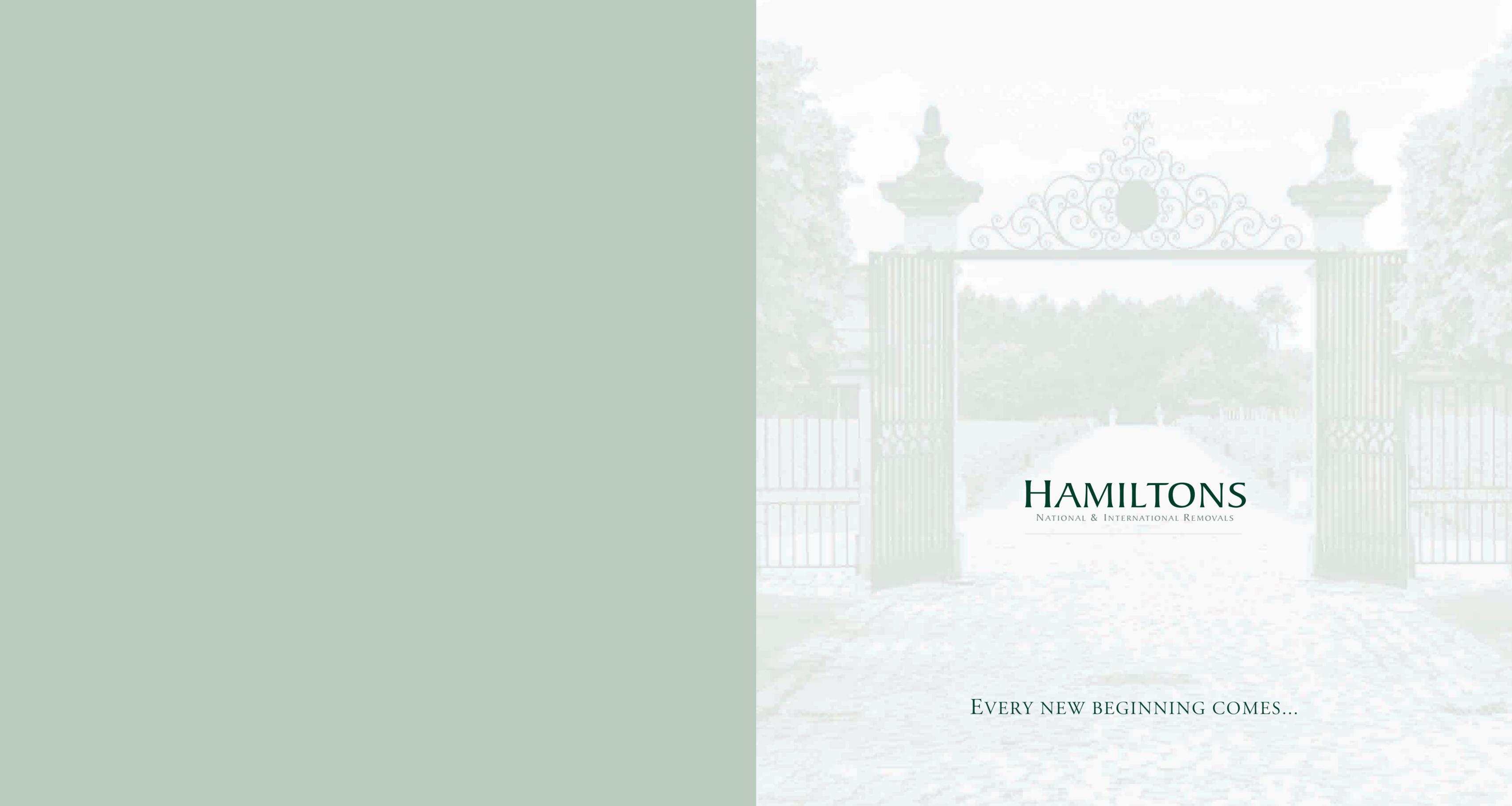




# HAMILTONS

NATIONAL & INTERNATIONAL REMOVALS

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**HAMILTONS**

NATIONAL & INTERNATIONAL REMOVALS

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EVERY NEW BEGINNING COMES...



## MOVING HOUSE CAN BE A DAUNTING PROSPECT...

Moving home consists of packing and transporting often thousands of different objects, each of different value, shape and size, from one location to another.

Given the stress of selling, buying and renting homes, it's no wonder that people often give little time to thinking exactly what will or will not be moved to their new home.

Let Hamiltons take the stress out of your move...



WELCOME

At Hamiltons we understand the need to offer an efficient and cost effective service whilst maintaining a personal touch.

Through our years of experience in the removal industry, we have developed our service to make the moving process run smoothly and expertly thus creating a successful moving experience.

We tailor make each and every move down to the finest of details. We understand that, in order to give you the best service possible, we need to have completely discussed and understood your requirements from the very beginning.



**Brian Sawyer**  
Chairman



**Michael Sawyer**  
Managing Director



**Paul Walsh**  
International Director



**Nicholas Sawyer**  
Transport Director



**Tony Smith**  
Sales Director



## TAKING CARE OF YOUR EVERY MOVE

For most, moving is a daunting prospect. That's why at Hamiltons your peace of mind comes first in everything we do - from start to finish.

Whether you're moving just down the road, across the country or overseas, we can provide the total, professional solution. We have particular experience in managing moves involving delicate, high value items and, whether it's a home or a business, we will look after everything, taking care of your valued possessions and ensuring your move goes smoothly from the moment you get in touch with us.

We understand that every move is different and each customer needs an individual, tailored service. From the outset, one of our highly experienced personal liaison managers will co-ordinate the assigned team and work with you each step of the way, advising and taking care of every little detail. No move is too big or too small for us.

From assessing your needs and planning your move, to ensuring that you're happy in your new home or business premises, our people use their skill and knowledge to ensure the complete move is carried out in an efficient, friendly and courteous way.

You can always rely on Hamiltons to take care of your every need.



## MOVING IN THE UK

As one of the UK's leading removal companies, Hamiltons offer a comprehensive range of UK removal services including the packing of your belongings, cleaning services, specialist removals and removals insurance.



## PLANNING YOUR MOVE

From your first contact with us, to the time we leave you settled in your new home, our aim is to make the complete move a pleasurable experience.

One of our experienced surveyors will first visit your home to assess your specific needs, paying particular attention to any out-of-the-ordinary requirements. You will then receive a comprehensive quotation including details of additional services that have been discussed with you such as our packing and cleaning services, storage and insurance.

Should you choose to use our packing service, our dedicated team will arrive the day before to prepare everything for the move. Whether it's your most precious porcelain or a prized grand piano, they will ensure everything is meticulously wrapped and packed. All items are then labelled to identify where they should go in your new home.



## THE MOVING DAY

Our moving team will then swiftly and carefully load your possessions onto one of our fleet of specialist vehicles. On arrival, all furniture and other items are placed in exactly the position required and, where chosen, we will help you unpack, removing any unwanted boxes and packing materials.

From start to finish, our friendly staff work diligently, efficiently and with the minimum of fuss. Our aim not to just meet your expectations but exceed them!



## MOVING TO EUROPE

Our European department operates a weekly service to most EU countries, including France, Germany, Italy, Switzerland, The Netherlands, Spain and Gibraltar. We also offer a regular service to all Scandinavian countries.

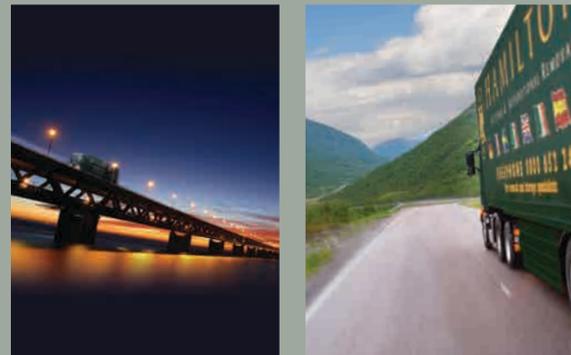


## MOVING TO EUROPE

Hamiltons has many years of experience in helping people move from the UK to virtually every country in Europe. We know the ins and outs of dealing with local customs, regulations and taxes and have the experience and knowledge with the road systems and geography of each country.

We offer two types of service to Europe:

- Our dedicated service provides door-to-door transport using our special European 'road-train' vehicles, or
- Our 'groupage' service provides a more cost effective option whereby your move is consolidated with other moves to share transport.



Whichever service you choose, you can be assured of the same attentive service from our expert teams. Should it be required we can also give you an update of real-time progress of your move as all of our vehicles are fitted with a sophisticated tracking system.

At the same time, we can provide a total solution to your moving needs with packing, storage and insurance. We can even look after transporting pets, horses and any other unusual items such as vehicles and machinery.

As always, our aim is to make your move as stress-free as possible.





## INTERNATIONAL REMOVALS

Our International department ships to and from most worldwide destinations, including: Australia, New Zealand, Canada, USA, South Africa, Turkey, UAE and Cyprus.

## INTERNATIONAL REMOVALS

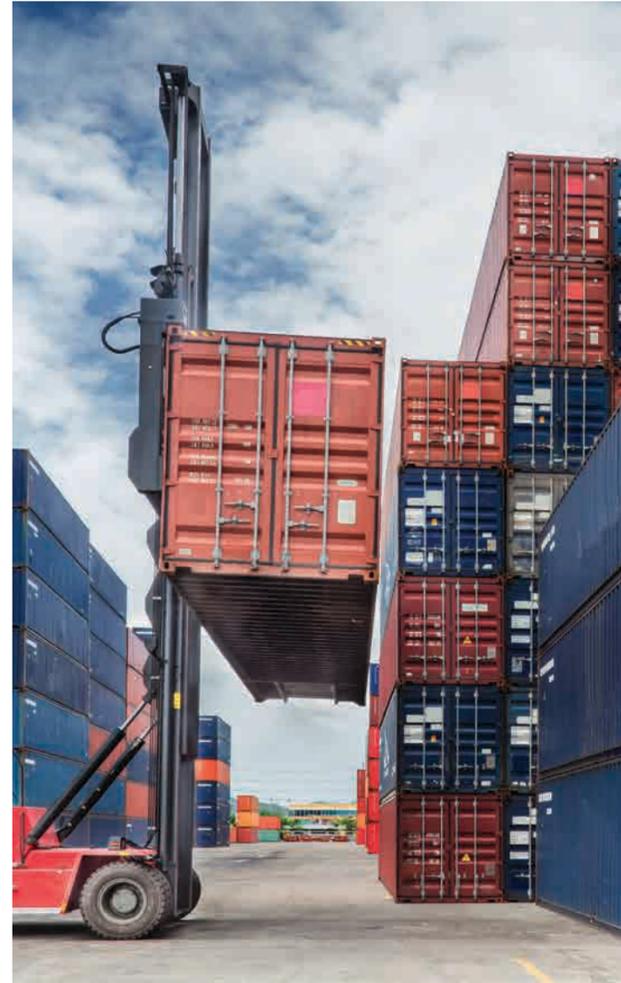
At Hamiltons, we can manage your move to almost anywhere in the world. Whichever country is your chosen destination, moving internationally involves careful planning and implementation, and we have the experience and knowledge to advise you in all aspects of the move.

There are three options available:

- Dedicated container moves whereby we pack a container of your furniture and effects which can usually be done at your residence. We then work with our agents overseas for the onward transportation to your new home.
- Groupage where containers are shared; a more cost effective option if you do not need a complete container. Groupage is available to all main overseas destinations and, on arrival, your possessions are segregated and transported to their final destination by our appointed agents.
- Airfreight is an option when speed is important although usually only used for smaller consignments and more urgent items such as clothing, documents and essentials.

All shipments are fully inventoried and we can advise and assist you with the necessary paperwork for relocating abroad. We can also make all the arrangements to move your pets and any unusual or extra large items such as vehicles overseas.

In all cases, the chosen destination agents work closely with us to ensure swift customs clearance, delivery to your new home and help with any unpacking. If required, we can arrange temporary storage either in the UK or in your new country.



## FOREIGN EXCHANGE

When moving your money overseas with our Foreign Exchange Partner you can save the cost of your move with Hamiltons Removals.

Whether you're relocating overseas or simply buying a property abroad, Hamiltons understand that transferring your finances is often not a top priority. However, it is potentially one of the most important decisions you'll make. When it comes to your money you need to be sure that it is in safe hands. That is why Hamiltons are delighted to introduce you to our Foreign Money Exchange Service in conjunction with our Foreign Exchange Partners with whom we have been partners for foreign exchange and international payments for the past 5 years.

### Benefits

- Typically save between 3%-5% on the exchange rate
- No transfer fee
- Personal currency experts
- Offices worldwide - UK, France, Spain, Portugal, South Africa, USA, India



#### Step 1

Register your details online



#### Step 2

Agree your exchange rate by phone or online



#### Step 3

Pay for your currency. Our Foreign Exchange Partner transfers the currency into your bank

## MOVING YOUR MONEY ABROAD ...THE EASY WAY





## OUR SERVICES

With highly trained staff, specially designed and built vehicles Hamiltons ensures your move is completed with the minimum of disruption. Our team treat every relocation the same no matter how large or small.

## COMMERCIAL RELOCATION

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 used to be, especially with the extensive use of 'mission critical' IT systems. From the outset, and throughout your move, you will have the services of a dedicated liaison manager who will manage the end-to-end operation and provide a single point of contact. At the same time, we will provide sturdy crates for all office effects and your staff's personal belongings.

We can provide experienced technicians that will move IT and related equipment with minimal interruption to your business and using specialist transportation carriers to protect fragile equipment.

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 and IT decommissioning and installation
- Specialist wrapping and unwrapping for fragile and valuable items.

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



## UNIVERSITIES, COLLEGES LIBRARIES & SCHOOLS

Hamiltons can undertake commercial removals for businesses of all types and sizes, ensuring minimum disruption to your business.

Hamiltons Removals were successful in securing the tender for the move of South Hampstead High School into their new purpose built premises.

### Testimonial

*"Hamiltons proved to be flexible and adaptable during the execution of a highly time critical School move. South Hampstead High School conducted the move from temporary premises back to a state of the art new building in a compressed timeframe of only 9 working days. Hamiltons were a major enabling factor in allowing us to achieve the move. The School opened for business as planned without the loss of even a single hour of teaching time. This would not have been achieved without the flexibility and dedication of Hamiltons and their staff"*



**Christopher Euden**  
Director of Finance and Operations  
South Hampstead High School



## PACKING SERVICES

Hamiltons offers a professional and flexible packing service. We are happy to take care of the complete task or offer a customised service suited to your own needs in packing your possessions ready for the move. Either way, we provide all the materials necessary from boxes and bubble wrap to acid-free tissue paper and labels.

We utilise a range of specialist containers to ensure that everything is packed appropriately to arrive in pristine condition - from the largest piece of furniture to the smallest valued article. We particularly specialise in handling delicate and high value antiques, where necessary we can construct bespoke wooden crates to provide maximum protection.

When moving overseas, we can offer an 'export packing' service whereby additional materials are used to safeguard even the most fragile item from damage.

On the day before the move, we will provide the required number of experienced packers needed to complete the job, thereby minimising disruption to you. Liaising with you, our supervisor will coordinate the move and make sure that all boxes and items are labelled so we know where they are to go at the other end.

On arrival at your new premises, we can also assist in unpacking and we will remove all used and unwanted packaging materials which are recycled as part of our environmental policy.



## STORAGE

If you need storage then take advantage of our high quality facilities. Whether it's for just a few days or an indefinite period, we can store your valued possessions in modern, fully secure and alarmed warehouses.

Our containerised systems minimises handling, keeping everything clean, dry and safe, and a complete inventory for each container is provided so you can account for all your items.

Containers are normally brought to your premises for packing by our experienced staff before being sealed and not opened again until the day you need your goods. However, should you need to retrieve something then it's not a problem - simply let us know.

Apart from certain hazardous materials, we can store almost anything including larger items such as vehicles, boats and caravans. For businesses, we can also organise for the storage of documents and other items offering a secure archive facility with computerised records for easy retrieval.

Above all, by using Hamiltons for your storage, you can rest assured that all your possessions will be kept safe and sound.



*Hamiltons six and a half acre storage depot in Suffolk*



*Hamiltons head office in Harleston Norfolk*



## IT SERVICES

IT systems are often something that is critical to a business and so we understand the importance of relocating office computers and other delicate equipment with the utmost care and with minimum disruption.

Our technicians will work alongside your IT team to ensure servers, computers, displays, printers and other peripherals are all transferred without damage and then set up and reconnected correctly.

We provide all packing materials including specialist equipment designed for transporting IT equipment.



## PETS & HORSE TRANSPORTATION

Hamiltons can take care of the transportation of pets and horses, providing appropriate pet carriers or organising a reputable transport provider for horses.

If moving abroad, we will manage all the necessary paperwork and can organise quarantines, vaccinations and anything else to ensure everything goes smoothly and your pet or horse are in complete comfort throughout their journey.

Equine transportation is handled by experienced horsemen who will continually look after the welfare of the horse to the highest standards.

## VEHICLES & OTHER LARGE ITEMS

If you need a vehicle moved, perhaps your prized classic car, then we have special vehicles and ramps to take care of this.

We can also organise for any other large or unusual items such as motorbikes, tractors, caravans or machinery to be transferred safely and without fuss to your new location.



## INSURANCE

Unfortunately loss or damage can occur as a result of unforeseen events beyond our control. Even so, many people move home without the appropriate insurance, thereby risking everything they own.

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, giving you a number of key benefits:

- Peace of mind that your property is protected under a bespoke Removals and Storage insurance product.
- Insurance based product underwritten by an FSA authorised intermediary with many years experience of providing this service.
- Insurance protection with the financial security offered by a leading UK based insurer.
- Claims for loss of or damage to your property recoverable direct from the Insurers.
- Direct right of recourse to the Insurers in the event of a complaint.
- Benefit of bespoke policy wordings including, for example, in respect of international removals cover for claims arising from insurance clauses such as 'general average', 'sue and labour', and 'war and strikes'.

Please note that these benefits may not be available to you from other removal firms who have only extended their liability to cover damage to your goods. This means that they are covered and not you, so you would need to pursue a claim with the removal firm not direct with Insurers.



## HOUSE CLEANING MOVING MAID EASY

Our professional house cleaning service takes the burden off you by cleaning your new home so it is ready for you and all your possessions as soon as we arrive. Often, with everything else going on and the need to move in without delay, there just isn't the time to do this yourself so we can make the arrangements for you.

We offer two levels of cleaning service, each priced depending on the size of the house. You also can use this service for cleaning your existing house so that it's in a fresh, presentable condition for when the new occupants move in - something that they will really appreciate!



### Emerald Service

- Vacuum all carpets
- Wash tiled and wood flooring
- Dust all surfaces
- Clean and sanitise baths and showers
- Clean and sanitise sinks and toilets
- Wash paintwork, radiators and window frames
- Clean interior of windows
- Clean mirrors, polish chrome
- Clean inside of all kitchen cupboards
- Clean outside of cooker, hobs and microwave
- Clean outside of fridge and freezers



### Diamond Service

- Vacuum and professionally clean all carpets
- Wash tiled and wood flooring
- Dust all surfaces
- Clean and sanitise baths and showers
- Clean and sanitise sinks and toilets
- Wash paintwork, radiators and window frames
- Clean interior of windows
- Clean mirrors, polish chrome
- Clean inside of all kitchen cupboards
- Clean inside and outside of cookers, hobs and microwave
- Clean inside and outside of fridge and freezer



## PACKING MATERIALS & EQUIPMENT

Only reputable removal firms will have and use specialist packing materials which include:

- Wrapping smaller items - bubble wrap, acid-free paper, acid-free tissue
- Boxes and crates - variety of sizes of sturdy cardboard boxes, plastic crates and wooden crates (made to measure where required)
- Wardrobe cartons - for hanging clothing and garments
- Picture cartons - special sizes to protect pictures and mirrors
- Furniture protection - blankets, polythene and padded covers
- Piano protection - specially designed piano slipper, shoes and trolleys.



Above: A typical room before Hamilton's Export Packing service. Below: The same room after Export Packing has been completed.



## OUR MOVING SPECIALISTS

The Removal Foreman is in overall control on the moving day. He will ensure the removal runs smoothly and to plan, working closely with the removal crew and in liaison with the Move Manager.

A member of our Foreign Exchange and Deep Sea Department could potentially save you the entire cost of your removal by simply giving you a much better exchange rate than your mainstream bank.

Our Sales Director oversees a team of sales personnel and pre-move surveyors. The essential start to any move is the accurate information gathered and the relationship formed with the client.

A Sales Manager is responsible for planning and managing the logistical and physical aspect of the relocation and will co-ordinate with your Move Manager leading up to your removal day.

Our Multi Lingual International Move Coordinators are experienced in all aspects of customs duties and requirements. They will guide you through the documentation and custom formalities on arrival at your new destination.

We have Skilled Craftsmen and Cabinet Makers who are truly handymen. They are on hand to assist with the dismantling and assembly as required, they are able to restore and french polish treasured pieces.

Our Experience Removal Operatives are trained and qualified to pack, transport and unpack your effects efficiently and safely to your new residence; your possessions are safe in their hands.

Based at the 100,000 sq ft main warehouse, our Carpenters make the crates for the valuable and fragile pieces that require extra protection; including large items such as pianos and motorcycles.



## OUR VEHICLES

Our vehicles form probably one of the most versatile and comprehensive removal fleets within the UK & Europe. We have purpose designed and built vehicles to enable us to professionally complete all types of moves.



## OUR VEHICLES

### Road Trains

These vehicles complete with trailers have a capacity of 3600 cubic feet and form the backbone of our European fleet allowing Hamiltons to offer a dedicated and part load service throughout Europe.

### Pantechnicons

Our 18 ton pantechnicons have five side loading doors allowing us to deliver and collect five 250 cubic feet containers for loading or unloading direct at the clients residence. Each vehicle has in excess of 2000 cubic feet capacity to accommodate large domestic removals.

### 7.5 Ton Removal Vehicle

Our medium sized removal vehicles are ideal for 2-3 bedroom properties. Depending on the nature of the goods, each vehicle has the approximate capacity of 1200 cubic feet. These vehicles are also very useful where access is an issue for the pantechnicons or road trains as multiple vehicles can be supplied for one job.

### Utility Vehicles

Hamiltons have a variety of smaller vehicles in the fleet principally used for smaller moves and express deliveries in both the UK and Europe. Should we encounter difficult access they are used to offer a transship service from the main vehicle.

### Crew Vans

These versatile vehicles can accommodate a team of up to seven operatives together with 500 cubic feet of packing materials. They are principally employed throughout the UK to pack and load the 20ft and 40ft containers we send each week to worldwide destinations.

Our complete fleet is equipped with Tracker Vehicle Asset Management System. This vehicle monitoring and up to the minute information system uses a combination of satellite GPS (Global Positioning System) and GSM mobile phone technology. The system automatically reports real time information direct into our office which means this can then be relayed to the customer as and when required.



*Hamiltons Road Train*



*Hamiltons Pantechnicon*



*Hamiltons 7.5 Ton Removal Vehicles*



*Hamiltons Utility Vehicle*



*A removal convoy of a Hamiltons Road Train, Pantechnicon and Road Train followed by a Crew Van, Utility Vehicle and two further Pantechnicons*



EVERY NEW BEGINNING COMES  
FROM SOME OTHER BEGINNINGS END

*Lucius Annaeus Seneca, Roman Philosopher*  
*Born 4 BC died 65 AD*

...FROM SOME OTHER BEGINNINGS END

# HAMILTONS

NATIONAL & INTERNATIONAL REMOVALS

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Hamilton House • Speedwell Way • Harleston Industrial Estate • Harleston • Norfolk • IP20 9EH  
Tel: 01379 855203 • [info@hamiltonsremovals.co.uk](mailto:info@hamiltonsremovals.co.uk) • [www.hamiltonsremovals.co.uk](http://www.hamiltonsremovals.co.uk)

