

# F. SMITH & SON

REMOVALS

STORAGE

SHIPPING

PACKING



*Making your move personal*

Tel – 020 8688 7063

Website – [www.fsmithandson.co.uk](http://www.fsmithandson.co.uk)

Email – [info@fsmithandson.co.uk](mailto:info@fsmithandson.co.uk)



Member - S046



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**Checkatrade.com**  
Where reputation matters



*F. SMITH & SON* is a family run business based in South London, offering a high quality and professional removals and storage service. We have been trading since 1930 and this has given us the knowledge and expertise to carry out all removal types. We can organise the removal of single items, small part loads up to large household and commercial removals both nationally and internationally.

Our staff are all fully trained in all aspects of removals, giving them the knowledge and experience to handle all your treasured possessions to a high standard.

Our commitment to providing a professional and personal service to a high standard is highlighted by-

- Fully uniformed staff
- Sign written vehicles
- Membership to the BAR
- Holding the BSEN12522 accreditation
- Members of 'Checkatrade' and 'Which?' trusted trader'

Being a member of the BAR and holding the BSEN12522 demands the highest standards in the industry in order to comply with the BAR's 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.

Currently services offered: -

- **FREE**, no obligation personal quotations
- Domestic removals
  - Quality packing materials
  - Full / fragile packing
  - Export wrapping
  - Local & national
  - Storage (containerised)
- Office / Commercial Removals
  - Crate Hire
  - Disassembly & re-assembly of furniture
  - IT Decommissioning, Re-commissioning
  - Storage (containerised)
- Archive and File Storage
- Open Space for Free Standing Storage
- European Removals
  - Part Loads
  - Sole Loads
- International Shipping including
  - Air freight or by sea
  - Export wrapping
  - Door to door service

We have a large fleet of varying sized vehicles, ranging from 3.5t Luton vans up to 60ft road trains, ensuring we can carry out all types of removals, from single items to full households. All vehicles come fully equipped with blankets, quilted sofa covers, ties, tools and wardrobe cartons.

In 2016 we moved into a purpose-built facility, keeping our offices, storage and vehicles all on one site, ensuring better operational controls. The building is covered by the latest CCTV, an intruder alarm and fire alarm, both monitored by BTRedcare, providing customers with peace of mind that their goods are protected whilst in store.

# Our Pledge to all our customers

## Our customer Service Promise to you

- Our crew will arrive on time as per the confirmation email sent to you. In the event of unforeseen delays, you will be contacted before the agreed start time
- You will have a foreman allocated to your removal to ensure the smooth running of your move
- All vehicles are tracked, to ensure we know where your goods are at any time during your removal
- Floor coverings will be provided, to protect entrance halls, stairs, and landings.
- All packaging materials used will be clean and of a good quality
- Soft furnishings will be protected prior to leaving the property. Sofas / Armchairs will be wrapped in our covers and mattresses in plastic bed bags
- Staff will be fully trained and uniformed
- You will receive a quality control questionnaire after your removal, as valued feedback helps us to maintain and improve standards



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

We understand how stressful selling, buying, renting and renovating property is. That is why our staff are fully trained and have the latest vehicles and equipment to ensure your removal is carried out to a high standard and importantly within schedule.

From the first point of contact to the successful completion of your removal, our friendly, knowledgeable staff will always be on hand to offer advice and assistance. Our commitment to offering a personal and seamless removal is exemplified by assigning a Foreman to every move, who is tasked with successfully overseeing the move from start to finish.

We offer a wide range of services, ensuring we can accommodate possible requirements of our customers. These include –

- Short- & long-term storage (See storage section)
  - Quality packaging materials
    - Fragile packing service
    - Full packing service
  - Dismantling & Reassembly service
    - Export wrapping service
  - Wood casing of valuable items
    - Supplying furniture hoists
  - Transshipping service (for bad access)

As standard all our vehicles come equipped with the following equipment to fulfil every removal –



- Floor protection (carpet runners)
  - Sofa covers
  - Flat screen TV covers
  - Wardrobe cartons
    - Blankets
  - Ties (To secure the load)
    - Tools





All our staff are trained in the art of stacking your worldly possessions into our vehicles, minimising the risk of damage.



To compliment the basic removal service, we offer full and fragile packing services. So, sit back and let our professional, trained, staff pack all your possessions, or maybe just the fragile items. With our extensive range of packaging materials, we have the product and experience to pack any items you may possess even the most intricate.



Fragile items are wrapped, boxed and labelled. Crating of valuable artwork, is a company policy for any artwork or mirror valued above £2000.



As an additional service, we also offer an export wrapping service, ensuring furniture receives additional protection before it is removed from the property.



To ensure maximum flexibility to carry out any removal with efficiency and professionalism we have an extensive fleet of specialised vehicles of varying sizes -



Road train with drop body system for large volume removals



Side loading doors on vehicles to accommodate our wooden containers for removals into storage. Having the doors on the side of the vehicle increases efficiency when loading using a ramp



3.5t vehicles are available for carrying out small moves, packing services and transhipping, when the address is inaccessible with a large vehicle.





The fact that every removal is different, leads to the occasional need to move large / heavy items, motor vehicles or having restricted access to the property. No need to worry though, as F. Smith & Son have you covered. A few examples below -



Enclosed Car transportation – Car ramps are attached to our vehicle, to enable cars to be loaded, and strapped into place inside the vehicle.

Hot tub Transportation – The hot tub will need to be emptied before transportation, with any loose items removed. Placing the Hot tub on end enables it to be removed using wheels. A tail lift can be used to load the hot tub onto the vehicle.



Cranes and external elevators – Oversized items that don't fit into your new property (usually an apartment) will be removed/delivered using an external hoist or crane (whichever best suits the situation).

# STORAGE



In 2016 **F. Smith & Son** moved into a purpose-built facility, comprising a 3-storey office and 17,000sqft warehouse. The warehouse holds 850 industry standard wooden containers, with 3 bays of racking to hold our packaging materials and over size items (Items not fitting into the container).

The facility is protected with the latest CCTV equipment (12 cameras operating 24hrs a day covering all areas of the warehouse and entrances), an intruder alarm system and fire alarm, both monitored by BTRedcare. Offering peace of mind that your goods will be secure whilst stored with us.

Containers are stacked 5 high, utilising the full height of the warehouse, which means that containers are only accessed using a forklift truck. We operate 2 different trucks, the reach truck is used inside the warehouse to retrieve and restack the containers, while the counterbalance truck is used to load the containers onto the vehicles.



Once the containers are loaded, they will be transported to your new property, where they will get loaded / unloaded onsite. Using wooden storage containers reduces the amount of handling required to move your furniture and effects via storage.







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.

**F Smith & Son Removers & General Insurance**

## ARE YOU COVERED?

<b><u>Insurance Accepted</u></b>
Cover in place from Start to Finish
Covered available from £10,000 - £250,000 (cover greater than £250,000 available upon request)
Only £50 excess
A claim on our policy will have no impact to your ongoing home insurance premiums
Indemnity policy offered as standard (Deductions made for age, wear and tear)
New for Old Policy (for items less than 10years old) available upon request (No deduction made for age, wear and tear)
<b><u>Insurance Declined</u></b>
Our liability will be limited to a maximum of £40 per item, or box of items lost or damaged (If caused by our negligence or breach of contract)
We strongly recommended that you put adequate cover in place, however, this is likely to have an excess which is significantly greater than £50

See our Terms & Conditions and our Summary of Insurance for more information

## Impartial Customer Feedback

As part of our commitment to offering a personal and professional service to all our customers, we ask every customer to complete a feedback form, to help us maintain and improve our standards.

We not only use the independent company, 'Reference Line' to collate this data, we are proud members of 'Which Trusted Trader' and 'Checkatrade', highlighting our commitment to customer service.

See what our customers say at 'Checkatrade':

[www.checkatrade.com/FSmithAndSon/Reviews.aspx](http://www.checkatrade.com/FSmithAndSon/Reviews.aspx)



Removal of 5 bed property in Kingston. Packing and unpacking.

**Verified Review**

The whole team from the initial quote, booking and the move were really helpful. They packed and loaded super fast and even though there was a significant delay in moving into the new house on the day they were patient and very helpful and thoughtful. Really happy and highly recommend.

**Score Breakdown**

Courtesy	10
Tidiness	10
Timekeeping	10
Workmanship	10

Location: KT2 Reviewed in: December 2022

See what our customers say at 'Which trusted trader':

<https://trustedtraders.which.co.uk/businesses/f-smith-son-croydon-ltd>



### South Croydon to Uckfield

Everything about the move was perfect, the timing at both ends was spot on and the work carried out with expert efficiency. I could not find fault with any aspect of the move. Well Done.

Customer Service ★★★★★  
Quality ★★★★★  
Value ★★★★★

Customer in East Sussex Posted on 30/11/2022, work completed 22/10/2021

Recommended



See what our customers say at 'Referenceline':

[http://www.referenceline.com/removers\\_removals\\_companies-in-croydon-fsmithandson-13889](http://www.referenceline.com/removers_removals_companies-in-croydon-fsmithandson-13889)

All predicted timescales were kept.  
Very professional crew.  
Cheerful and friendly.  
Reassuringly calm.  
All questions answered, both via phone with management and with crew.

**F Smith and Son**  
Unit 5 - 6 Mill Lane Trading Estate, Mill Lane, Croydon, Surrey, CR0 4AA  
Tel: 020 8688 7063

9.5/10  
1786  
Reviews  
Average  
£1,202

[Reviews >](#)



## Materials Price List

(All Prices Include VAT)

Materials can be bought separately at the following prices:

Large Boxes 18"x18"x20"		£4.50 each
Small Boxes 18"x13"x13"		£3.50 each
Tape		£3.50 each
Paper Packs 5kg		£10.00 each
Picture Blankets		£2.50 each
Large Mattress Covers 5'		£5.00 each
Small Mattress Covers 3'6"		£3.50 each
Wardrobe Carton 18"x20"x70"		£11.00 each
Roll of Bubble Wrap 100m x 0.3m (small bubble)		£21.00 each
Bubble Wrap 0.3m (small bubble) per metre		£1.00/m

## Materials Price List – Package Deals

(All Prices Include VAT)

Materials can be bought as a package at the following prices:

Small House Removal Materials Pack	£100.00 (Saving £14.50*)
<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	£190.00 (Saving £37.50*)
<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	£290.00 (Saving £74.50*)
<p>30 large Boxes 40 Small Boxes 5 Tape 3 Paper Packs 10 Picture Blankets 2 Large Mattress Covers 2 Small Mattress Covers</p>	

\*Savings quoted are relative to the individual materials costs





F Smith & Son are committed to providing a Quality, Reliable and Personal service to all our clients moving to Europe. Whether you are moving just your personal effects, or full households we have a service that will fit your requirements.

Full and part load services are offered, to most European countries.

We always recommend a site visit to ascertain the specific requirements of your relocation. Our surveyor will collate a volume and from this, advise the most cost effective and efficient method of transportation.

**FULL / DEDICATED LOAD SERVICE** – When moving the full contents of your property, this service ensures you receive your goods as quickly as we can transport them to you, within schedule. Your goods will be loaded and inventoried at the origin address, once loaded, the vehicle will depart for your destination address. Upon arrival the goods will be unloaded and positioned within your property, as directed.

**PART LOAD SERVICE** - For smaller consignments it will be more cost effective for the goods to be sent using our part load service, whereby you will share the cost of the transportation with other customer. Although this service works out more cost effective there is a longer lead time to arrival at destination. Your goods will be loaded and inventoried at the origin address, returned to our warehouse for consolidation and assigned to the next vehicle destined for Europe.

For both services, a packing and wrapping service are available – **please discuss with the surveyor for details.**





F. Smith & Son understand how daunting it can seem relocating overseas, that's why we offer a door to door service, ensuring the shipment of your goods is one less thing to worry about.

We always recommend a site visit to ascertain the specific requirements of your relocation. Our surveyor will collate a volume and from this, advise the most cost effective and efficient method of transportation. All methods offered are door to door service.

**SOLE USE CONTAINER** – Our staff will arrive at your property and pack / wrap and inventory your furniture and effects. Assuming good access, the container will be loaded outside your property, before getting sealed and sent to the docks. Once the container arrives in your destination port, the goods will be cleared through customs and onward delivery to your new property arranged.

**GROUPAGE SERVICE** (Small consignments) – Our staff will arrive at your property and pack / wrap and inventory your furniture and effects. The goods will be returned to our depot for consolidation and loading onto the next container destined for your destination country. With a groupage service, your goods will share a shipping container with other consignments, destined for the same country, with the shipping costs customs inspection charges getting split

based on the percentage of the container you take up. Once the goods are cleared, onward delivery is arranged.

For both options - Goods will be unloaded and positioned in your new property, with the furniture getting unwrapped and debris removed.

An **AIR FRIEGHT** service can be arranged for items that are required more urgently.





# British Association of Removers & its

## CODE OF PRACTICE

# If you're moving...

Take the risk out of moving home

- Up to 150% Cash-back guarantee against cancellation by member
- Approved and monitored by the Trading Standards Institute

### The BAR Code of Practice

The British Association of Removers (BAR) has promoted professional excellence in the removals industry for more than a century. We are the only Trade Association in the removals sector that helps our Members to protect their customers by:

- Setting high professional standards for the industry by our Membership Criteria, and the BAR CTSI Code of Practice;
- Raising standards in the industry, by giving clear professional advice;
- Providing an Advanced Payment Guarantee scheme for domestic moves, and an independent alternative dispute resolution (ADR) service in the unlikely event that something goes wrong;
- Lobbying government at local, National and European level to ensure that the industry and the public get a fair deal.

Members who display the BAR CTSI Approved Code logo are offering you peace of mind and reliable customer service. This starts from the very first contact you have with the Member and continues through to completion of the move.

### Why use a BAR Member?

Choosing a BAR Member will ensure your move goes smoothly. You will have the peace of mind that comes from using a reputable, professional and safe remover, and in the unlikely event that something goes wrong, you've got someone to turn to.

- **BAR CTSI Code of Practice:** BAR Members are professional companies committed to a high standard of service.
- **Compliance:** BAR Members must comply with mandatory annual inspections during their membership.
- **Financial Protection:** Customer prepayments are protected if the BAR Member cancels the move (see Section 6 of the BAR CTSI Code of Practice).
- **Rest Assured:** Customers are protected by the BAR Advanced Payment Guarantee Scheme in the event a BAR Member experiences financial failure (T&C's apply).
- **Customer Satisfaction:** Members must provide evidence of quality of service to BAR and CTSI - [www.referenceline.com](http://www.referenceline.com)
- **Alternative Dispute Resolution (ADR):** We adhere to the British Association of Removers Alternative Dispute Resolution Scheme which is independently operated by;

The Furniture & Home Improvement Ombudsman,  
Premier House,  
First Floor,  
1-5 Argyle Way, Stevenage,  
Hertfordshire,  
SG1 2AD  
[www.fhio.org/](http://www.fhio.org/)



**Furniture & Home Improvement**  
Ombudsman

**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](http://www.bar.co.uk)

# ... look for the badge



Member - S046



# ***F. SMITH & SON***

REMOVALS

STORAGE

SHIPPING

PACKING

Units 5-6 Mill Lane Trading Estate,  
Mill Lane,  
Croydon,  
Surrey  
CR0 4AA

Tel – 020 8688 7063

Fax – 020 8684 8687

Website – [www.fsmithandson.co.uk](http://www.fsmithandson.co.uk)

Email – [info@fsmithandson.co.uk](mailto:info@fsmithandson.co.uk)



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