

F. SMITH & SON

STORAGE

SERVICES



MOVERS

STORERS

SHIPPERS

PACKERS



Member - S046

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 –



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Local and long distance removals (domestic and commercial)

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

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.



Figure 1 - Warehouse container stacks

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

Figure 2 Property Chain when 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 3 - 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.



Figure 4 - Loading a container on-site

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

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 6 – 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 5 - Inventory



Figure 7 - Stacking containers away in warehouse

Security of Goods whilst in store



Figure 8 - 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 in the event of damage, 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 **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.



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.reference-line.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 500 feedback records since 2006.

98% recommended: 9.5/10
772 reviews since 2006

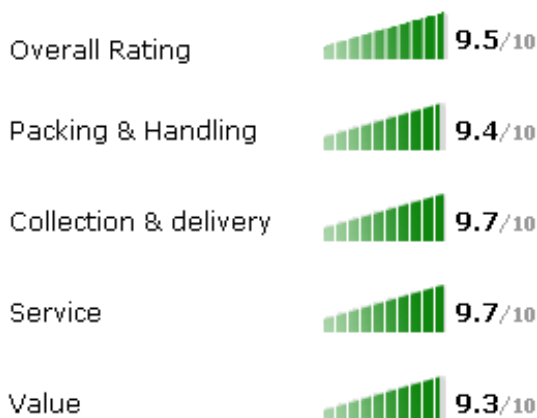


Track Record

Map

Memberships

Satisfaction Ratings



Code of Practice

Code of practice	93%
Description	100%
Loss or damage	96%
Claims timing	82%
Cancellation	90%
Protection options	95%
Claims procedure	79%
Claim handling	75%

Recent Reviews

" Came to our rescue at short notice when Aussie Removals went bust. Re-quoted down once they had visited property even though we had already committed....." [more](#)

" The service was very professional from start to finish. The crew were very pleasant, polite and hard working." [more](#)

" We were treated courteously at a very difficult time. The firm were extremely accommodating over difficulties around the completion date. Our removal" [more](#)

" Excellent service nice staff very helpful could not do enough for us." [more](#)

MOST POPULAR COMMENTS
772 REVIEWS SINCE 2006

REPUTATION REPORT

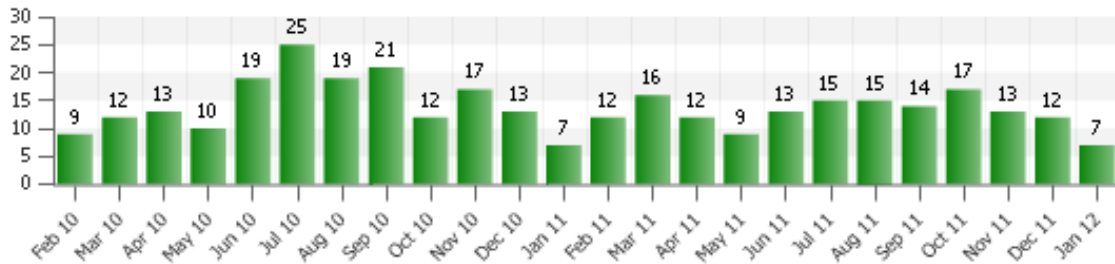
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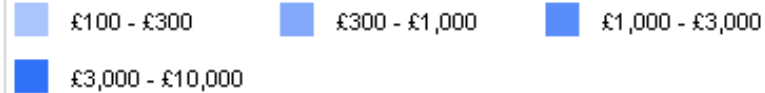
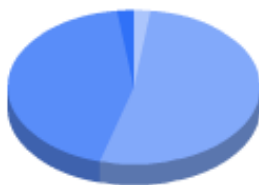
SUMMARY OF ALL REVIEWS

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 24 months.

Reviews that match your Budget (click to filter these reviews below)



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.



Member - 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:

Member - S046

- **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

F. SMITH & SON

Removals and Storage



Member - S046

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