



Frequently Asked Questions

Removals · Effective September 2026

How long in advance should I book a removal company?

It's advisable to book at least 4-6 weeks in advance, especially during peak times.

Do you move pianos, antiques, or other specialty items?

Specialised services are often available for pianos, antiques, and other heavy or valuable items. Mention this to your assessor.

Do you move house plants and pot plants?

Yes, we do if they are in a pot. Tell your assessor which plants you need transported. Most plants can be transported but keep in mind that some may be too big or heavy and may need specialised equipment. Also keep in mind that pot plants cannot be stacked and use a lot of floor space, so an additional vehicle may be required to transport your plants.

Do you remove and dispose of unwanted items?

Yes, we are fully licensed to dispose of household items and furniture. Our licence does not include garden waste or building rubble. Some items like mattresses, fridges and freezers have additional cost over and above the standard weighbridge charge.

Do you pack and transport the fridge and freezer content?

We do not pack or transport the content of the fridge or freezer.

Do you transport white goods?

Yes, we do. Prepare your white goods. Make sure all washing machines, tumble driers, dishwashers are unplumbed and unplugged and water containers drained. Also make sure they are not hard wired as the removal team will not be able to remove hard wired items.

Please note that we do not replumb any white goods.

Do you disassemble and reassemble furniture?

Yes, we do. All furniture that was agreed to will be disassembled and reassembled.

We do not reassemble furniture that was disassembled by the client unless specifically mentioned in the quote.

We do not erect garden furniture, outdoor playpens, trampolines etc, even if we dismantled them unless specifically mentioned separately in the quote.

Be honest if flat pack furniture, wardrobes or chest of drawers were built in the room. This will save a lot of time and possible damage if we take it apart rather than try to move as a built unit. Also mention if you had building works done, as ceilings may now be lower, doors smaller or staircases more narrow than before and therefore furniture that previously could fit through the cavity, may no longer do so.

Do you transport electrical equipment , PC and TV's?

Yes we do. We will unplug and remove all cables necessary to transport the item. Please note that we do NOT set up any electronic e equipment, TV's or PC's at the delivery address.

If you require TV brackets to be removed, this has to be mentioned at the quoting stage. Please note that we do NOT re-fit TV brackets.

Will you remove curtain rails?

Yes, if requested as part of the quote we will, provided it can be done safely. Please note that we do NOT refit curtain rails.

Do you remove light fittings and chandeliers?

Unfortunately, we do not remove anything that has been electrically wired as we are not electricians. We can however arrange for an electrician to remove the items prior to the removal date at an additional cost.

Do you transport pets?

Unfortunately, we cannot transport any living creature including fish or insects.

What you can do to help on moving day

1. Make sure there is parking available if you did not arrange for parking space suspension, with the council.
2. Keep pathways clear from obstructions.
3. Have a prearranged plan for small children and pets, as not to put them in harms way or the removalist.
4. Prepare your white goods. Make sure all washing machines, tumble driers, dishwashers are unplumbed and unplugged. Make sure they are not hard wired as the removal team will not be able to remove hard wired items.
5. Have bags and containers ready, as well as space in your car, for the content of your fridge and freezer as the removal team will not transport the content.
6. If you decide to pack yourself, be sensible with the size and weight. If you cannot lift it safely due to weight or weak material, neither can we. If we are packing for you the day before, remember to keep out items that you may need the next day such as clothes, toiletries, cutlery , medication etc.
7. Be honest if flat pack furniture , wardrobes or chest of drawers were built in the room. This will save a lot of time and possible damage if we take it apart rather than try to move as a built unit.
8. Tell us if you had building works done. Furniture that fitted before or went up the stairs may not after building works.
9. Tell us if doors were removed before to get items in and out. We will be happy to take the doors off to avoid any damage to furniture or walls.
10. Remember our vehicles are limited to drive 60 mph. Consider that when calculating travel time.
11. Have one person standing by the door, telling porters where/ in which room you want boxes and furniture. From experience, boxes and furniture don't always go back into the rooms they were marked as nor are they always marked.