



HAMILTONS

NATIONAL & INTERNATIONAL REMOVALS

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The removals and storage specialists



Head Office

In todays fast moving life choosing the right removal company is not only important...it is essential



About Hamiltons

Hamiltons Removals operates its head office from Harleston, Norfolk being an ideal location to service the whole of the East Anglia region.

Since the Company's formation in 1993, Hamiltons has grown from strength to strength realising the need to offer an efficient and cost effective service whilst maintaining a personal touch.

We realise that every move is different and each customer needs an individual, tailored service. Whether you are moving locally, nationally or even overseas, with careful planning any move can be completed to your utmost satisfaction.

Hamiltons are a member of the trade association BAR (British Association of Removers), The Road Haulage Association and are BS EN ISO 9001:2000 registered.

This guide has been designed to take away some of the stress that moving house can cause. You can rest assured that Hamiltons Removals will do all they can to make your move as smooth as possible.





Moving your home in the UK

When you contact Hamiltons our staff will ensure your move runs smoothly from start to finish. Our sales office will arrange for one of our surveyors to visit your home to ensure that your move is made as individual as yourself, and that you receive a comprehensive quotation based upon your own requirements from moving the largest piece of furniture to your smallest piece of china, to making special cases for items such as pictures, pianos or even motorcycles.

Should you choose to use our packing service, our packing team will arrive the day before the removal team and will prepare and pack all your possessions to ensure trouble-free transport to your destination. Fragile items and glassware are individually wrapped and protected, then packed into removal cartons which are labelled so they are easily identifiable at your new home. We only use the highest quality packing materials and have a vast range to suit any requirements you may have.



**all your precious items moved
in the safest way possible...Hamiltons
are here to smooth your journey**



Our services stretch around the world, there's no one better to deliver on time...every time



Door to Door Worldwide

We operate the following two overseas moving services:

The first service provides you with your own container for shipping. The container is positioned either directly outside your residence and loaded by our removal crew, or at our depot. Having professionally export packed and loaded the container, we will transport your container to the appropriate port and forward onto your chosen destination. Our destination agents will receive the container once it has cleared Customs and contact you to arrange a suitable time for delivery to your new home abroad.

Our groupage service is similar to the above but tailored for our customers who do not have sufficient volume to fill their own container. Several shipments share a container and this normally takes two to four weeks from the date of collection. All shipments are inventoried and kept separate which ensures all items are loaded and shipped to the intended destination.

Our European department operate a weekly service to most European countries. We can offer a door to door removal service on our purpose built road-trains. All furniture is export wrapped in your home, or at our depot if preferred, by our own fully trained packing staff using specialist packing materials. Even difficult items such as pianos, motorbikes, cars etc, can be expertly packed and moved.

We can advise and provide you with all the necessary paperwork required by your chosen Country of destination, relieving you of some of the stress of relocating abroad.





Packing and storage

If you have sold your property and not purchased your new one yet then take advantage of our storage facilities. Any household items can be stored long or short term in our fully secure, alarmed depot.

The storage containers are designed to keep your goods clean, dry and safe. We will bring the containers to your property on a specially equipped removal vehicle where your goods will be wrapped and loaded.

The container door is sealed at this point and not opened again until you need your goods.



There's no job too large or small, if required we can pack and store it all ...professionally, carefully, safely



Highly trained staff, specially designed and built vehicles ensures your business is moved with the minimum of disruption



Business and commercial moves

At Hamiltons we have a team of experts who ensure a smooth, efficient, stress free business move. Whether you are moving from an office block to a larger site or simply within the same building, we will work with you to ensure that on the day everything runs smoothly and professionally.

Office and Commercial moves are more complicated and involved than they use to be. We can provide experienced staff that will move IT equipment successfully with minimal interruption to business.

We have a range of services, which can be tailor-made to suit your needs:

- Full packing and unpacking in strict rotational order
- Dismantling and reassembling of furniture
- Archiving
- Short or long term storage
- Computer installations
- Specialist wrapping and unwrapping on fragile or valuable items.

Contact our Commercial Department to arrange for a representative to call and see you to discuss your individual requirements.





‘Thousands of customers move their belongings without appropriate insurance, literally putting everything they own at risk.’



Moving Insurance

As a consequence of the Financial Services and Markets Act 2000 major changes relating to general insurance regulation became effective from 14 January 2005. Briefly this legislation was introduced to regulate all intermediaries involved in providing general insurance products including those companies whose involvement is only as a secondary activity, such as a removal company.

The introduction of this legislation affects all removal companies. In the United Kingdom removal companies that wish to be able to offer general insurance products must be Directly Authorised by the Financial Services Authority (FSA) or become an Appointed Representative of an authorised firm.

With this in mind we have developed a bespoke removals and storage insurance product and embraced regulation by becoming an Appointed Representative of Goss Risk Management Ltd, a firm authorised by the FSA, effective from 14 January 2005.

In forging a relationship as an Appointed Representative of an insurance specialist we can offer our clients an insurance option that complies with regulatory requirements demanded by the FSA.

Insurance Benefits

Unfortunately loss and or damage can occur as a result of unforeseen events beyond our control. For this reason we believe that the availability of specialist insurance

cover is an important part of the service that we are able to provide our customers as it provides the following benefits that would not be available to you from competitors who have elected NOT to become regulated :

Peace of mind that your property is protected under a bespoke Removals and Storage insurance product.

Direct right of recourse to insurers in the event of a complaint.

Insurance based product underwritten by an FSA authorised Firm.

Insurance protection with the financial security offered by a leading UK based insurer.

Claims for loss of or damage to your property recoverable from Insurers NOT the mover.

FSA compliant intermediary with many years experience of providing this service.

Benefit of bespoke policy wordings including for example, in respect of Deepsea removals cover for claims arising from general average, sue and labour and war and strikes.

Insurance Premiums attract Insurance Premium Tax at 5% and not VAT at the higher rate of 17.5%.

**We take every effort to ensure
that all your goods are handled
with the utmost care**



Specialist services

Moving is often more than just moving the contents of your home. Invariably extra specialist services are required. Hamiltons are on hand to provide these essential services.

Transporting Pets

Hamiltons can advise on approved carriers who provide full facilities for air transport of pets. They will deal with all aspects of pet export and import including quarantine, paperwork and injections to make sure your pets are moved in comfort with minimum distress caused.

Equine Services

When moving your horse or horses from one location to another, you may need to find a reputable transport provider. Hamiltons can arrange the transport of your horses by experienced horsemen. They treat every horse as their own stopping every 3 - 4 hours to water, feed and check on the horses, and stopping every 6 - 8 hours to unload and exercise the horses. This is a safe, reliable transportation at competitive prices - the safety of the horses being the priority.

Moving Vehicles, Tractors & Machinery

Hamiltons have specialist vehicles and ramps that have been designed to move valuable and prized motor vehicles. Tractors and machinery can also be arranged to be transported to your final destination.

**For your peace of mind and to make
your move easier we've supplied you
with a comprehensive check list**



Check List

- | | |
|---|--|
| <input type="checkbox"/> Confirm dates with removal company | <input type="checkbox"/> Clear out the loft |
| <input type="checkbox"/> Sign and return contract together with payment | <input type="checkbox"/> Find and label all keys |
| <input type="checkbox"/> Cancel all rental agreements | <input type="checkbox"/> Separate trinkets, jewellery and small items |
| <input type="checkbox"/> Arrange adequate insurance cover | <input type="checkbox"/> Sort out linen and clothes |
| <input type="checkbox"/> Arrange a contact number | <input type="checkbox"/> Collect children's toys |
| <input type="checkbox"/> Notify doctor, dentist, optician etc | <input type="checkbox"/> Take down curtains/blinds |
| <input type="checkbox"/> Notify bank and savings/share accounts | <input type="checkbox"/> Clean out freezer |
| <input type="checkbox"/> Inform telephone company | <input type="checkbox"/> Cancel the milk/newspapers |
| <input type="checkbox"/> Inform TV licence, car registration, passport office | <input type="checkbox"/> Plan where items go in new house |
| <input type="checkbox"/> Notify HP and credit firms | <input type="checkbox"/> Arrange minders for children/pets |
| <input type="checkbox"/> Book mains services for disconnections | <input type="checkbox"/> Address cards to friends and family |
| <input type="checkbox"/> Ask Post Office to re-direct mail | <input type="checkbox"/> Organise parking at new house |
| <input type="checkbox"/> Contact carpet fitter if required | <input type="checkbox"/> Make local map to new house for friends/family and moving company |
| <input type="checkbox"/> Run down freezer content | <input type="checkbox"/> Put together basic catering for family at new home |
| <input type="checkbox"/> Dispose of anything you do not require | |
| <input type="checkbox"/> Pack garage/garden tools | |

Final meter readings

<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Gas
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Electricity