



European Removals

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Introduction

Thank you for taking the time to find out a bit more about us!

BMC European is owned and operated by partners Mitch and Brad and was first conceived in late 1999 and began trading in February 2000. Initially offering a transport and removals service for the North Wiltshire area, we soon found ourselves' doing the first of what would be many European removals and deliveries.

Seeing a gap in the market, and not to mention enjoying European travel, our business soon became European only removals and deliveries, with the vast majority of our early days customers moving to Spain and France. Skip forward almost 10 years and we have not only moved countless people to Spain but to virtually all other European countries and Morocco and Tunisia too.

We've kept the business relatively small (which has put us in good standing what with the recession!) but we like to think we can more than compete with the larger firms. Not just on price, but on the service we offer, which we like to think is one of the better, more reliable and friendly ones. We grow a little each year with our ever increasing customer base, including some corporate ones now too!

Utilising the latest Iveco Daily vans, which offer a big 17 cubic meters of load volume, to which we team up with large secure box trailers (with their own independent suspension) which offer a further 15 cubic meters of volume. The vans are ideal for the small to medium moves and with the trailer added, we can cater for the medium to larger moves too.

The next few pages will tell you how we arrange your removal along with other important information such as insurance and packing tips. If there is something you would like information on and you can't find it on our website or in this pdf brochure, please don't hesitate to give us a call.

Arranging your removal

First of all, we will need to know the size of your move. We can get this information a number of ways. You can fill out our online quote form. Or send us an email with all the relevant details, or the good old fashioned way by calling us. If you live in the UK and are not too far from us in North Wiltshire, we can also arrange a home visit and have a look around.

Once we have the details of where you are going from and to, and what you will be taking with you, we can set about working out a cost for you.

If you are happy with our quotation, and want to go ahead (thank you) we will then either email or post you a booking form/invoice detailing your move. Once you are happy with the details, you will need to sign the 'customer declaration' part of the form, which confirms your removal will not contain prohibited items etc.

When we send you the booking form, we will usually ask for a booking deposit. Please note, that this is 80% refundable if you need to cancel and have given us at least 8 weeks notice. (If you need to change dates etc, we will do what we can to accommodate this)

The balance of your removal is then payable (if paying by bank transfer or credit/debit card) 10 days prior to the load up date. If you prefer to pay cash, then you can do so on the day of loading.

A week before your removal, we will contact you again just to make sure that everything is okay.

Please see page 4 for information on our cancellation charges.

Insurance for your move

It's important to make sure your removal is properly insured. Insurance for domestic removals, especially European ones, is quite a difficult product to source and is expensive. There are not many companies in the UK that can offer such insurance for removal companies.

We decided to opt for the policy offered by AXA called Removers Choice. It's specifically written for domestic moves and it covers us for European too. Many removal firms believe their 'transport goods in transit insurance' cover domestic moves, which is often not the case. These policies are normally for the transport of commercial goods.

To keep our premium realistic, our standard insurance cover protects removals up to £30,000 in value. This can be increase as and when required on payment of a small premium.

We offer two levels of insurance:

1. **Standard.** This protects your possessions against loss whilst in transit. In simple talk, if the boat sinks or the van is involved in an accident or catches fire etc, your belongings are covered. It covers the basics should anything go wrong.
2. **Premium.** This extends the cover to included accidental damage either whilst in transit and during the load up and unloading process.

Premium cover is available at a cost equal to 8% of the total value of your belongings, and is payable at the time of booking.

There is an excess of £200 payable in the event of a claim.

All claims are handled directly by AXA and dealt with in a speedy and efficient manner.

If you have any unusual items such as antiques or expensive jewellery, then please advise us so we can make a note of such. Some items such as stamp and coin collections are covered to certain limits and pairs cover is not available. This means if you have a pair of items and the loss of one decreases the value of the other.

In all, it is an excellent insurance product. Thankfully, things rarely go wrong. We take great care in every removal we do, as let's face it, even if something did get damaged and was settled or replaced by the insurance company, it's still an inconvenience!

Payment terms

As mentioned on page 2 (arranging your removal) we will request a booking deposit from you once you have decided to use our service.

The balance is then payable either:

10 days prior to the load up date, IF you wish to pay by bank transfer or by credit or debit card. Otherwise, it can be paid in cash on the day of load up.

As with a lot of things in life, we incur a service charge for accepting payments by credit or debit card, and we need to pass some of this charge onto the customer. This works out at £2 plus 2% of the amount to be paid. So a £500 payment will attract a charge of £12.00. The charge will be added to any payment processed.

The good bit though is it is handled by a secure third party with excellent security and SSL encryption. This means we do not need to have your card details and your transaction will be totally safe.

Cancellation charges

Booking deposits are 80% refundable IF we are given 8 weeks notice.

Cancellation of less than 8 weeks is charged as follows and is based on a **percentage of the total removal cost**. We've tried to keep these as reasonable as possible.

For the purpose of working out the charges, the load up date and the date of confirming you accept our quotation are not included.

4 to 8 weeks notice	30% (or any booking deposit already paid ~ whichever is the greater)
2 to 4 weeks notice	40% (or any booking deposit already paid ~ whichever is the greater)
5 days to 2 weeks notice	50% (or any booking deposit already paid ~ whichever is the greater)
Less than 5 days notice (not including the day you inform us you wish to cancel and not including the load up date)	65%

We realise that there are sometimes occasions when a customer has to cancel or change dates and we will try our hardest to help where we can. For date changes only, we will try to offer your preferred new dates and make a small amendment charge (if we need to) If your preferred new dates are not available due to current bookings we may have, we will try to offer dates as close to as possible.

Packing tips

Before you start, now is a good time to have that 'clear out' getting rid of any rubbish or items you do not wish to take with you. You may find local charities in your area that can recycle items of furniture and electrical items. Start in the loft and work your way down.

Take down any pictures, frames or art that you have hanging from the walls – it will save you from knocking any down! Use bubble wrap or similar to protect them, and place them safely out of the way in a room you don't use much.

Now that you have cleared your home of any unwanted items and taken down pictures, it's time to start packing the ornaments and crockery etc. Old newspaper is a cheap and environmentally friendly way to protect items within cardboard boxes. Once you have filled a box, seal it well with tape. If you have room, designate a space to stack your boxes to save them getting in your way. Remember to write 'fragile' on boxes containing crockery, glasses or ornaments etc. Try not to make boxes too heavy. Mix things like books with a pillow or towels. It makes it easier for us to load and easier for you at your new home. If you are not sure how to pack some of your delicate treasured possessions, leave the box open and we will pack it for you.

Don't worry about emptying chests of drawers if they mainly contain clothes. It will save you some packing and ironing at your new address.

Strong black plastic bags are ideal for items such as curtains and bedding. Make use of empty holdalls and suitcases.

Now that all the packing has been taken care of, it's time to dismantle any bed frames, remembering to put the screws into a bag and attaching to part of the frame. Take down lampshades, curtain poles and any other bits and bobs that you are not leaving behind. Unplug all electrical items such as TV's and fridges. Un-plumb washing machines and dishwashers remembering to put any of the pipes you need inside. Disconnect any gas appliances that are part of the removal – if unsure, get in a professional.

All items of furniture will be export wrapped by us prior to loading onto the vehicle and further protected by purpose made blankets. It will however help us if items such as Welsh dressers and wall units are unscrewed so that we can take the top sections of easily. Remember to check the tops of any units for bits and bobs and dust too!

If you are taking any bicycles with you, can you please remove the pedals. This will assist us in loading them and helps to protect other items.

Tape all your gardening tools such as spades, forks and hoes together. Taping a black or similar plastic back over the tool end will help keep things clean and tidy.

Try to keep any outdoor plants dry for a few days. It will make loading them easier and cleaner.

We cannot carry any part used tins of items such as paint and oil etc. However, if you have tins that are still sealed by the manufacturer, please tape around the seal for further protection.

Dismantle items such as bird baths (where possible)

Finally, if you need any advice about what is the best way to pack something, please just give us a call. We are always happy to help.