Son are fully accredited B.A.R. (British Association of Removers) members, so adhere to the Code of Practice.

As a BAR member we are capable of providing a first class moving and storage service throughout the UK and operate regular services into Europe and beyond.

As most people do not move home very regularly, it makes it even more important to choose the right removal company. We feel confident that our friendly personal service at competitive prices will ensure peace of mind and a smooth removal from the quotation to the completion of your removal.

Services available –



Local and long distance removals (domestic and commerci

Regular shipments to Europe

Shipping to most destinations world wide

Full packing and unpacking service

Export wrapping service (for overseas and protection of most valued items)

High quality packaging materials supplied

Containerised storage

Fully insured

Crate hire



About F. Smith & Son



Figure 1 - Warehouse & Fleet

F. SMITH & SON is a family business based in Croydon, offering a high quality and professional removals and storage service. Trading for over 80 years has given us the expertise to carry out all removal types, from single items, small part loads to large household and commercial removals both nationally and internationally.

Our fully uniformed staff are both helpful and friendly, and have the experience to handle all of your treasured possessions to a high standard.

The services we currently provide are:

- Free Personal Quotation Service (No Obligation)
- Packaging Materials
- Full / Part Packing
- Household Removals
- Piano/Antique Removals
- Office / Commercial Removals
 - Crate Hire
 - Disassembly & re-assembly of furniture
 - IT Decommissioning, Re-commissioning
- Commercial Storage including
 - Archive and File Storage
 - Open Space for Free Standing Storage
- Containerised Storage (mainly domestic)
- International Shipping including
 - Air freight or by sea
 - Export wrapping
 - Door to door service
- European Removals
 - Part Loads
 - Sole Loads



Figure 2 Moving of Piano's



Figure 3 Export Wrapping Service

Our commitment to providing a high level of service is highlighted by our membership to the 'British Association of Removers'. This demands the highest standards in the industry in order to comply with their TSI approved code of practice. These standards include staff training, provision of good quality removals equipment from vehicles to trolleys, ensuring that all staff have a uniform to wear and are issued with Personal Protective Equipment (PPE) and having the ability to provide insurance cover for risks of loss or damage.



Figure 5 - Large vehicles

We have a fleet of different sized vehicles, ranging from large container removal vehicles down to transit vans, all fully equipped with blankets, ties, tools and wardrobe cartons. The varied sizes of vehicles give us scope to move single items (pianos and other antiques/large items) or small properties through to the largest of residences in a cost effective way.



Figure 4 - Small moves / packing vehicles

At F. Smith & Son we strive to take all the hassle out of moving home, from the packing and preparation up to the unpacking and arranging furniture in your new home.

We understand how stressful selling, buying and even renting property is, so when it comes to packing and transporting often thousands of personal effects and furniture, all of differing shape and size, leave it to us and we can smoothly and efficiently move all your valued possessions to your new home.

First steps

By now you have probably arranged for one of our estimators to call on you to assess the specifications of your move. The estimator will have discussed with you the services that we can offer, (i.e. packing, export wrapping, dismantling and unpacking) and reviewed the services you require. From this information and from viewing all that you have to be moved the estimator will provide you with a quotation.

Packing / materials



You may feel that you are never going to get all your effects packed in time for your move; this is where we can be of assistance. It usually only takes one day for our staff to fully pack any size property from a bed sit to a 7/8 bedroom house, with care and precision.



We offer both a full or part packing service, which we usually carry out prior to the removal day. Alternatively if you have the time, we can provide all the necessary packing materials, so you can pack all your possessions. (*See our price list for details*)



If we are doing the packing for you, then all you need to do is sit back and let our staff carefully and efficiently pack all your possessions. The only thing that we would ask for you to do is to separate any items that you need for overnight, or that you would like to take with you on the removal day so that it does not get packed. Safe places for items are usually on any bed, in a bathroom or labelled in a corner of a room.



If you had planned to do the packing yourself and for any reason you were unable to do so, then there is no need to panic, just contact us and we will aim to get staff over a day or so before the move, or extra staff on the day of the move to finish it off for you. Please try and give us advance notice so that we can have the correct packing materials and staff to carry this out for you properly. The cost of the move will be adjusted accordingly.

Insurance

We are able to offer Specialist Removals Insurance to cover your goods whilst in our possession. We have the ability to cover up to **£250,000** under our issued policy, however additional cover can be provided after further consultation with our brokers. The standard insurance provided will cover your furniture against damages such as breakages, scratches, tearing or loss and will be considered on an **Indemnity basis**. This means that age, wear and tear are taken into consideration when settling a claim. We can offer a **New for Old policy** (for goods under 10 years of age) should you wish for any settlement to be considered as the cost of replacing or reinstating the article with an item which is substantially the same as that damaged, not taking into account age, wear and tear etc.

All items wrapped or boxed by **us** will be insured against most forms of damage under either of the policies. Goods that have not been professionally packed by us cannot be insured against damage under either of the policies unless we have been negligent. (*See terms and conditions for details*).

The insurance requires that claims be notified to us within **seven** days of delivery. Loss or damage noticed at the time of delivery should be notified at that time. Any other item of claim should be notified within **seven** days.

Special Requirements / Items



If you have any item of particular sentimental / financial value that you want to take with you, make sure that it has been pointed out to the estimator, as they can discuss means of transporting and protecting the item of concern. Our trained staff can export wrap any item of furniture to protect it from the time it leaves your house to the point of unwrap in your new home. This is also a good method of protecting furniture should you require any decorating at your new home, as the furniture will be fully sealed, protecting it against any dust or paint.

Sofa covers are used as standard on all our removals, protecting your upholstery against any snagging, tearing or marking.



Booking your Remover

At F. Smith & Son we encourage provisional bookings until you have exchanged contracts and have a definite move date. This approach saves you any cancellation charges that may be applied if for any reason your completion date is changed. This also makes us flexible with your date, as long as we are not already busy on the date you complete, or have chosen to move.

If you have a provisional move date, and have chosen F. Smith & Son as your preferred remover, please contact us for a provisional booking. It is essential that when your provisional move date is confirmed, that you contact us again to finalise your date and confirm the requirements of our services. Please note that vehicles and staff will not be assigned until a final confirmation is provided.

Once you have exchanged and have a fixed removal date, you will need to contact us, firm up your booking by paying a 30% deposit, and we will ask that you return your acceptance form back. We will discuss and arrange any advance packing that is needed at this stage and send out a confirmation form, as soon as we receive your acceptance form.

Things you need to do in advance of the removal day

Kitchen Appliances

Dishwashers and washing machines will need to be disconnected prior to our staff arriving on the removal day. As we are not qualified to disconnect appliances, please ensure gas, electric and water appliances are disconnected beforehand.

It is advisable to run down your fridge freezers, as they are not designed to be moved full up, although we may be able to lift them, leaving them full may cause damage to the unit. For long distance removals they will need to be fully emptied and defrosted where necessary so they do not leak in the vehicle, possibly soiling your other furniture and effects. For short distance moves the contents can be unloaded into boxes and reloaded at the other end, although cool boxes are advisable, to avoid the contents deteriorating. Our insurance company will not accept any responsibility for any deterioration of the contents, as is standard with most policies.

Carpets, curtains and light fittings.

All light fittings to be moved should be disconnected and taken down prior to the removal as we are not qualified to do so. However we can pack / protect the fittings once they have been removed. Any carpets and curtains to be removed can be lifted / removed and protected by our staff, by special arrangement, but we will not refit them in your new property.

Drawers

Clothes and other light items can be left in the drawers of chests, as they can be transported full up, but other items like books would need to be packed due to the weight, and also any fragile items would need to be packed to avoid damage in transit. Drawers on side boards, bookcases and wall units can also be left full, a few sheets of tissue paper should be used to pack out the drawers to stop the contents from rattling around.

Parking and access

It is necessary that when the estimator visits you, you let him/her know of any parking difficulties, whether it be with restrictions on the road, or low bridges, trees or narrow roads. If there are any restrictions in force on the road, you will need to contact the Council to get any parking permits arranged for the removal day.

It is important that you inform us of any difficulties getting to the new property, as it is not always possible for us to review the access. In certain circumstances we may need to use a small vehicle to tranship your goods from a large vehicle to your new property. This will need to be arranged prior to your removal day.

Children and pets

Older children can get very excited about moving and we recommend that they get involved as much as possible in the whole experience from planning to the move itself. Younger children may find moving stressful, so you may consider leaving them with relatives or friends for the day, where possible.

Pets seem to find the whole moving experience very stressful. On the day of your move the best place for your animals is with a friend or relative, if this is not possible, then the next best thing is to lock them in a room so that they do not escape, as the doors to the property will be open throughout the day.



Moving Checklist



Below you will find a wealth of information as to what you should do in preparation for and on your moving day.

Q: What should I do when investigating Removal Companies:-

- Receive and consider at least three removal quotations.
 - We recommend that you look for members of the British Association of Removers BAR
- Arrange a site visit from an estimator to discuss your removal needs. This is very important.
- Select a removal company and contact them to discuss your moving date(s).
 - Once a date has been discussed, place a provisional booking with your chosen mover.
- After you have exchanged contracts you should confirm your removal date with your chosen mover.
- Sign any contract forms and send them back to your chosen mover.
- Check suitable insurance is in place before the commencement of the removal.
- Discuss parking arrangements with your removal company and agree who is going to arrange for any parking suspensions / dispensations (if applicable) or simply reserving space directly outside.
- Arrange for the packing team to come in prior to your removal date (if applicable).
- Give your removal company any contact numbers and addresses in advance of the move.

Q: When to tell people you're moving

It's best not to notify anyone of your address change until the contracts have been exchanged. Otherwise, if the sale falls through, you'll need to contact everyone again.

Q: How can I change my address details with my main service providers?

You can tell many different organisations of your new address, including gas and telephone companies and government offices, by using the website 'I am moving'. www.iammoving.com

Q: Who else should I tell about my change of address?

- You should send out change of address cards / emails to friends and relatives

A: Financial Providers

- Bank or Building Society
- Home Insurance
- Building Insurance
- Inland Revenue
- Credit Cards
- Rental/Hire Purchase
- Pension Companies
- Savings/Bonds
- Life Policies
- Employer - Payroll
- Catalogue Companies
- Students Loan
- HM Revenue & Customs (HMRC)** - to update their records for the following:
 - Income Tax (PAYE and Self Assessment)
 - National Insurance
 - Child Benefit
 - Child Trust Fund (you'll also need to update your account provider)
 - Student loan (you'll also need to tell the Student Loans Company)
 - Tax credits
- You need to contact HMRC even if you pay tax through PAYE and have already told your employer or pension provider.
- Department of Work and Pensions (DWP)** - You'll need to contact different offices at DWP, depending on what you receive:
 - Employment and Support Allowance / Incapacity Benefit (contact Jobcentre Plus)
 - Jobseeker's Allowance (Jobcentre Plus)
 - Income Support (Jobcentre Plus)
 - Disability Living Allowance or Attendance Allowance (Disability Benefits Helpline)
 - Carer's Allowance (use the link to the change of circumstance e-service)
 - Winter Fuel Payment (use the link below)
 - State Pension or Pension Credit (contact the Pension Service)

B: Services

- Gas
- Telephone Land Line (Change number / Transfer number to new property)
- Electric
- Mobile telephone
- Cable/Satellite/ Internet Services
- Club Cards-
- Boots/Tesco/Sainsbury etc
- TV Licence 0844 800 6722
- Water
- Post Office – redirection
- Electoral Register** - If you've just moved house, you'll need to register to vote again. Find out how to do this on the 'About my vote' website. www.aboutmyvote.co.uk
- Council** - You'll need to contact your local council's Council Tax office. Let them know the date you move out of your current property and when you move into your new one so they bill you correctly. You'll also have to tell your council you're moving if you receive:
 - Housing Benefit
 - Council Tax Benefit
 - a Blue Badge parking permit

C: Health

- Doctor - de-register and re-register with a new surgery if you are moving areas.
- Dentist
- Optician
- Private Healthcare
- National Blood Bank 0845 7711711

D: Motoring

- Vehicle Registration Certificate (V5C/logbook) – (DVLA) 0870 240 0010
- Vehicle Insurance
- Driving License – (DVLA) 0870 240 0009
- Breakdown Services

E: Other

- Subscriptions
- School/Colleges/Nursery
- Library
- Milk Delivery
- Gym/Golf Club
- Newspaper Deliveries
- Unions

Q: What should I do at least the day before I move?

- Redirect mail, through the post office
www.royalmail.com/delivery/inbound-mail/redirections
- Organise any disconnections and reconnections of any gas, water or electric appliances
- Defrost your fridge and freezer (where necessary)
- Cancel all regular deliveries to your current property.
- Sort out any items which are not to be packed or moved, and keep separate from other goods.
- Ensure that all the packing has been done, either by you or your removal team.
- Pack emergency overnight bag (just in case!).

Q: What should I do on the removal day?

- Be prepared for the removal crew. They will work quickly.
- Show the removal crew round at the very start to indicate exactly what is / is not to be moved
- Have all personal items grouped together out of the way. (Maybe put them in your car).
- Most Important – keep the kettle out so as to keep the removal team well hydrated!**
- Take meter readings for gas and electric; ring through to your supplier.
- Exchange numbers and check new address with the removal team and arrange to meet them at your new property ASAP after completing the loading process.
- Switch off power and water supplies.
- Once the house is clean, lock all windows and doors.
- Drop your keys off to the estate agents selling your home.
- At your new property, make yourself available near the front door to direct the movers. This means that any questions can be answered quickly and the removal team can work efficiently.

There are many reasons why you may need extra storage. Ranging from decorators requiring some furniture cleared to free up work space, through to you just not having enough space in the property. Whatever the reason, we can store single items to whole house contents for a few days, months or indefinitely.

If you are buying and selling, it can be very difficult to combine the sale of your property and the purchase of a new property as this



generally involves different parties within a chain who all have varied agendas. Today it is very common to store the contents of an entire house so as not to lose the sale of a property. This puts you in a good position as a purchaser due to the fact that you will be able to move very quickly and not depend on others below you. More importantly, it may give you better bargaining powers when

Figure 7 Property Chain making an offer on a property.

The first step in getting a free quotation for storage is to request a surveyor to come round to view the goods that you would like to store. The surveyor can give you a **fixed weekly storage price** based on what he/she sees.

Removal quotations will also be given for the moving of goods into and out of store (out of store charges depend on a final destination address being given, otherwise some assumptions may have to be made). As our warehouse is predominately made up of containerised storage, costs will all be based on the quantity of containers required.

Packing & Wrapping

Packing services are available. *Please see Local and UK removals for information.*

Loading of Storage Containers



Figure 8 - Containers on Vehicle

Our specially equipped vehicles and warehouse offers safe, dry and secure storage. The storage containers will be brought to your property on our customised vehicles. These vehicles have side loading doors, through which all goods will be loaded into the containers and inventoried. Occasionally, however, it may not be possible to use the side loading doors on-site, in which case the goods will be loaded onto the vehicle as per a normal removal and the containers will be loaded back at our warehouse. Under these circumstances,

the inventory will be taken at the warehouse.

As the goods are loaded into the containers they are well protected by blankets where required.



Figure 6 - Warehouse container stacks



Figure 9 - Loading a container on-site

Inventory

The inventory that is taken at the time of loading the container(s) will document a detailed description of the goods and their condition at time of loading. Most household items will fit into the containers but on the odd occasion that an item will not, it will be wrapped, labelled and stored loose within a designated area of our warehouse. Some examples of these items are; carpets, ladders and large sofas.



Figure 10 - Inventory



Figure 11 – Fork lifting containers on/off vehicle

Once loading is complete, the container door will be replaced and a security seal will be fitted to the door with its unique number being recorded on the inventory. The foreman will ask you to sign the inventory as agreement that all goods are correctly listed and he/she will give you a copy of this document for your records. The vehicle will leave for our warehouse, where the container(s) will be fork lifted from the vehicle and placed into their designated row(s). This is where your goods will stay

untouched until you notify us that you require them back.



Figure 12 - Stacking containers away in warehouse

Security of Goods whilst in store



Figure 13 - Seal on container

The safety and security of your goods is taken very seriously at **F SMITH & SON**, this is why a seal can be added to the container. This provides reassurance that the container hasn't been opened during the time that the goods have been in store. The seal will only be broken once you have confirmed that the number on the inventory and the seal is a match. Access to any container is only authorised with the client's approval and unless otherwise agreed in advance, the client should be present to check the old seal and witness the new one in replacement.

Our warehouse is fully alarmed and monitored by BT Redcare.

All customers are welcome to visit us to inspect the premises, vehicles, goods and meet our friendly staff. An inspection of stored goods is by appointment only.

Insurance

We are able to offer Specialist Goods in Storage Insurance to cover your goods whilst in our possession. We have the ability to cover up to **£250,000** under our issued policy, however additional cover can be provided after further consultation with our brokers. The standard insurance provided will cover your furniture against damages such as breakages, scratches, tearing or loss and will be considered on an **Indemnity basis**. This means that age, wear and tear are taken into consideration when settling a claim. We can offer a **New for Old policy** (for goods under 10 years of age) should you wish for any settlement to be considered as the cost of replacing or reinstating the article with an item which is substantially the same as that damaged, not taking into account age, wear and tear etc.

The insurance requires that claims be notified to the Remover within **7 (seven)** days of delivery. Loss or damage noticed at the time of delivery should be notified at that time. Any other item of claim should be notified within **seven** days. **An important point to remember is that you must declare to us in writing the overall value of your goods for any of the above policies to be valid.**

(See our quote form and terms and conditions for further details).

Guidance

Items that should not be put into store are: -

- Perishable goods (i.e. foods)
- Paints and oils.
- Inflammable items - I.e. White spirits, Gas cylinders and Petrol cans etc.
- Plants
- Precious items, such as jewellery, money, deeds and other important documents (these items are not covered by our insurance policy).

Any items that use petrol / gas, such as petrol lawn mowers, strimmers and motor bikes will need to be fully emptied of oils and fuels before they can be stored.

It is essential that all white goods are fully disconnected and switched off a couple of days prior to them being stored, this is so they can be drained and thoroughly dried. It will ensure that they cannot soil any of your other goods by leaking on them.

It is also advisable that outdoor items (bikes, chairs, tables, tools etc.) are clean and dry, this will help avoid any soiling of other effects in the container.

Retrieval of selected items from Storage

Access to Stored Goods:

- Should you require access to your goods whilst in store we will make a charge of £30 + VAT per container accessed. We will have an operative present to retrieve the container(s), unstack the goods from within the container and re-stack them after you are finished.
- Please ensure that you provide us with at least 24hours **written notice** of your intention to access your goods.

Hand Out of Goods at the end of the storage period:

- If you do not wish for us to deliver your goods back to you at the end of the storage period, you may arrange to have the goods collected from our store. In these circumstances we will make a charge of £45 + VAT per container to hand out the goods. We will have a warehouse operative present to retrieve the container(s), inspect and check off the goods against the original inventory.
- This allows for us to fully release our liability over the goods. Our liability will cease upon handing over your goods.
- Please note that there are still no **'hand out'** charges if we make the delivery of goods back to you. Please see our *Removal Quotation Out of Store* for confirmation of **'delivery'** charges.

Payment

Storage is charged four weeks in advance, with a minimum of two weeks storage, except if agreed in advance with the estimator. All outstanding storage charges must be settled before goods will be delivered from store.



If you have chosen to carry out the packing by yourselves we have the following information to assist you.

Packing is one of the most important jobs in preparation for moving. We would advise the following when packing:

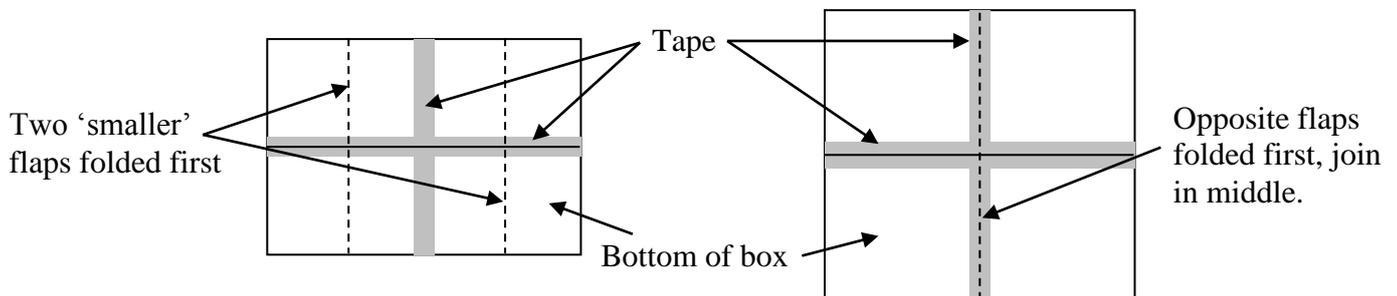
- Allow sufficient time for you to be able to sort through your goods and throw out any unwanted items.
- If the item is small enough to fit into a box, please do so.
- Always ensure that liquids are packed in an upright position.

Making up the boxes

- Small box - When folding the flaps, make sure the 'small' flaps are folded in first, with the two larger flaps folded in after, and then taped.
- Large box – Any two 'opposite' flaps are folded first, followed by the other two flaps, and then taped.
- Make sure that you tape the box both ways on the bottom of the box. This adds strength to the bottom of the box, ensuring your contents do not fall out. *(See illustration for details)*

Small Box

Large Box



- Avoid overfilling and under filling of the boxes. Try to keep the contents level with the top.
 - A strong box is a full box
 - If the box is sealed and level (without any overfilling) it can be stacked upon.

Fragile Boxes

- When packing glass / china and other fragile items into boxes, scrunch up some paper and fill the bottom of the box. This adds cushioning to the box, do the same for the top so as to protect the contents.
- Packing of plates, bowls and pictures should be done by wrapping the items in paper and standing them on their edges in the box. They are at their strongest in this position, and the risk of damage is reduced.

Often we are asked which packing materials should be used and which items should go in a particular box. We have generated a list of likely items that can be packed into our different size boxes.

<u>Pack VI</u> 	<u>Pack II</u> 
<p style="text-align: center;"> Books Heavy crockery Photo albums Records Papers/files Bottles Tools from garage/shed Tinned foods/jars CD's, cassettes, DVD's etc. Cleaning materials </p>	<p style="text-align: center;"> Bedding Large china (if it doesn't fit into a Pack VI) Pots & pans Lamps Lamp shades (separated from lamps) Glassware Shoes/Clothes Toys Light / larger goods Any Pictures that will fit in a box Portable TV Stereo's and speakers P.C. equipment </p>

Pictures / Mirrors

- Any large pictures that do not fit in the boxes will need to be wrapped in a paper blanket (provided), this is done by wrapping the picture / mirror like a present. Once wrapped please indicate which side is the front of the picture / mirror as this will help when loading on to the vehicle.

Bedding / towels and sheets

- All bedding, sheets and towels can either be packed into the larger boxes (pack 2's) or alternatively you can use bags. Only ¾ fill the bags and tie the top, this reduces the chance of the bags ripping, due to the weight of the towels and sheets. When writing on the bags (location at the new property) please use either a biro or a permanent marker, as other pens might rub off and soil your furniture.

Shed / garage contents

- When packing tools try to use the smaller boxes, this is due to the weight. Any items that are too big to fit in the small boxes should go into larger boxes. Please also try to use a selection of lighter items, so that the box does not get too heavy. Any large garden tools (i.e. spades, rakes etc) should be bundled up by taping together at the top and bottom; this makes them easier to handle and move.

Materials Price List

(All Prices Include VAT)

Materials can be bought separately at the following prices:

Large Boxes 18"x18"x20"		£2.75 each
Small Boxes 18"x13"x13"		£2.00 each
Roll of Utility Bags		£5.00 each
Tape		£1.60 each
Paper Packs 5kg		£6.00 each
Picture Blankets		£1.60 each
Large Mattress Covers		£2.75 each
Small Mattress Covers		£2.25 each
Wardrobe Carton 18"x20"x70"		£10.00 each
Roll of Bubble Wrap 100m x 0.5m (small bubble)		£25.00 each
Bubble Wrap 0.5m (small bubble) per metre		£0.75/m

Packing Materials Continued - Package Deals

Small House Removal Materials Pack	£53.00
<p> 10 Large Boxes 10 Small Boxes 1 Tape 1 Pack of Paper 5 Picture Blankets 1 Large Mattress Cover 1 Small Mattress Cover </p>	
Medium House Removal Materials Package	£94.00
<p> 20 Large Boxes 20 Small Boxes 3 Tape 2 Paper Packs 10 Picture Blankets 1 Large Mattress Cover 2 Small Mattress Cover </p>	
Large House Removal Materials Package	£160.00
<p> 30 large Boxes 40 Small Boxes 5 Tape 3 Paper Packs 10 Picture Blankets 2 Large Mattress Covers 2 Small Mattress Covers </p>	

Delivery charges may be applicable. Please see our website for details or discuss with our estimator.

REPUTATION REPORT

F Smith and Son

Units 15 & 16 Endeavour Way CROYDON CR0 4TR



As part of our commitment to excellence, we provide prospective customers with an opportunity to read what current / past customers thought of our service. This track record data has been collated via the use of our survey form completed by customers and returned to an independent company, 'reference line'.

See What Our Customers Say At:

www.referenceline.com

When on this site you should search for 'F Smith and Son' in order to read unedited comments about us. It will show you our past track record with over 1000 feedback records since 2006.

F Smith and Son

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020 8688 7063

Removers / Removals

Listed under: Removers / Removal Companies

98% recommended: 9.5/10
1027 reviews since 2006

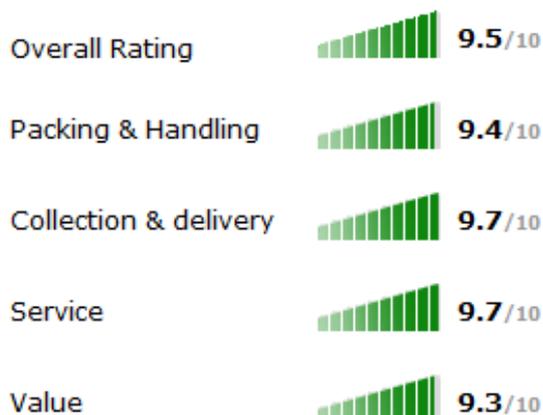


Track Record

Map

Memberships

Satisfaction Ratings



Code of Practice

Code of practice	93%
Description	100%
Loss or damage	97%
Claims timing	84%
Cancellation	91%
Protection options	96%
Claims procedure	81%

Recent Reviews

" The removal men involved were all very friendly and extremely amendable and courteous. The driver, Barry, did a superb job in reversing the vehicle in...." [more](#)

" Excellent movers who were very helpful. Will recommend to friends & family." [more](#)

" Clive, Barry, Chris, Paul, Barry and Jimmy did an amazing job. Really quick, really careful and made us laugh all day, made what could have been a ver...." [more](#)

REPUTATION REPORT

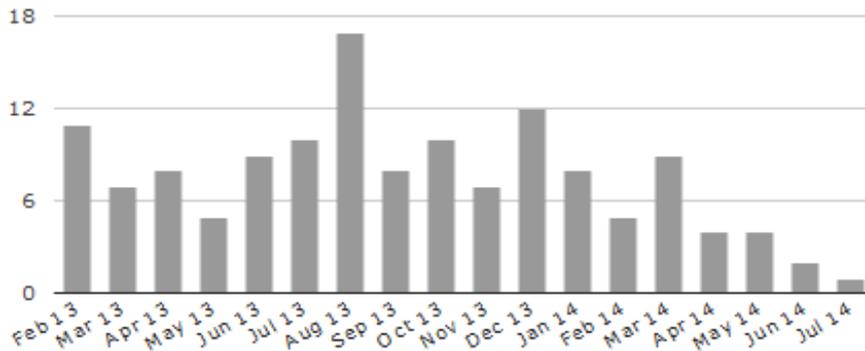
F Smith and Son

Units 15 & 16 Endeavour Way CROYDON CRO 4TR



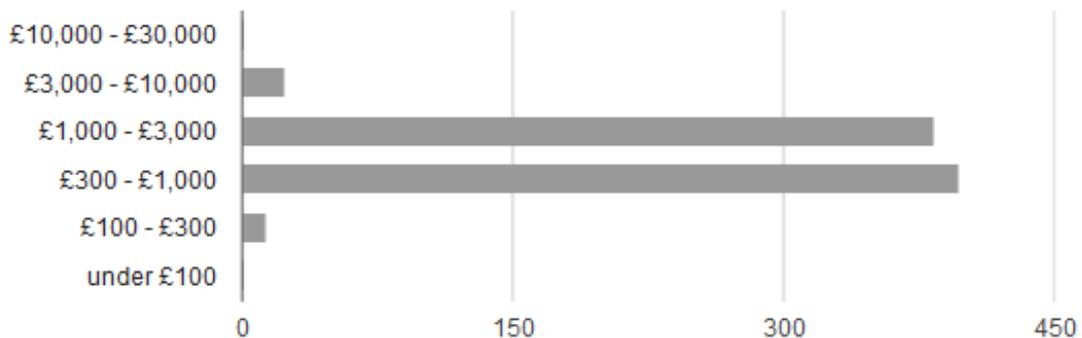
SUMMARY OF ALL REVIEWS

Reviews by Month



Reputations are not built overnight. Don't be impressed by a few old reviews which may not be representative. Referenceline recommends that you look for a track record of ratings and reviews in at least 9 of the last 12 months.

Reviews that match your Budget



See if this business has the experience to match your needs. This chart shows the value of the reviews received by Referenceline, so you can see if they generally handle the size of budget you have in mind.



Memb No. S046

CODE OF PRACTICE

Take the risk out of moving home

- **150% Cash-back guarantee against cancellation**
- **FREE Conciliation service**
- **Approved and monitored by the Trading Standards Institute**

The BAR Code of Practice

The British Association of Removers Code of Practice is the only code in the moving industry that's approved and monitored by the Trading Standards Institute (TSI).

All BAR members abide by the Code that dictates the standard of service you will receive, the quality of the materials used, the standards of vehicles and warehouses, staff training requirements and what will happen if something goes wrong.

Most importantly the Code requires BAR moving companies to deal with you in a courteous and sympathetic way at all times.

If you're moving look for the badge

Our Key Commitments to You



We promise to act fairly and reasonably with you and uphold all the standards contained in the Code. Our key commitments are:

- **To make sure that our advertising and promotional literature is clear and not misleading.**
- **To provide you with a clear description, price and timetable for the work carried out.**
- **To offer insurance or other protection options.**
- **To explain clearly our liability for loss or damage, the time limit for making claims, and cancellation / postponement rights and charges.**
- **To provide staff who are courteous, competent, and committed to providing a high standard of service.**
- **To deal quickly and sympathetically with things that go wrong.**
- **To publicise this Code, have copies freely available and make sure our staff are trained to put it into practice.**

Financial Protection

The Code says that if we cancel a removal more than 10 days before the agreed date for the work we must pay you back everything you paid to us. If we cancel less than 10 days before the agreed date we must pay you 150% of the monies paid. This means that you can be confident that we will arrive to do the work on the agreed date. If we are not able to do the work on the agreed day or pay the 150% refund, the BAR Pre-payment Protection Scheme will be speedily activated to have the work completed by another member or provide you with a full refund.

If Something Goes Wrong

If you have a complaint about our service we will try to resolve it fairly, quickly and efficiently. If we can't settle your complaint to your satisfaction you may refer it to the BAR's FREE Conciliation Service on

**consumer.affairs@bar.co.uk
Tel: 01923 699486**

If you are still not satisfied a low-cost, independent arbitration scheme is available operated by the Chartered Institute of Arbitrators.

TSI Monitoring

The Trading Standards Institute monitors our performance, and that of all BAR members, to make sure that we are operating within the BAR Code of Practice and that the Code is working properly in the customers' interests. You can help by completing our customer satisfaction survey form.

The Full code of Practice

If you would like a free copy of the full BAR Code of Practice you can download it from the BAR website on www.bar.co.uk



Overseas Moving



We are also specialists in moving goods overseas by road, air or by sea. This is dependent on what goods are to be shipped, where the final destination is and timeframe for consignment arrival.



Please contact the office should you wish for any of your goods to be sent overseas.

Please note that we are members of the British Association of Removers (B.A.R.) and Fedemac. <http://www.fedemac.com/>. These organisations represent European movers collectively operating throughout Europe



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