

## **What is an international move?**

As a general guide, forwarders transport a wide variety of commercial products (eg from steel products to grain). Moving companies handle low weight, high value goods – basically, personal effects and household goods that require specialist attention. This includes items such as household furniture, kitchenware, fine art, antiques, pets, cars, clothing and accessories. DASA International Movers realize that your belongings are extremely personal to you and therefore every move is unique. An international mover is appreciative and understanding of the fact that whilst some items hold no ‘commercial value’, they are highly personal to you and have great intrinsic and emotional value – and should therefore be treated as if they were made of gold!

## **FAQS:**

1. What do DASA International Movers do?
2. How are they moved?
3. Packing
4. Who is involved?
5. Planning and the actual move
6. Routing and transit times
7. What are the Customs formalities and requirements at the destination country?
8. Which mover should I use?
9. On the day of your move
10. On arrival
11. Anything wrong?

### **1. What do DASA International Movers do?**

Dasa International Movers and relocation carefully attend to the movement of your personal effects and arrange their relocation to and from Global destinations.

### **2. How are they moved?**

Depending on the final location a choice of sea or air transport is offered or a combination of both.

### **3. Packing**

Good professional packing is the single most important part of your move. Today’s packers are trained in the latest packing techniques, using sophisticated materials, which are designed to ensure the maximum protection for your belongings throughout the journey. The main risks to your furniture are shock, vibration or pressure, weather, dirt and security. Skilful packing, using the correct techniques and materials will go a long way towards eliminating these risks.

### **4. Who is involved?**

Several people will be involved with your international move. We work together with companies who have been accredited as having high standards of services and care, audited procedures and operations, ensuring exacting standards of professionalism. This is known as the agent-to-agent system, whereby two companies work together to provide you with a seamless move. In effect, when you book a FIDI mover, you are actually booking two movers – one at departure and the other at the destination, both who are committed to providing you with the most professional and stress-free move possible. Usually, the mover who looks after your departure will appoint the agent at the destination, providing you with their details and enabling you to contact them directly when you arrive at your destination. Your mover at origin will always remain on hand to assist you.

### **5. Planning and the actual move**

Good planning is the key to a successful move. You should be prepared for the following:

#### **1. What am I taking with me?**

Moving is a great time to have a good sort out of your belongings! Whilst you are having a really good clear out, you may decide that you wish to ship some small, essential items by air to ensure that these are pointed out separately to the mover. You will also have to decide whether or not to take items such

as your car, electrical goods and family pets. Once you are certain of what you will be taking you are ready to move!

## **2. The pre-move survey**

It is recommended that you choose two to three movers of good standing and repute at least six to eight weeks before you plan to move. When the surveyors arrive at your home, make sure that you give them all the same information this way the quotations will be comparable, being based on the same specifications and requirements of your move.

## **3. Subjects to discuss with your mover**

It is a good idea to have a number of questions ready to ask your mover:

- Valuable articles, such as jewellery.
- Items likely to cause a problem with Customs clearance, such as alcohol and firearms.
- Are you taking garden furniture, climbing frames, boats, gym equipment, motorcycles or cars? If so, will they require specialist cleaning prior to shipping?
- Will your electrical goods work in the new country?

## **6. Routing and transit times**

We fully appreciate that your family needs to be settled quickly into their new destination. Agree your mover the quickest or most suitable means of transit and the differing types of transportation (i.e. airfreight, sea freight) Clearly define your expected destination for your consignment. A door-to-door quote means just that, whilst a door-to-port quote means that your goods are delivered to the nearest shipping port to your address, which could be miles away, and leave you with the headache of transportation or storage.

## **7. What are the Customs formalities and requirements at the destination country?**

Each country has its own requirements. Your mover should provide you with comprehensive Customs information of your destination country. You should take the time to read this information carefully and query anything that you are uncertain of in advance of the move.

## **8. Which mover should I use?**

The mover that inspires the most confidence is generally the one you should use. Whilst price is obviously a consideration, taking the cheapest option may prove to be false economy. You should consider whether the surveyor had a good grasp of your requirements and whether he or she was able to satisfy you that at the destination, he would, via his appointed agent, be able to provide a first class service and meet your expectations to a satisfactory standard.

## **9. On the day of your move**

Sit back, have a large coffee – and let the movers get on with it! The team will arrive early in the morning, with a designated supervisor who will allocate the work within the team. It is useful if you are on hand to answer any queries that they may have and will also give you the peace of mind that your shipment will arrive in the best shape possible!

## **10. On arrival**

Make sure that you contact the destination agent shortly after arriving in your new country and then stay in touch until your goods arrive. The agent will arrange Customs clearance and the delivery of your household goods and personal effects to your new home or arrange temporary storage as required and agreed.

## **11. Anything wrong?**

If any item is damaged, contact your local agent immediately, who will be able to help and advise you with regard to any claims. You are normally obliged to advise the insurance company of any damage within seven days of delivery.