



E S S E N T I A L

European Removal

 *Guide*





European Removals & Storage

Indalo Transport
UK Freecall 0800 999 33 68
www.indalotransport.com

Indalo Storage
Spain 950 821 002
www.indalostorage.com

“I've done 24 international moves in my life and I can honestly say that this was the best and even the most enjoyable.”

You have a great team... each one of these people is gold for your business”

- Jane Reay Jones



Buy With
Confidence

Welcome to the

Essential European Removal Planning Guide

This comprehensive resource is designed to help plan your move to Europe.

Inside, you'll find expert advice and practical tips to help you navigate your international move. From choosing the right removals company to understanding customs regulations, we've got you covered.

We'll also provide you with useful checklists to help you stay organized and on track throughout your moving journey.

This is the ultimate and essential guide to get you prepared for a successful and stress-free move to Europe. It's all you need, to plan for the move.

Table of Contents

How do I choose my removal company	4
How to Avoid these 7 packing mistakes	6
Value for the Money you spend	10
Ultimate European Moving Checklist	11,12
Brexit Horror stories - the future of removals to or from the EU	13
Have you thought about? - checklist	17
Who needs to know checklist	18
Top Tips for the best Indalo Removal	19



When you're planning to undertake a major move abroad, it's important that you make the right choice of removal company. You can do this by using services you can rely on and completely trust. Not choosing correctly can cost you thousands of pounds and loads of heartache.

To help you in this I have a simple two step process I'd like to share with you. As you're reading this article, you are already ahead of the game, as you obviously want to do things right from the very beginning. Read on for a full explanation of what you should pay attention to, and you can relax in the knowledge that everything should go smoothly.

Step 1 – Membership



Professional removers who want to give the best service will join trade groups or organisations. This is to show you that they are answerable, trustworthy and have been vetted to reach minimum standards of service and support.

Probably the best organisation that any removal company could be linked to is the Trading Standards 'buy with Confidence' scheme in the UK. Trading Standards is a government run department and the scheme helps you, as a consumer, find reputable and responsible companies. Companies that are the best of the best in their own field of expertise.

The criteria for joining the scheme is very strict, with vetting, checks and then an audit visit by a qualified trading standards officer. Only if the company passes all these checks are they allowed to join the scheme and then use the Trading Standards 'tick' on their advertising.





Step 2 – Insurance

A little mentioned component of a professional Removal Companies' service is their comprehensive insurance cover. This protects both you and them if things happen to go wrong. This insurance, taken out with specialist brokers just dealing in the Removal Industry, is called Goods In Transit (GIT) insurance.



It is a specialist policy to cover your belongings whilst they are in the possession of the removal company. It offers the same sort of cover as you would find in your home contents insurance policy. All professional removal companies will have GIT insurance, and will have no problem providing proof of this insurance for you to check.



There is also another insurance that is also important to consider when you are choosing a remover – public liability insurance. It covers a business against property damage and injury to the public.

However, not all removal companies are created equal – some have GIT and public liability insurance, and some do not. Goods in Transit Insurance is very expensive, especially if European moves are to be covered, so you will find that it is one of the first things to be ignored by removal companies that don't have their customers' best interests at heart.

What price peace of mind? – that is the real question here. Your removals company is going to be in charge of all of your belongings and precious memories, gathered over your whole lifetime. So therefore you need it all to be in the hands of people you can *completely* trust.



We make the grade

As a professional, fully insured removals service,

Indalo Transport Ltd has all the following:-

- Limited company status – Company Reg number 13164249
- Accredited member of trade group 'Move Assured'
- Member of Trading Standards 'Buy with Confidence'
- Goods in Transit Insurance to £80,000 per vehicle
- Goods in Storage Insurance in Spain up to £250,000, UK to £50,000
- Public Liability Insurance to 2 million pounds
- Professionally trained packers and loaders
- UK Heavy Goods Vehicle Registered Operator



Read this article to learn how to pack like a professional.

Considering the number of times that you move in your life, it's no real surprise you're not an expert at packing. With the stress of a house move, how could you know the ins and outs of how to safely pack, say, a crystal vase in a box for a safe removal.

Removals is an area that has tips and tricks just like any other field, so read on to find out how you can avoid these 7 packing mistakes.

Although there are a lot more tips and tricks in our trade, we have only included 7 of the most common things we see regularly – if you just do these, everything should arrive at your new home in tiptop condition.

1. The wrong type of box

Did you know there is a right and wrong box that you can use for your removal?

No, didn't think you did. Most people go for the cheapest box, which costs less for a reason. It is because it is made of single wall cardboard, and therefore has no strength. While this might be fine when you want to put your items into a self-store, it is not good

if your removal has to travel halfway across Europe. If you do nothing else from this article, then this is the main packing mistake that you should try and avoid.

Just to give you a heads up, we always stack boxes one on top of the other – up to 6 or more high – so it is always best to use boxes made of double wall cardboard. These have enough strength to keep their shape when moved and stacked. With these proper removal strength boxes, you can be sure that the box itself, and it's important contents, will be as good as new when you receive it in your new house.

The type of box you want is triple wall with two layers of corrugations, sandwiched between 3 layers of straight card. There is a picture of the cardboard here, to help you identify it.





By the way, if you're buying boxes in Spain, we sell the highest quality triple wall boxes from our warehouse in Palomares.

2. Seal the bottom of your boxes with lots of tape.

I've seen this many times, where the box has not been sealed at the bottom properly. In the worst case, when you lift the box, the bottom of the box opens and the contents drop onto the floor. This is obviously not a good result if you have valuables or china inside.



The way to get around this problem is to completely seal along all the open edges of the bottom of the box to make it airtight. It is also good to put 2 lines of tape where the 2 leaves join in the middle.

3. The right way to pack glass and china

It is amazing how many people don't know how to correctly pack fragile glass and china. Not surprising though, considering that it's not really obvious until you really think about it.

To help you remember, you need to look for

where the strength is with glasses and plates.

With glasses it is always vertically, the way it sits on a table. Therefore, please pack it that way. Either upside down or right way up doesn't really matter. We always pack glasses upside down, so the second layer of china or glass, in the box, has a firmer base to sit on.

With plates and dishes the most strength is with them sitting on their sides. So you should always pack plates upright, not as they would sit on a table.

Scrunch

Always remember to use lots of crunched up wrapping paper to provide a cushion on the bottom of the box. Then you need to also add more between each set of items. And, of course, use some to provide a cushion on the top too before you seal the box. No piece of glass or china should ever be directly touching the cardboard of the box. The main aim is that there should always be some sort of cushion of air.

Did you know that if you pack your own boxes you are not insured for their contents. Whilst it may be in their terms and conditions, most removal companies don't tell you this at quote time. Being insured only if your boxes are professionally packed is common sense and perfectly understandable. If you aren't trained to pack, how can an insurance company cover you against any damage? Therefore, use all of these tips to make sure you do things right first time to pack things correctly. Hopefully then you shouldn't have any problems.

4. Overloading

Putting too much heavy stuff in a box is an easy thing to do and is a big mistake. When this happens, the box can bulge, losing its shape – then it loses all strength. The way to make sure that this doesn't happen is to just put heavy things in the bottom half of the box, and then fill up the top half with lighter items.



A good test is to see if you can easily lift the box yourself – if you can, the weight is about

right. If you can't even move it off the floor then you might have a problem. Whilst your remover may still collect the box, they may have to use 2 men to lift it, and too many very heavy boxes may well lead to an extra charge for your removal.

Another thing to think about is that if you have lots of heavy boxes stacked up, the bottom one may crumple with all the weight above it, damaging the contents of the box.

5. Underfilling

Just like overloading, underfilling a box can be just as bad. This is because a box not completely full will crush when it has other boxes put on top of it. If you don't have enough things to fill a box up, use a smaller box, or cut the box down to make it smaller. All boxes should be filled to the very top, so that when you push on the top in the middle, it doesn't go down too far. This means it can support a good amount of pressure. The next tip will help with this as well.



MOVE ASSURED

ACCREDITATION FOR INDEPENDENT REMOVERS

6. Not sealing the top of the box – make it airtight!

When you finally come to seal your box up, do you just put a single line of tape across the top, to just seal the two sides where they meet? This is not good enough to provide the best strength to the box.

The best way to seal it is to put a line of tape along every open edge – this will make the box airtight (if you’ve also done the same thing on the bottom, as in point 2 above) which increases strength and gives the contents maximum protection.

7. Not labelling as you go.

The final mistake happens when people are too busy filling boxes, that they forget to mark it once sealed down. Without labelling each box, you won’t know where that box should go in the new property. This is a very simple fix – just making sure you have a black marker pen and either write what is in the box, or alternatively what room the box should be put in, on the top. With the new rules following Brexit, it is now a customs requirement to have a packing list, so a full inventory of the contents of every box is vital.

DELIVER TO:		NAME	
		CONTENTS	
LOUNGE	BED 1	BATHROOM	
DINING ROOM	BED 2	EN-SUITE	
STUDY	BED 3	GARAGE	
KITCHEN	BED 4	GARDEN	
GENERAL	BED 5	STORAGE	
CUSTOMER REF:	OTHER		
WEIGHT:	KGS		

These panels are on all our boxes, to help us make your move easier. Make sure you label it!

We recommend writing what room the box belongs in, on the box, as this will help your removers make life as easy as they can for you. If we do your move, we give you a box packing list that will make the inventory process much easier.

Make things easy for yourself

So there you have it, I hope you enjoyed reading how to avoid these 7 packing mistakes for the best removal. I hope you like the tips and found them useful. As a bonus, the only other packing advice we can offer is something that is seen all the time. It’s the most difficult thing for you to fix. I think virtually everyone who moves is guilty of this – it is taking things you’re never going to use.

Make sure you take a serious look at every single thing you want to take before you decide to pack it and take it with you.

And if all this seems like too much hassle, Indalo Transport would be very happy to professionally pack for you. This can be included as part of our removal service. This will make your move as easy as it can be. We’ll even unpack in your new home, and take away all the boxes and packaging materials.





International Removals – Value For the Money you spend

Everybody wants value for money, and you have every right to expect it too.

However, you need to be very careful with International Removals.

This is because not all of the charges for your move are paid to the removal company. If you don't get a tax free import, then vat will need to be paid to the tax office, and this can make a huge difference to the price you pay for the complete removal.

To give you an example, let me tell you a story. We lost a removal job last year to a very large high profile competitor - their removal quote was over one thousand pounds cheaper than Indalo Transport. The client moved from the UK to Mojacar, Almeria, and then we, several months later, moved them locally within Spain.

I then found out they had had to pay an extra £1,700 in import tax on top of the original move price. Unbelievable but true. I know I would have been able to sort out tax free import for this client as I had checked at the time - but the other company didn't even attempt to do this. Even if the tax free import had failed, the import tax would have been a maximum of 400 Euros for this particular client if we had moved them.



This is because we take care of the 'declaration value' for import tax purposes, and keep it as low as we possibly can. Every single one of our 'declaration values' have been accepted by the Spanish Tax administration since Brexit.

This is our expertise and experience in action - to give you a stress free move with the best *overall* value for money.

This illustrates that the headline removal quote price is not the only thing to think about when you are considering your European move.

With Indalo Transport you receive:

- **Low import tax, using our experience gained since Brexit**
- **Firm pricing based on an accurate list of items**
- **Goods in Transit Insurance cover included, up to £80,000, not charged as an extra.**
- **One months free storage**
- **Discounted costs for extended storage terms**
- **Fully trained team members based in Spain and the UK**
- **Collection on the day of your choice**
- **Export bubble blanket wrapping of your pictures, mirrors and other fragile items**
- **No extra charge if the delivery address requires us to use a 'shuttle' type vehicle - we checked access before we quoted you**



Ultimate European Moving Checklist

Moving is so much easier when you break it down into weekly to-do lists. Use this Checklist to help you throughout the whole process and you won't miss a thing.

12 Weeks

- Book your Plane or Ferry Tickets.
- Sort through your belongings and get rid of things you don't need or want. Sell, donate to charity, or recycle. It's also a good idea to note down, as you go, whether any items need special packaging or extra insurance cover.
- Start researching removals companies - are they Trading Standards Approved? are they members of any professional organisations? Can they handle the complexities of customs clearance and transfer of residency on your behalf?
- Research your new town/city and join Facebook groups or expat forums
- If you have the time, start to learn the new language, or at least a few important phrases.
- When the removal company surveys the move, check they are taking account of special packing requirements. Consider a full packing service, to help ease your stress and make the customs procedure much easier for you.
- Inform your local children's school of your plans and ask for transfer certificates and any other information which will be relevant.
- Contact your vet for your dog or cat to get their Pet Passport, and arrange an Animal Health Certificate.
- Create a 'moving folder' where you can keep all your important documents, including your passports, driving licences, these checklists, etc. It's also a good idea to back up your computer's hard drive and upload important files to cloud storage i.e. Dropbox, Google Drive or Onedrive

8 Weeks

- If you have not included a packing service with your removal, start to pack away the contents of

the house.

- Purchase boxes, packing material, tape, labels, and box cutters. Or get Free packing materials from Indalo Transport if we do your move!
- Pack infrequently used things such as seasonal items, rarely used gadgets, and items stored in the loft.
- Create a box-labelling system. Number boxes, colour-coded by room, and create an inventory. We supply free box packing list sheets to help with this, as Customs needs to know what is inside your boxes.

6 Weeks

- Ask your doctor and dentist for copies of your family health records, and tell them your new address.
- Check all your UK insurance policies, amend them with your new details or cancel if not applicable.
- Tell people of your new address i.e. family, friends, local council, etc.
- Complete an official change-of-address redirect form with the Post office. This can be done online.
- Consult your list of businesses and services; make address changes on all accounts. Use our 'Who needs to know' checklist further on in this guide.
- If you have been packing for two weeks, you should have quite a few boxes done. If possible, put them all in one room out of the way. Notice how the house is looking a bit more empty...
- Organise utilities in the new property - don't forget, things happen in Spain at a slower pace!

Ultimate European Moving Checklist

4 Weeks

- Confirm all paperwork with your removal company and gather the documents needed for Transfer of Residence (Extract from electoral roll etc)
- Contact the utility companies and give them end dates for gas, electricity, water, broadband and telephone. Re check all utilities at the new property abroad - your asesoria/solicitor can help here.

3 Weeks

- Cancel any newspaper, milk or other deliveries.
- Gather valuable paperwork, jewellery, and small family heirlooms. Keep these special items separate from your moving boxes and make a plan for transporting them by hand.
- Do a separate inventory of valuables and photograph them. Also, inspect your furniture and note any existing scratches, dents or damage.
- Start using up things that you can't take on the move, like frozen or perishable foods and cleaning supplies etc.
- Consider a travel 'charge card' to help you until the bank accounts abroad are sorted. Go to moneysavingexpert.com for the best deals.

2 Weeks

- Keep going with the packing! Don't leave it until the final week.
- Check that all your final bill payments are arranged. Make the final payment to the removal company at least 5 working days before they arrive to collect everything on moving day.
- Put together a 'House pack' for the new owners of your home. It should contain warranties, instruction booklets and

recommendations. Also your contact details for questions or to forward something to you.

- Get final prescriptions to cover you for sufficient time until you have a supply sorted out abroad.
- Have sufficient cash in the new currency to see you through the first week.

1 Week

- Dispose of all flammable items that can't be transported - paint, chemicals, aerosol cans etc
- Use up food from the fridge, freezer etc. Keep food shopping to a minimum and don't buy in bulk.
- Do a final back up of any computers being packed away, and have a plan for accessing the Internet to check email etc while you are without it.
- Each family member needs to pack a suitcase - sufficient for 2 weeks and with comfy clothes and also toiletries.
- Confirm collection details with the removal company.
- Hire cleaners, or schedule time, to do a clean. This is so the house is ready for the new owners.
- If your refrigerator is moving with you, you need to empty & defrost/clean it 24 hours before moving day.

Moving Day

- Make sure that all items NOT going inside the removal truck are all together, either in a room away from everything else, or just throw a sheet over it all. You need to make sure nothing gets mixed up.
- Your professional removal company will need to create a comprehensive inventory for customs purposes, so will need to have your box packing list.



Brexit horror stories - the future of your removal to or from the EU



This article fully explains how household removals between the UK the EU have worked since Brexit. It explains the new rules, and also how Brexit horrors happened when we first left the EU.

After a 5 year wait, the UK left the European Union on December 31st 2020, and began 2021 as an independent sovereign state. This gave the UK control over its own borders, after 47 years as a member of what began as the EC. Following years of negotiation on an exit deal, it seemed like we would never reach agreement. However, a deal was struck on 24th December 2020, with seven days to go until crashing out of the EU. The agreement allows goods and services to move freely & will also keep tariffs and duties at zero. However, as a country now outside the largest trading bloc in the world, there are extra charges to be paid when trading with the EU.

Brexit Horror Stories

We heard lots of instances of vehicles prevented from crossing into Europe because they didn't have the necessary paperwork in place. Also, vehicles impounded for days waiting for the correct clearance.

Some major courier firms then suspended deliveries into the EU. The BBC even reported the incredible story of Dutch customs confiscating truckers' packed lunches of ham and cheese



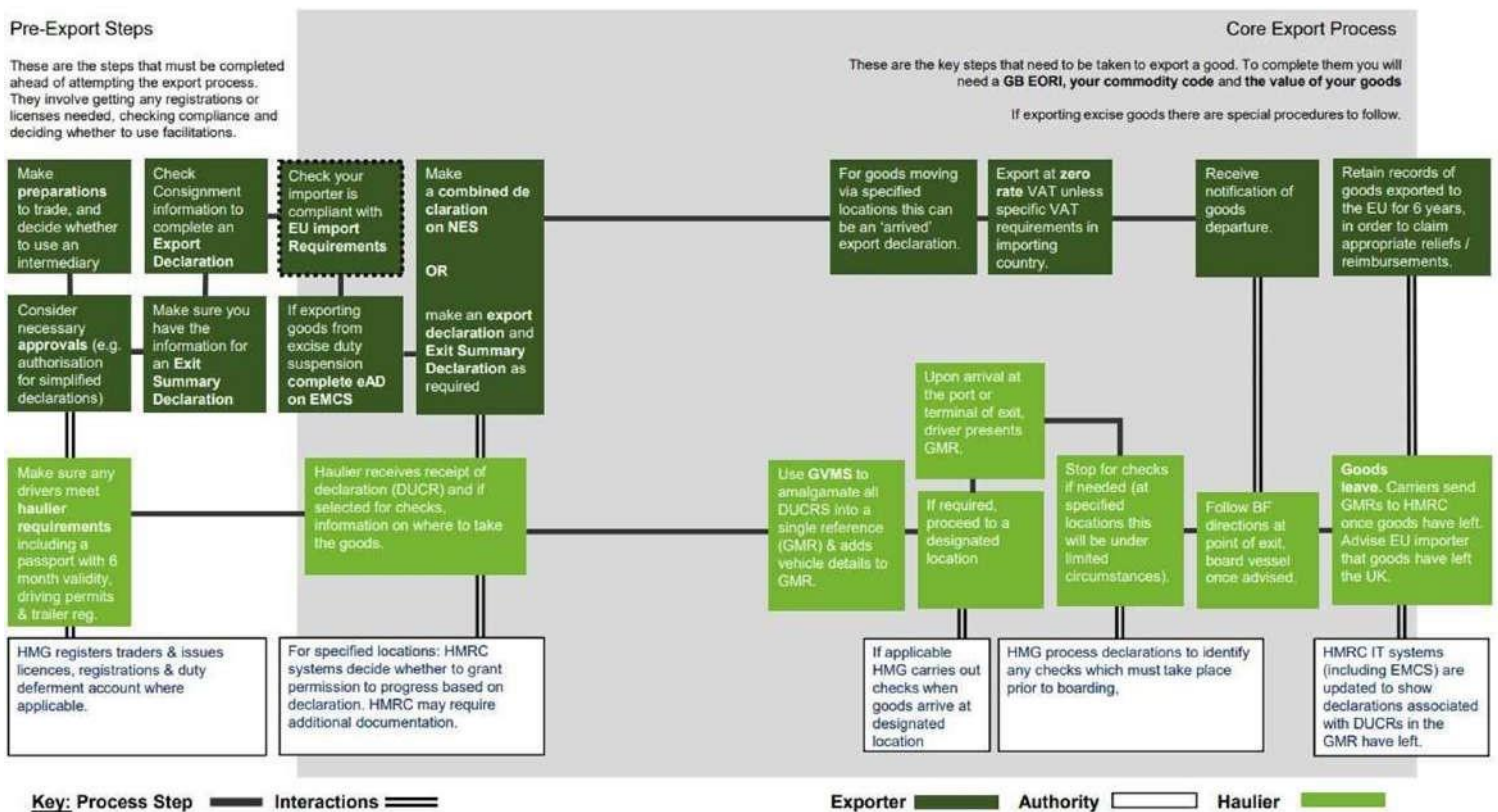
sandwiches. All because the trade deal prevents the export of dairy products from the UK! It has been interesting to discover where removals sit in this brave new world of customs clearance, T1, T2 and SSD forms and more for transporters.

As a removal is technically classed as second hand personal goods, you may think there wouldn't be a problem moving your own furniture and possessions to your new home in the EU. It is a shame that this isn't the case.



The technical bit!!

When moving to a new country anywhere in the world, you are moving your residence, and therefore your furniture and possessions are changing residency with you. But you are effectively exporting and importing goods, because the UK is now independent and what is called a 'third country'. To take goods out of a country, you need to export them. To bring them into another country, you must import them. This is the essence of customs clearance. The process entails assessing the value of your goods, and then you will pay duty and VAT upon entry to the new country. Or you may get tax and duty reliefs, to allow your goods to travel tariff and vat free. Simple!



So we have gone from, before Brexit, no controls at all, and completely free movement to now, since Brexit, full export and import controls. In short, with anything concerning the EU, there is now a whole new layer of complex bureaucracy to comply with. The start of 2021 saw businesses adapting to a new regime of administration, border checks, customs inspections and regulation. And a seemingly endless amount of paperwork.

Indalo Transport were actively preparing for this change throughout 2020 and I'm happy to say that we had everything in place to ensure our customers enjoyed a hassle-free removal post Brexit.



So what has changed?

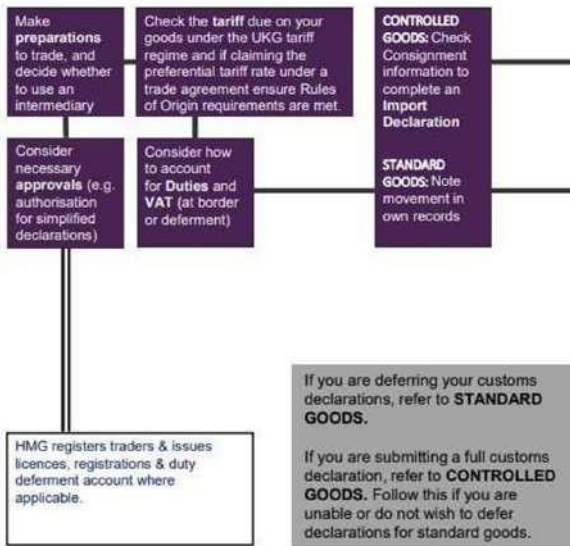
As the UK is no longer part of the EU, we now enter Europe from the outside. This means we must do certain things before being allowed in.

From now on all removals to and from the EU will require in-depth inventories and packing lists. Each client must provide proof of identity, residency and destination, and also provide monetary values for all their goods. Each removal firm must be registered with HMRC as an economic operator with an EORI number. They also need to register with the relevant European authorities, or use outside agencies to act on their behalf for the client in the countries they are delivering to.

The consequences of things not being done correctly are enormous. Without customs clearance the removal will not even leave the country of export. The UK's GMR or Goods Movement Reference is now the main way to control movements in & out of the UK. Trying to enter the EU with undeclared, or wrongly declared goods, will result in delays, fines, and goods being confiscated. If the transporter doesn't have the correct licensing, insurance, and documentation, customs will impound the vehicle.

Pre-Import Steps

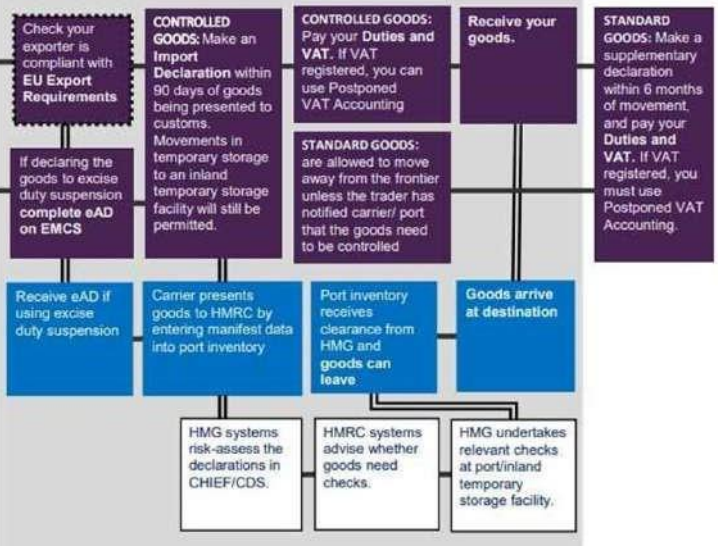
These are the steps that must be completed ahead of attempting the import process. They involve getting any registrations or licenses needed, checking compliance and deciding whether to use facilitations.



Core Import Process

These are the key steps that need to be taken to import a good. To complete them you will need a GB EORI, a CHIEF badge, your commodity code, and the value of your goods.

If importing excise goods there are special procedures to follow.



What if I moved my own goods?

The short answer is that the same rules apply. If someone loaded their own van with their own furniture, they are subject to the same rules. You cannot transport any goods into or out of the EU without customs clearance. After Brexit occurred, UK registered commercial vehicles quickly became the biggest target for customs authorities. Fines for incorrect documentation and failure to adhere to weight restrictions are very easy to enforce. UK vehicles are easy to spot and, even if they do get past the ports, are easy prey for the Guardia Civil in Spain or Gendarmes & Douanes in France.



Will I be taxed on the value of my furniture?

Possibly. If you are moving as a permanent resident (Transfer of Residency process) then you may not have to pay vat on the value of your goods in the country you are moving to. However, this is dependent on the relevant tax reliefs being applied for. If you are shipping used furniture to a holiday home where you don't have residency, then vat will be payable on the declared value of those goods, plus transport cost.

Indalo Transport always applies for customs clearance for all our clients and we ensure that we obtain the correct reliefs, as part of our normal procedures. We do the valuations for customs, *and all of our low valuations have been accepted by HMRC and the Spanish Tax office, which means lower import tax for you* if you don't qualify for Transfer of Residence tax relief. This can save you thousands of Euros in comparison with some other removal companies.

Moving Forward

I think that the changes have had a profound effect on removals into Europe.

Spain is still a fabulous place to live, that's why we're here. These changes are trivial in comparison to the benefits offered by a life in the sun. A bit more red tape, and a more expensive move shouldn't be a deterrent.

However, the biggest changes have been within the removals industry itself. Since brexit, there is a need to demonstrate competence when dealing with tax authorities.

UK companies that might have done the odd European removal, now don't bother. It is too much work to deal with the increased bureaucracy.

Man and Van removals to Spain

I must admit that I found it difficult to see a place in the market for the traditional 'man and van' after brexit. Customs rules mean the amount of smaller moves to Europe have decreased. This is due to more stringent rules for residency in a lot of countries in the EU.



Following on from this, the industry as a whole now has a much more professional image, as smaller operators were not able to survive the changes brought by Brexit. Brexit Horror stories and removals to & from Europe was written by Mick Cox, founder of Indalo Transport and Indalo Storage.

Updated 19th May 2023 – first published 14th January 2021.

Indalo Transport operates regular trips between the UK, Ireland, France and Spain. We also have Storage Warehouses in Gosport (UK), Palomares (Spain) & Ireland. Our service and processes include all dealings with HMRC and other regulatory authorities in all countries, on your behalf.

Have you thought about?

**Here's a handy checklist of things to
ask the current home owner**



- Where's the main stopcock - to shut off the water?
- Where is the electricity meter?
- Do any surfaces need special cleaning products?
- Which day are the bins collected - Not applicable in Spain
- Do you have any old tins of paint in the same colour as the walls?
- Do you have any spare tiles in case of breakage?
- Do you have any instruction manuals or warranties on electrical items?
- Where did any fixed furniture come from, e.g., kitchen cabinets?
- Which company supplies the electricity
- Do you have Fibroptic, Landline or Wireless broadband?
- Where is the thermostat?
- What is the code for the house alarm?
- Where are the smoke alarms?



Who needs to know checklist

Here's a handy checklist of who you may need to tell of your move

- | | |
|--|---|
| <input type="checkbox"/> Bank | <input type="checkbox"/> Travel Insurance |
| <input type="checkbox"/> Bank | <input type="checkbox"/> DVLA |
| <input type="checkbox"/> Building Society..... | <input type="checkbox"/> Pension Provider |
| <input type="checkbox"/> Loan Co..... | <input type="checkbox"/> TV Licensing |
| <input type="checkbox"/> Credit Card..... | <input type="checkbox"/> Clubs |
| <input type="checkbox"/> Credit Card..... | <input type="checkbox"/> Subscriptions |
| <input type="checkbox"/> Credit Card..... | <input type="checkbox"/> Post Office Redirect |
| <input type="checkbox"/> Store Card..... | <input type="checkbox"/> Family..... |
| <input type="checkbox"/> Employer | <input type="checkbox"/> Family..... |
| <input type="checkbox"/> School | <input type="checkbox"/> Family..... |
| <input type="checkbox"/> Council | <input type="checkbox"/> Family..... |
| <input type="checkbox"/> Phone | <input type="checkbox"/> Family..... |
| <input type="checkbox"/> Broadband | <input type="checkbox"/> Friend..... |
| <input type="checkbox"/> Gas Supplier | <input type="checkbox"/> Friend..... |
| <input type="checkbox"/> Electricity Supplier | <input type="checkbox"/> Friend..... |
| <input type="checkbox"/> Water Co | <input type="checkbox"/> Friend..... |
| <input type="checkbox"/> Water Supply Co | <input type="checkbox"/> Friend..... |
| <input type="checkbox"/> Doctor | <input type="checkbox"/> Other..... |
| <input type="checkbox"/> Dentist | <input type="checkbox"/> Other..... |
| <input type="checkbox"/> Vet | <input type="checkbox"/> Other..... |
| <input type="checkbox"/> House Insurance | <input type="checkbox"/> Other..... |
| <input type="checkbox"/> Car Insurance | <input type="checkbox"/> Other..... |



Top Tips for the best Indalo Removal

Indalo Transport Ltd wants to make the removal experience as easy as we can for you. To help with that, here are 6 top tips to make things go smoothly – follow all of them and you'll see that moving can be great, or maybe even fun, and definitely not stressful at all.

1. Make sure you're ready for us.

If you are packing your own boxes, it is very important that all items to go are in those boxes before removal day. We have a full range of professional packing materials in our Self-Pack Store – go to our website to find out how to pack like a professional. If you're not packed, there'll be an extra charge and we may even not be able to complete the move for you as planned.

2. Don't take that, it's not going

We hear that a surprising amount, as many of our lovely clients don't mark up what is staying in the property. So, it's a good idea to clearly mark anything that is NOT to be moved. Ask us for free labels to help with this. Alternatively you can move everything into one room and shut the door. Simple!

3. "You've loaded my passport onto the truck!!"

That isn't a joke, and has happened more than once.... Please keep all of your important items completely separate and in a bag or a box out of the way. Keys, mobile phone, wallets, medication and important documents should all be kept together and well away from us on move day!

4. Shut that door...

On collection, once we have emptied a room and loaded all the items that are going, please shut the door. Before we leave, the crew foreman will ask you to visit every part of the house and confirm that we have collected everything that is to be removed.

5. "Where would you like this"

Save time when we deliver by marking all your boxes with where they are going. You can also be a 'traffic warden' at your front door, and direct our guys to put things where you need them.

6. Take your time to unpack

We understand you'll want to unpack as soon as you can. However, please wait until we have left the building! It is easier for you to unpack once the delivery is done and we won't get in your way. When you have finished the unpack, just call us to collect all the packing materials & we'll recycle it all for you.





European Removals & Storage

Indalo Transport

UK Freecall 0800 999 33 68

www.indalotransport.com

Indalo Storage

Spain 950 821 002

www.indalostorage.com

“I've done 24 international moves in my life and I can honestly say that this was the best and even the most enjoyable.”

You have a great team... each one of these people is gold for your business”

- Jane Reay Jones