

# National Moving Guide

Make Your Move with  
Confidence



**elliott**  
*is amazing!*



## Customer Satisfaction and Excellence are the Cornerstones of the **Elliott** Philosophy

Although the information contained in this guide has been carefully and meticulously researched by **Elliott**, no liability or responsibility can be accepted for any changes to the information which is contained herein.

This booklet has been intentionally designed without elaborate illustrations or decorative elements, as its purpose is to provide our customers with a clear, practical, and factual guide rather than a promotional publication.

The simple format also allows Elliott to update the content regularly.



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Twenty-sixth Edition - February 2026

# Index

• Introduction	1	• Inflammable Products	15
• Planning for the Move	1	• Liquid Products	15
• The Pre-Move Survey	1	• Jewellery, Watches, Firearms and Similar Valuables	15
• Items of Special or Sentimental Value	2	• Electrical Appliances and Fittings	16
• The Survey List	2	• Curtains and Blinds	16
• Elliott Extra Protection Wrapping and/or Crating	3	• Pot Plants	17
• Packing	3	• Liquor	17
• Contents of Chests, Wardrobes, etc.	4	• Keys	17
• Unpacking	5	• Payment	17
• Contractual Liability	5	• Cross Border Moves	17
• Insurance Protection	6	• Storage	17
• Insurance Application Form	7	• Re-Delivery From Store	18
• Your Insurance Value	8	• Access to Goods in Store	19
• Your Insurance Premium	8	• Storage - Miscellaneous Information	19
• Insurance Claims	8	• The Elliott Customer Experience Review - Accessed via QR Code	20
• The Elliott Removal Quotation	9	• Elliott Customer Protection Guarantee	20
• Value Added Tax (VAT)	10	• Pet Travel	20
• Access to Residence	10	• Motor Cars	21
• Directions to Premises	11	• For Children, Moving Can Be Traumatic or Exciting	21
• Plan of New Home	11	• Elliott	23
• Pack, Move and Delivery Dates	11	• National and International Recognition	23
• Direct Loading and Unloading	12	• Removal Checklist	25
• Timing of The Move	12	• Branch Network	27
• The Elliott Removal Teams	12		
• Move Day	13		
• Tipping	14		
• The Inventory	14		
• Dismantling and Assembling of Furniture, Units, Items, etc.	15		

# Introduction

Moving home is seldom a comfortable experience. More often than not, it comes with significant disruption and stress. Our goal is to make the process as smooth as possible, and you can rest assured that we will do everything we can to minimise the strain along the way.

In our sincere desire to delight our customers, and to make your move as comfortable as possible, we have compiled this comprehensive guide on moving home. We have tried to include as much basic information as possible but, if we have omitted anything of importance, please do let us know as this guide is updated on a regular basis.

## Planning for the Move

Contact **Elliott** as far in advance as possible. You can never be too early because, the secret of a happy move depends largely on pre-planning and attention to detail.

Once we receive your initial enquiry, and if you are based in a major urban area or within approximately 100 kilometres of one, we will arrange for one of our Sales Executives to visit your home and conduct a pre-move survey.

If you live more than 100 kilometres from our nearest office, we can still arrange for one of our Sales Executives to visit. However, to avoid unnecessary costs and ensure our quotation remains competitive, we would typically coordinate your move remotely.

In this case, you will be asked to provide a detailed list of all items to be moved. To make this easier, we can supply a pre-prepared inventory form for you to complete. Please ensure that every item is included—this covers belongings in your home, as well as those in garages, outdoor areas, and staff quarters.

## The Pre-Move Survey

When our Sales Executive visits your residence to undertake the pre-move survey, please be sure to point out each and every item to be moved. Remember not to overlook items from the garage, the garden, outbuildings and from the attic or other unusual areas of the household which may not be used on a regular basis.

During the pre-move survey, our Sales Executive will guide you through many of the points covered in this guide. It's also the perfect opportunity for you to ask any questions you may have.

We welcome your questions and are committed to answering them thoroughly, ensuring our services are tailored to your specific requirements.

Our Sales Executive will also need to inspect the contents of cupboards, chests, drawers, bookshelves, etc. The contents of these items must be removed and packed into cartons for the move.

## Items of Special or Sentimental Value

Please draw our attention to any items of special or sentimental value. Where appropriate, special instructions will be issued by us to our packers and/or moving teams to prepare these items for removal and to handle these in a way that will minimise the risk of damage.

Our special **Elliott** trunk security system is available for the packing of items of great sentimental value (e.g. silverware, photograph albums, delicate ornaments, trinkets, etc.). This service includes the following:

- a) Provision of metal trunk/s and padlocks.
- b) Packing of items to be placed in trunks will be carried out in your presence by our supervisor.
- c) Locking and sealing the trunk/s in your presence, after which the keys to the locks are handed to you.

Should you require our **Elliott** trunk security service, please let us know verbally and in writing and please keep the items to be packed into the trunk/s in a secure area (e.g. locked cupboard) so that these items are not packed into cartons in the normal way. Please note that there is an additional charge for this extra service.

## The Survey List

At the time of the pre-move survey, our Sales Executive will carefully compile our survey list reflecting details of all items to be moved. This document will be emailed to you together with our quotation.

**IT IS VITALLY IMPORTANT FOR YOU TO CAREFULLY CHECK THE SURVEY LIST AND ENSURE THAT NO ITEMS TO BE INCLUDED FOR REMOVAL ARE OMITTED.**

This applies in particular to items such as a jungle-gym from the garden, items from the garage, the furniture from the housekeeper's room, etc. which can so easily be overlooked unless they are specifically drawn to our attention.

Remember that our quotation is based on transportation of the items on our survey list, so should you purchase or acquire additional items, dispose of items or alter the items to be moved after the date of the pre-move survey, please inform us so that appropriate adjustments can be made to our survey list and quotation in order to avoid any confusion and last minute disputes at the time of or after the move.

On our survey list, under the section for "special instructions to the **Elliott** removal supervisor", our Sales Executive will provide details of any special extra packing and other services to be provided to you. Please read this section carefully and advise us if any special requirements laid down by you have been omitted.

## Elliott Extra Protection Wrapping and/or Crating

If, among your furniture, you have any delicate or irreplaceable antiques and/or family heirlooms and/or yellow wood pieces, we recommend our **Elliott Extra Protection** service.

This specialised service includes carefully cushioning items in bubble wrap and enclosing them in protective wallboard. Where required, we also provide additional protection through tailor-made wooden crates.

Please note that additional charges apply for these specialised services. Where such services have been agreed upon, the associated costs will be clearly outlined in our quotation.

If any items require the added protection of tailor-made wooden crates, this will be specified in your quotation, along with the relevant costs.

If you do require these extra services and the cost of these do not show on our quotation form, please contact us before commencement of your move to rectify or clarify the position.

Larger glass tops, mirrors, and artwork that cannot be accommodated in our standard cartons require additional protection. These items are first cushioned in bubble wrap and wallboard, and then secured in wooden crates for safe transport.

We must stress that these extra services

carry additional charges.

Pictures and mirrors that can be accommodated in our standard size cartons or wrapped in the normal way are packed accordingly and charges for packing are raised according to the number of cartons we pack.

## Packing

We strongly recommend that packing is carried out by our team. By having your china, glassware, linen, books, clothing, and other belongings professionally packed, the risk of damage is significantly reduced.

Please discuss your packing requirements very carefully with our Sales Executive because, to properly plan for your move, we will need to know whether we will perform all or only part of the packing, or whether you will do all of this yourself. Remember though that insurance cover will exclude liability for damage to any item which is not packed by **Elliott**. Also, maximum insurance liability for any package which is not packed by **Elliott** is limited unless you provide us with a detailed valuated list of the contents of those packages.

If, after carefully considering the pros and cons of doing your own packing, you still decide to do this yourself, cartons may be hired from us at a non-refundable hire charge. Should you do your own packing, make sure that all breakables are carefully cushioned with liberal quantities of crumpled paper or other suitable cushioning materials and do make sure all packages are securely sealed.

If **Elliott** should do the packing, you will find we do **NOT** use newspaper because the soiling effects, which are very dirty, can have harmful effects on your possessions.

**Elliott** uses only high-quality protective materials, including plain white paper, tissue, bubble wrap, and blanket wrapping to safeguard your belongings.

For maximum efficiency, and to avoid packing and moving teams getting in each other's way, we recommend that packing is scheduled for one or more days prior to your move. When booking your move date, be sure to allow for separate pre-packing day(s) (pre-pack means the packing done before the day on which the move is carried out).

Pre-packing allows us to complete as much of the work as possible in advance, with any remaining items carefully packed on the day of the move.

Please make sure that anything required by you overnight (e.g. linen, electric kettle, crockery, kitchenware, groceries, etc.) is kept out of reach of our packing team on the day/s of the pre-pack. In this regard, you should liaise closely with the packer or packers because you should understand that it is their duty to do as much of the packing as possible before the day/s of the actual move.

For practical purposes we use cartons of varying sizes. For example, if our largest carton was filled with books the weight of the carton would make it difficult to carry, so books are normally packed into smaller cartons.

For any small items of extraordinary or sentimental value such as silverware, family heirlooms, photograph albums, etc. we provide a special service for additional security. At a nominal extra charge to cover the additional cost involved, we will make available a metal trunk with locks which will be packed by our removal supervisor and locked under your personal supervision.

Please remember to ask for this special **Elliott** "Security Trunk" which is not automatically provided.

Cartons handed to us already packed will not be re-packed unless we receive a written request to do so, in which case additional charges will be raised.

## Contents of Chests, Wardrobes, etc.

The contents of chests of drawers, wardrobes, etc. should be removed and packed into cartons because the weight of the contents can cause damage or structural weakening of the furniture and, if furniture is not emptied of its contents, the heavy weight sometimes makes it impossible for our staff to lift an item. Under no circumstances will we, or our insurers, accept any liability for loss or damage in respect of items which are left in chests of drawers, wardrobes, cabinets, etc. The onus is on our customer to ensure that everything is removed and either packed by our staff or by the customer.

## Unpacking

Our packing price, on the condition that unpacking is done at the time of delivery, includes unpacking. One of the challenges involved in unpacking, however, is that as items are removed from cartons, they have to be placed somewhere, unless, of course, we place them directly into cupboards, wardrobes, chests, etc. But customers, for obvious reasons, prefer to do this in their own time. This means that, if we unpack, all we can do is place the contents of cartons on tables, chests, and, if we run out of these flat surfaces, on the floor, which is not really advisable. For this reason, many customers prefer to unpack themselves, allowing us, once unpacking is complete, to collect the empty cartons and packing materials. This is done strictly on the understanding that the empty cartons will be collected when we have a vehicle in your area and/or when it is convenient for us to do so.

Please note that if it becomes necessary for us to return on a day following the move to complete unpacking or any other services, and you are unable to accommodate this arrangement, there will be no reduction in the fee.

If you move to an address more than 100 kilometres from an **Elliott** office, it is uneconomical for us to collect empty cartons from you and we do seek your understanding of this.

## Contractual Liability

The very nature of household furniture and effects, with the many varying shapes and sizes, provides **INHERENT RISKS** which, despite the care and attention devoted by our staff to the handling of our customer's possessions, cannot be eliminated. There is not one removal organisation anywhere in the world which has found a successful formula for the elimination of the risk of damage.

**Elliott** is proud of the reputation we have established for **EXCELLENCE** of service, but, even we have to admit that damage does sometimes occur. Because of this, it is standard practice for removal contractors, not only in South Africa but also in most other countries, to accept nominal liability for damage or loss and to offer the facility of all-risk insurance protection at an additional charge.

It may be assumed that this system encourages the removal contractor into a careless approach, because, by arranging protection or cover through an insurance company, the removal contractor is absolved from any liability. Now this might apply in the case of an unscrupulous operator who would, due to a lack of customers, soon be out of business, **BUT**, a reputable organisation like **Elliott** has established its reputation on **EXCELLENCE** of service. This is the main reason why over 70% or more of our customers originate from recommendations received from others who have used our services with real satisfaction.

Insurance protection is of special importance in the event of calamity (e.g. fire, floods, overturning of the vehicle, etc.) and for this reason, if for no other, it is essential that all-risk insurance cover is made available and arranged for our customers.

## Insurance Protection

For the reasons set out in the previous section, reputable removal contractors offer insurance cover at competitive rates for the protection of our customers.

The question is often asked, "Why is the cost of insurance not included in the removal price?" There are a number of reasons for this. Firstly, a small number of customers (inadvisably we feel) prefer not to pay for the additional cost of insurance, and by so doing, they agree to accept any liability arising from damage and/or loss.

Secondly, there are customers who prefer to arrange their own insurance protection, but this can be dangerous unless the cover, so arranged, is provided on a genuine ALL-RISK basis. So often we have found that a customer has secured "low-cost insurance" with limited cover involving many critical and important exclusions. Make sure, therefore, that any insurance cover is arranged on a genuine all-risk basis, as is the case with the ALL-RISK insurance protection offered by **Elliott**.

Your own householders insurance policy may provide limited cover whilst your possessions are in transit and/or storage, but usually, the risks of damage, marking, scratching or breaking and other important

risks are excluded. We recommend arranging all-risk insurance protection through us, as it is specifically designed to meet the needs of our customers.

Another reason why the cost of insurance is not included in the removal price is because, unless we show the removal price and the cost of insurance separately, you would not be in a position to compare our quotation with a competitive quotation on a "like for like" basis. For these reasons it has become standard practice in the removal industry to reflect the cost of insurance separately.

The most important reason for insurance is the need for protection in the event of total loss due to calamity, accident, act of God, etc. and, by arranging insurance through us, you will receive that protection and the peace of mind which goes with it.

**IT MUST BE EMPHASISED THAT, UNLESS INSURANCE COVER IS ARRANGED BY YOU, PREFERABLY THROUGH OUR INSURERS OR THROUGH ANY OTHER RECOGNISED INSURANCE UNDERWRITER, YOU WILL RECEIVE NO COMPENSATION IN THE EVENT OF ANY CLAIM ARISING FROM FIRE, BURGLARY OR FLOODS. ADDITIONALLY, OUR LIABILITY IN RESPECT OF ANY OTHER CLAIM IS STRICTLY LIMITED IN ACCORDANCE WITH CLAUSE 13 OF OUR CONTRACT CONDITIONS.**

Beware of the limited cover made available by some removal organisations which offer "insurance" leaving you with the impression that you have full protection but which, in reality, provides very limited cover and many dangerous exclusions!

If insurance cover is arranged through **Elliott** you will receive from us an **INSURANCE POLICY** underwritten by one of the leading underwriters in South Africa. This document will be emailed to you. This is very important because, unfortunately, there are removal contractors who "pretend" to offer insurance, who will charge you for the insurance and who will simply "pocket" the premium. You will appreciate this practice is not only dishonest, but also highly dangerous as any claim would have to be met by the removal contractor.

**IF INSURANCE HAS BEEN ARRANGED THROUGH ELLIOTT, IT IS VITALLY IMPORTANT FOR YOU TO RECEIVE YOUR COPY OF THE INSURANCE POLICY PRIOR TO COMMENCEMENT OF THE MOVE. IF YOU HAVE NOT RECEIVED THE INSURANCE POLICY, THIS MEANS INSURANCE HAS NOT BEEN ARRANGED AND YOU SHOULD PLEASE CONTACT OUR OFFICE BY TELEPHONE AND IN WRITING TO ENSURE THERE IS NO OMISSION OR OVERSIGHT IN THIS REGARD. WHEN RECEIVING YOUR INSURANCE POLICY, PLEASE MAKE SURE THAT THE VALUE REFLECTED ON THIS CONFORMS WITH THE INSURANCE VALUE NOMINATED BY YOU.**

If insurance is arranged through **Elliott**, it is essential, in the event of storage, for the insurance cover to be extended for the period of storage. An additional monthly premium is payable for this extension.

**FOR LONG TERM STORAGE, PLEASE NOTE THAT THE ONUS WILL BE ON YOU, IF INSURANCE HAS BEEN ARRANGED THROUGH US, PERIODICALLY (AT LEAST ONCE ANNUALLY) TO ARRANGE FOR**

**ESCALATION OF THE VALUE. UNLESS THIS IS DONE PERIODICALLY, INFLATION WILL ERODE YOUR INSURANCE VALUE, AND IN THE EVENT OF A CLAIM, YOU COULD FIND THAT THE CONSIGNMENT IS UNDER-INSURED WHICH IS FINANCIALLY RISKY AND DANGEROUS. IF INSURANCE HAS BEEN ARRANGED THROUGH YOUR OWN INSURERS, PLEASE REMEMBER TO DEAL WITH THEM REGARDING THE REGULAR ESCALATION OF THE VALUE TO COMBAT THE EROSIONARY EFFECTS OF INFLATION.**

Escalation of the original value requires the issuing of another insurance policy to cover the escalation. Please, therefore, when requesting escalation of the insurance value, make sure this is done verbally and in writing and please make sure that you receive a separate insurance policy covering the increased value from us.

## Insurance Application Form

For all-risk insurance cover to be arranged, our insurers require that an insurance application form be completed by the customer in as much detail as possible.

If you would prefer to compile your own more detailed valuated inventory, you may do so. However, you will still be required to complete the front of the insurance application form and refer on this to your own valuated inventory, which is to accompany the completed application form, which **MUST BE IN OUR POSSESSION PRIOR TO COMMENCEMENT OF YOUR MOVE.**

Unless we are in possession of this properly completed document, the insurance company has the right to cancel or withdraw the insurance cover requested by you.

Please do appreciate that this requirement of the insurers is in your interest and theirs as mutual protection.

## Your Insurance Value

Of great importance is the need to insure your possessions for their full replacement value. This means for the **FULL REPLACEMENT VALUE OF EACH AND EVERY ITEM TO BE MOVED.**

When calculating the approximate value of the contents of a home there is the inclination to consider only the larger items such as the lounge, dining room and bedroom furniture and to ignore the smaller items such as pictures, glassware, china, kitchenware, linen, clothing, books, etc. which often represent a greater value than the value of the furniture!

Bear in mind that to under insure the consignment is extremely dangerous and, in the event of under insurance, the insurance company, when settling any claim, has the right to decrease the claim settlement by applying the principle of "average". Example: Should you declare a total insured value of R80 000 for a consignment with a full replacement value of R100 000 by applying "average", a claim of R1 000 may be reduced to R800.

It must be emphasised that unless your

insurance value is inserted in the appropriate section of the acceptance of our quotation and unless we receive a properly completed Insurance Application Form before commencement of the move from you, insurance will not be arranged and our liability will be limited strictly in accordance with our Contract Conditions.

We urge you to take special care when inserting the values on the insurance application form, and after arriving at the total sum insured, recheck the values making sure that each item included in the consignment is insured for its **NEW REPLACEMENT VALUE.**

## Your Insurance Premium

The insurance premiums made available by us to our customers provide fully comprehensive all-risk insurance cover at rates which are extremely competitive.

**WHEN COMPARING OUR INSURANCE PREMIUM/S PLEASE NOTE CAREFULLY THAT THE INSURANCE COVER MADE AVAILABLE BY ELLIOTT BEARS NO EXCESS/DEDUCTIBLE. THIS MEANS THAT, IN THE EVENT OF A CLAIM, NO FIRST AMOUNT IS PAYABLE BY YOU.**

## Insurance Claims

After receipt of your possessions, you should carefully inspect each and every item, and in the event of damage, the matter should be reported to us verbally and in writing within 14 days.

Claims are handled by qualified and competent people who are based at the head office of **Elliott** in Gauteng.

You are assured of the prompt and efficient attention to the settlement of a claim in accordance with the standard terms and conditions of the insurance cover, which we believe is wider and more comprehensive than any other similar cover made available in South Africa.

**IN SUPPORT OF THIS STATEMENT PLEASE REMEMBER THAT THE INSURANCE PROTECTION MADE AVAILABLE TO YOU BY ELLIOTT IS SUBJECT TO NO EXCESS/ DEDUCTIBLE.**

This means that no amount is deducted from settlement of your claim as is the case with most other transit insurance policies offered to customers in South Africa.

## The Elliott Removal Quotation

For moves by road within Southern Africa, quotations are submitted in one of two alternative formats as follows:

- a) **INCLUDING** packing and such ancillary packing services.
- b) **EXCLUDING** packing and such ancillary packing services, in which case the packing and such ancillary packing services will be priced separately on a per unit basis. The quotation format which **INCLUDES** all packing and ancillary packing services will only be submitted to those customers who

have clearly instructed us to perform **ALL** of these packing and ancillary packing services for them.

Should customers express some doubt as to whether we will be doing some or all of the packing or when customers tell us that some or all of the packing will be done by them, the quotation format which **EXCLUDES** packing will be applied.

Please clearly understand that by the words "packing and/or ancillary packing services", we are referring to the following:

- Packing of smalls (glassware, kitchenware, books, linen, TV sets, clothing, etc.) into cartons.
- Providing wardrobe cartons (hang packs) for the hanging of your suits, dresses, etc.
- Extra protection cushioning or wrapping of delicate antiques, paintings, etc.
- Crating of items requiring this specialised ancillary packing.
- Provision of plastic covers and other protective materials.

Should you have any doubt regarding the quotation format received by you, please immediately establish contact with us for clarification in order to avoid any miscommunication in this regard. It must be clearly understood that any customer receiving and accepting the quotation format which excludes packing and ancillary packing services will be required to pay **EXTRA** for the packing and ancillary packing services.

Our quotation comprises the **QUOTATION/ ACCEPTANCE FORM** which is to be completed in detail, signed by you and

returned to **Elliott** as far in advance of the move date as possible.

It is only when we are in possession of the signed and completed **ACCEPTANCE FORM** that confirmation of dates for packing, moving and delivery can be provided by us. Do remember too that any quotation is subject to the availability of packing/moving teams, vehicles and equipment on the date/s nominated by you. Of course, we will do all we can to help our customers whenever it is humanly possible to do so, but, there are certain times (e.g. the first week and last week of each month and the summer school holiday months of December and January) when the demand for our services is excessive so it is important to book dates as early as possible.

Charges for insurance (the insurance premium) are quoted separately at a rate per R100 of the sum insured (e.g. if the rate per R100 is R2,85 + VAT, the basic cost of insurance for an insured value of R100 000 would be R2 850 + VAT).

## Value Added Tax (VAT)

For any international move (i.e. to and from South Africa), Value Added Tax (VAT) is zero-rated. This means no charge is raised for VAT. When an intended international move is cancelled after a consignment has been uplifted (i.e. after commencement of the move) and/or a quotation covering an international move is converted to a domestic move, the zero-rated VAT is no longer applicable and VAT at the current rate is payable.

## Access to Residence

Any removal contract allows for the carrying and/or removal on trolleys over a reasonable distance between the main entrance to the residence and the nearest position in which the removal van can park. In the case of the conditions of contract of **Elliott** you will see that a distance of up to 40 metres is provided.

Should we undertake a pre-move survey at your existing residence, our Sales Executive will physically check the distance between the entrance and the nearest place at which our vehicle can park and will make provision for this in our quotation. On the other hand, if for any reason, a pre-move survey is not undertaken at your residence we will not know the distance involved and you should therefore advise us in writing if the distance from the entrance to our vehicle is likely to exceed 40 metres.

The same principle applies to the delivery address and the onus is on you to notify us in writing should the distance exceed 40 metres. This is especially important in the case of deliveries to farm or rural residences where overhanging trees or narrow and winding roads might prevent our vehicle from gaining access to within 40 metres of the residence.

As you will appreciate, we would like to have access as near as possible to the entrance to your home, both at the address from which your possessions are uplifted and at the delivery address. If, therefore, you do not want our vehicle to drive onto the paving or

brickwork of the driveway, please notify us in writing beforehand.

## Directions to Premises

If your address is not easy to find, or if you are moving to or from a plot or farm in a rural area, please share detailed directions or a simple map with us. This will help avoid delays and frustration, and ensure our team arrives promptly and without difficulty.

## Plan of New Home

It will help if you plan in advance the room and position in which furniture and other items are to be placed in your new home. It is therefore advisable to draw scale plans of rooms to decide in advance the most favourable placing and positioning of your possessions.

This is especially necessary when there is a move from a larger to a smaller home. In such cases it is important to establish in advance that all your possessions can be accommodated. If not, arrangements can be made with us to hold any excess items in our store.

Our removal team will be patient and our removal price makes reasonable provision for time to place your furniture in the position/s you prefer, but please understand that extra charges may be raised if we are required to continually re-position items whilst you are undecided as to precisely where they should be placed or if items which cannot be accommodated in a smaller home need to be moved elsewhere.

## Pack, Move and Delivery Dates

PLEASE NOTE CAREFULLY THAT OUR QUOTATIONS ARE SUBJECT TO THE AVAILABILITY OF OUR HUMAN RESOURCES, VEHICLES AND EQUIPMENT ON THE MOVING AND PACKING DATES NOMINATED BY OUR CUSTOMER.

At the time of your initial enquiry or contact with us, unless you state categorically that you will be using our services, any pack, move or delivery date mentioned by you will not be reserved by us until we are in possession of your official acceptance of our quotation.

The sooner dates for packing, uplifting and delivery are arranged the better chance there will be of **Elliott** meeting your requirements. It is essential therefore to confirm your requirements telephonically, after which you should confirm these in writing by completing the acceptance of our quotation and sending it via email to the **Elliott** office with which you are dealing.

The demand for our services increases in the school holidays and is at its peak during the second half of November and the months of December and January. A tremendous strain is placed on manpower and equipment over this period.

If at all possible you should avoid moving in the peak moving season, especially as prices are usually lower in the "off months". We understand, of course, that many people can't choose when to move because their

timing is determined by other factors, and we will do the best we can to meet your requirements.

## Direct Loading and Unloading

Although it is our objective, where possible, in the case of a long-distance move, to load your possessions onto the same vehicle that will deliver at your new residence, the very nature of our business makes it impossible to guarantee such an arrangement. Technical problems may arise that prevent us from achieving this objective, and it is important for us to have your full understanding in this regard.

## Timing of the Move

Whilst we will endeavour, where possible, to give you an idea of the time of commencement of a move or of delivery, please do understand that the time given by us as a guideline cannot be guaranteed because technical problems in our industry can and do sometimes arise - although we are proud of the care taken by our staff in doing everything possible to eliminate such problems. If it is possible to do so we shall notify you by phone if we do run late, but please understand, we can only do this if we are in possession of a telephone number at which you can be reached.

**PLEASE NOTE CAREFULLY THAT SOMETIMES THE UPLIFTING AND DELIVERY OF A CONSIGNMENT MAY TAKE LONGER THAN EXPECTED AND THE COMPLETION MAY BE**

**DELAYED FOR REASONS BEYOND OUR CONTROL. IF, THEREFORE, YOU HAVE A PRIOR COMMITMENT SUCH AS A PLANE TO CATCH OR A DINNER ENGAGEMENT, PLEASE DO NOT HOLD US RESPONSIBLE IF COMPLETION IS DELAYED AND YOU ARE PREVENTED FROM ARRIVING ON TIME FOR YOUR ENGAGEMENT.**

## The Elliott Removal Teams

If packing is arranged on a day or days prior to the uplifting of your consignment, our packer or packers will arrive at your residence sometime during the course of the morning.

On the day of the move, our removal team, led by the supervisor, will be in attendance. A full compliment usually comprises the supervisor and four or five members of his "crew".

In accordance with our **EQUAL OPPORTUNITY POLICY** our supervisors may be from any race. The supervisor is trained to oversee our staff's work to achieve maximum efficiency and productivity in the service we provide you.

Our removal staff do not expect you to provide food for them although some customers are kind enough to provide tea, coffee and/or refreshments which is always greatly appreciated as the work performed by our staff is strenuous.

SHOULD YOU HAVE ANY EXTRA REQUIREMENTS WHICH ARE NOT PROVIDED FOR IN OUR QUOTATION OR SHOULD YOU WANT OUR STAFF TO RETURN TO YOUR RESIDENCE ON THE FOLLOWING DAY PLEASE DO NOT MAKE SUCH ARRANGEMENTS WITH OUR REMOVAL TEAM. FIRSTLY, THEY ARE NOT EXPECTED TO HANDLE SUCH MATTERS, SECONDLY, THEY MAY NOT RETURN TO THE OFFICE IN TIME TO PASS ON THE INSTRUCTION AND THIRDLY, THEY MAY FORGET TO DO SO! PLEASE DEAL WITH OUR OFFICE DIRECTLY ABOUT ANY SUCH MATTERS.

Should you at any time feel that our team has done something that does not meet with your full approval, or should you detect a problem in handling your requirements, the sooner this is drawn to our attention, the sooner we can prevent the problem from escalating. Please contact our office by telephone immediately so we can address the matter promptly and efficiently in our mutual interest.

## Move Day

Some simple hints to help you on the day of the move: Wear comfortable shoes and old jeans!

When our removal team arrives make a point of accompanying our supervisor throughout your premises pointing out to him/her (if applicable) what should not be included. We cannot be held responsible for moving an item which should not be moved.

SIMILARLY, WE CANNOT BE HELD RESPONSIBLE FOR ANY ITEM LEFT BEHIND WHICH SHOULD BE INCLUDED FOR REMOVAL. IT IS THEREFORE ESSENTIAL, BEFORE DEPARTURE OF OUR REMOVAL VEHICLE, FOR YOU TO ACCOMPANY OUR SUPERVISOR ON AN INSPECTION OF THE ENTIRE PREMISES TO ENSURE THAT EVERYTHING HAS BEEN LOADED ONTO OUR VEHICLE, INCLUDING ITEMS WHICH CAN SO EASILY BE OVERLOOKED SUCH AS ITEMS FROM BUILT-IN CUPBOARDS, THE BIRD BATH, WIRE NETTING, CLOTHES LINES, SWINGS, PLANTS, ITEMS FROM THE ATTIC OR BASEMENT, ETC.

Make sure that items to accompany you are kept separately and not loaded into our removal vehicle. It is advisable to lock such items in a built-in cupboard or room.

**DO NOT UNDER ANY CIRCUMSTANCES LEAVE VALUABLES INCLUDING MONEY, JEWELLERY, ETC. LYING AROUND.**

You should be present throughout the duration of the move because our packing and moving teams may need to consult you about certain matters.

For a direct move from one residence to another, please keep to one side what we refer to as the "survival kit" - those items usually required immediately on delivery (e.g. electric kettle, teapot, tea and coffee, powdered milk, sugar, cups, saucers, teaspoons, towels, soap, loo paper, household cleaner, dish washing liquid, matches, cork-screw, tin opener, etc.) These items must be handed to the Supervisor, who

will arrange for the "survival items" to be packed together in a carton or cartons specially labelled and marked "for immediate use". These cartons will be loaded last on our vehicle for immediate accessibility at your new home. Remember what is loaded into the vehicle first comes out last!

**IT IS MOST INADVISABLE TO ALLOW WORKMEN SUCH AS BUILDERS, ELECTRICIANS, PLUMBERS, ETC. TO WORK IN A BUILDING AT THE SAME TIME AS YOUR POSSESSIONS ARE BEING UPLIFTED OR DELIVERED BY ELLIOTT. OBVIOUSLY UNDER SUCH CIRCUMSTANCES, SHOULD ANYTHING GO WRONG, IT IS DIFFICULT OR EVEN IMPOSSIBLE TO ESTABLISH THE IDENTITY OF THE PARTY OR PERSONS WHO CREATED THE PROBLEM.**

Should you, for any reason (e.g. unavailability of the residence resulting from building delays etc.) request that your possessions be placed into the garage or outbuildings at the delivery address, it is regretted that neither we nor our insurers can under any circumstances accept responsibility for damage which might result from the loading of your possessions in this way. It is advisable, if your residence is not available for delivery of your possessions when the consignment is tendered for delivery, to arrange for your possessions to be placed in our storage depository where these can be carefully and efficiently loaded into our storage containers. Please do not offer our moving and packing teams liquor or cigarettes. The consequences are obvious. They are strictly forbidden to consume alcohol whilst on duty and they may only smoke outside during their breaks for lunch and tea.

Before the vehicle departs, have one final check around the premises to satisfy yourself that everything has been cleared - particularly from all cupboards, the garage and the garden.

**UNDER NO CIRCUMSTANCES CAN WE BE HELD RESPONSIBLE IF ANYTHING IS LEFT BEHIND.**

## Tipping

Tipping of members of our packing/moving team is not expected - nor is it an obligation on the part of any customer - but, in line with modern trends, tips are paid when special service has been rendered. The level of tips varies according to the feelings of the customer and according to the amount of work involved but, as a general rule, for the removal of the contents of an average sized home, amounts ranging from R200 to R300 per crew member are paid.

## The Inventory

For any removal beyond a radius of 100 kilometres an inventory of the items received by us for transportation is compiled. For a shorter move an inventory is not normally compiled unless the customer specifically requests this be done.

The inventory, compiled in triplicate, is a very important document. A copy will be handed to you by our supervisor and we request your care and attention in checking the accuracy of the document, after which, our supervisor

will require your signature in the appropriate section for "customer's signature at origin".

For obvious reasons, it is impossible to describe on the inventory each and every item packed by us into cartons.

You will, therefore, find that the inventory will reflect a rough outline of the contents of cartons (i.e. linen, books, etc.) In addition, the description of contents will indicate the room from which the items originated. This will facilitate the placing of cartons in the appropriate rooms in your new residence.

**PLEASE DO UNDERSTAND THAT WE CANNOT BE HELD RESPONSIBLE FOR NON-DELIVERY OF AN ITEM WHICH IS NOT REFLECTED ON THE INVENTORY.**

## Dismantling and Assembling of Furniture, Units, Items, etc.

The dismantling for transportation and the assembling after delivery of items that have been dismantled will be carried out by our staff, on the strict understanding that such work does not require the involvement of a specialised carpenter and/or complicated carpentry, unusual tools, or specialised workmanship. The involvement of a carpenter, electrician, plumber, or other specialised craftsmanship, and/or the assembling of any item not dismantled by our own staff and requiring complicated assembly, may incur additional charges.

## Inflammable Products

Inflammable liquids (e.g. some paints, benzene, paraffin, etc.) and products (e.g. matches) may not under any circumstances be handed to us for transportation or storage.

## Liquid Products

There is always the risk that liquid products (e.g. wine, groceries, oil, paint, etc.) may leak in transit. There is no way of guaranteeing the elimination of this risk and, accordingly, any claim in respect of the liquid itself or damage created to other items by the liquid must, regrettably, be rejected.

## Jewellery, Watches, Firearms and Similar Valuables

Unless special arrangements **IN WRITING** are made with us prior to commencement of the removal, items such as jewellery, watches, and other similar valuables may not be handed to us for removal - nor should they be left lying around the residence at the time of the move.

**WE CANNOT UNDER ANY CIRCUMSTANCES ACCEPT RESPONSIBILITY OR LIABILITY FOR LOSS OF THESE ITEMS.**

The same applies to money (either notes or coins) which is left lying around or handed to us for transportation.

The laws of the country do not allow us, under any circumstances, to transport firearms.

## Electrical Appliances and Fittings

Electrical appliances and fittings such as stoves, lights and chandeliers must, by law, be disconnected and reconnected by a qualified electrician but - provided we are given sufficient notice - we would be happy to arrange this for you (at an extra charge).

Washing machines are supplied with stabilising rods to protect the drum whilst in transit. It is essential the drum is stabilised for transportation, and if you cannot produce the rods with all the bolts etc., you must contact the agents and arrange for them to stabilise the drum prior to the date on which your possessions are to be uplifted. Unless the drum is securely stabilised, neither we nor the insurers may be held responsible for resultant damage.

In order to minimise the risk of mildew formation, it is important for you to carefully prepare for the transportation and/or storage of refrigerators, freezers, washing machines and dryers.

When all the contents have been removed from a refrigerator or freezer, these must be

defrosted and brought to room temperature with the doors open. They should be thoroughly cleaned using Jik, Milton or any suitable detergent to minimise odour build-up whilst your possessions are in our custody.

Refrigerators, freezers, washing machines and dryers should be thoroughly dried, not only to minimise the formation of mildew but also to prevent the risk of moisture from these units leaking and creating damage to other items in your consignment.

**THE LONGER THIS PROCESS IS CARRIED OUT BEFORE COMMENCEMENT OF REMOVAL, THE LESS RISK THERE WILL BE OF MILDEW FORMATION OR LEAKAGE. PLEASE DO UNDERSTAND THAT NEITHER WE NOR THE INSURERS WILL ACCEPT LIABILITY IN THE EVENT OF MILDEW FORMATION OR DAMAGE TO OTHER ITEMS IN YOUR CONSIGNMENT RESULTING FROM LEAKAGE OF A REFRIGERATOR, FREEZER, WASHING MACHINE OR DRYER.**

## Curtains and Blinds

Please note that our quotation for removal of your possessions does not include or cover the taking down or hanging of curtains and/or blinds. The taking down and the hanging of curtains is a time consuming task, the cost of which would increase the charge raised by us for removal of your possessions.

## Pot Plants

Plants may, and often, react adversely to a journey - no matter how short - from one place to another. It is because of this that many removal contractors will not accept pot plants for transportation. On the other hand, **Elliott** appreciates the value of plants and the special feelings some customers have towards these. Accordingly, we accept plants on condition that neither we nor our insurers are held liable for any change in appearance or damage resulting from their transportation.

## Liquor

Even taking into account the loyalty of our staff, we believe that "temptation should be kept out of harm's way" and liquor can be a "temptation". For this reason we ask for your co-operation in personally handing over your liquor to our supervisor who will pack this in accordance with our special liquor security procedure.

## Keys

Keys, if left in chests, cupboards, wardrobes, etc. can go astray or be damaged.

Keys should therefore be carefully marked with tags for ease of identification and retained by you. Please understand that this is very important and should not be left to the last minute.

**WE CANNOT BE HELD RESPONSIBLE FOR KEYS WHICH MAY BE LOST OR MISLAID.**

## Payment

It is quite normal for removal companies - not only in South Africa, but all around the world - to ask for payment prior to the move taking place.

We urge you to read our conditions of contract which set out, in more detail, the required terms of payment. On the other hand, if you are likely to require our services on a regular basis, you may apply for credit terms based strictly on the understanding that payment is made to us on presentation of our invoice.

## Cross Border Moves

For road removals to countries outside the borders of the Republic of South Africa, certain customs documentation must be in our possession before we may deliver your possessions from South Africa. Please make sure you liaise with us in this regard.

## Storage

Our containerised storage system is the most modern and effective of its kind to be found anywhere in the world. The system was first introduced in the U.S.A. and the senior executives of **Elliott** have travelled - and continue to travel - overseas to ensure that the methods and systems employed by the organisation are in line with or better than those found anywhere in the world. Our dust-free containerised storage reduces handling to the barest minimum, as the more

a consignment is handled the greater becomes the risk of damage. You will appreciate the real value of this storage system.

Due to the design of vehicles, for a pickup or delivery beyond a 100 kilometre radius of our warehouse, consignments cannot remain in the palletised storage containers. For storage at our warehouse in another town or city, we may, at our discretion, hold a consignment in our store at the point of origin, sending it forward to our store at the point of destination when we have available space on a vehicle moving between the two cities. If this does not meet with your requirements, please inform us verbally and in writing when you book to have your possessions uplifted.

If insurance is arranged through **Elliott** it is essential, in the event of storage, for us to extend the insurance cover for the period of storage on payment of an additional insurance premium which will be invoiced to you with the storage. Please understand it is dangerous to involve a different insurer for the period of storage because, if you do this, in the event of a claim, the onus will be on you to verify when and where the claim originated, otherwise neither insurer may accept liability.

**UNLESS INSURANCE HAS BEEN ARRANGED THROUGH ELLIOTT OR THROUGH YOUR OWN INSURERS, PLEASE BE AWARE THAT YOU WILL RECEIVE NO COMPENSATION IN THE EVENT OF FIRE, BURGLARY OR FLOODS WHILST ITEMS ARE HELD IN OUR STORE. THIS IS EXTREMELY IMPORTANT AND ONE OF THE VITAL REASONS WHY IT IS ESSENTIAL THAT ALL-RISK INSURANCE COVER BE ARRANGED.**

**REMEMBER TO ESCALATE YOUR INSURANCE VALUE FOR ANY LONG-TERM PERIOD OF STORAGE BECAUSE INFLATION HAS AN ERODING EFFECT ON YOUR INSURANCE VALUE WHICH, IN THE EVENT OF A CLAIM, MAY INVOLVE UNDER-INSURANCE, SOMETHING THAT MUST BE AVOIDED AT ALL COSTS. WE WILL NOT BE RESPONSIBLE FOR ANY UNDER-INSURANCE.**

Storage charges are billed monthly.

The minimum charge for storage is one month from the first day to the last day of the month.

## Re-Delivery From Stores

Your removal price is based on transportation from one point to another and should you require storage or not be in a position to accept your possessions when they are tendered for delivery, the consignment will be placed into our store. Please note that the cost of delivery/re-delivery covering the extra services provided by us when storage is involved is NOT included in the removal price that covers transportation from one point to the other. Extra charges are raised for the additional delivery/re-delivery involved and as the charge covering these additional services depends on a number of variable factors, including the distance between our store and the residence, the access to the residence, etc., charges for the extra delivery/re-delivery are not normally recorded on our quotation.

Due to the fact that any booking is subject to the availability of staff, vehicles and equipment at the time or on the day required by a customer, it is extremely important to confirm the date required for re-delivery from store as far in advance as possible. Confirmation should first be provided verbally, and then in writing.

The demand for our services is extremely heavy during the first and last week of the month, and for re-delivery at any time during that period, we would normally require three weeks' notice or more. If we cannot accommodate your requirements on the date nominated by you, we request your understanding that bookings are accepted and confirmed on a "first come, first served" basis.

## Access to Goods in Store

As the work pattern of our stores staff also has peaks and valleys, we ask your cooperation in providing as much notice as possible should you require access to your possessions held in our store. You might wish to extract papers from a suitcase or carton, or you might wish to go through all of your possessions to look for a particular item. If so, it will be necessary for us to remove your possessions from our storage containers and place these in an accessible position for you. This is a time-consuming operation, as it all has to be done very carefully, so you will understand why we need as much notice as possible. However, we will do all we can to meet your requirements, as long as this is humanly possible. A charge, depending on the time taken to make your possessions available to you, will be raised.

## Storage - Miscellaneous Information

Do not include for storage perishables of any kind unless these are sealed in tins or jars.

Inflammable liquids and dangerous substances may not under any circumstances be included for storage. Included in this category are ammunition, inflammable paint, used paint, brushes, turpentine, paraffin, petrol, cleaning fluids, methylated spirits, fireworks, aerosols, chemistry sets, etc.

Be careful about storing confidential papers and documents such as driver's licences, vehicle licences, birth certificates, insurance policies, bank statements, etc. as you may need them at some time during the period of storage.

As a precaution against the risk of moth or insect infestation, every reasonable precaution is taken by us but - like other removers and storers - we cannot, due to inherent vice, be held responsible for moth or insect damage.

If there is any possibility that you may need certain items during the storage period, ask our supervisor to mark the words "keep forward" against each of these items on the inventory. This will ensure these items are easily accessible. Understandably, the number of items marked "keep-forward" should be limited because, once everything is placed in our depository, it is usually expensive to locate individual articles, when required.

A charge is levied for unstacking, selecting and replacing items that are in store.

It is important that we are notified of any change of address during the period of storage.

## The Elliott Customer Experience Review - Accessed via QR Code

**Elliott** has established, not only in South Africa but also around the world, a reputation for **EXCELLENCE**. In order to achieve this, we have worked very hard training our staff for a job that is extremely difficult - even in the most elementary of circumstances! Our success has been achieved largely due to our quality performance system which involves our customers completing our **ELLIOTT CUSTOMER EXPERIENCE REVIEW**. This is done by scanning a QR code on your mobile phone and completing the questions regarding the services received.

We seek your kind co-operation in completing this for us and in expressing your honest opinion of the service received, to enable us to continually remind our staff that excellence of service is genuinely appreciated by our customers and, where necessary, to remedy any shortcomings.

## Elliott Customer Protection Guarantee

Our main aim and objective is to provide our customers with the best possible service, in line with our reputation based on **EXCELLENCE**.

We have to admit, however, that even we, on occasion, have the unhappy experience of providing service that does not meet our customers' expectations. It is of vital importance in such instances that the matter receives our attention at the highest level, and it is because of our full understanding of this that our **ELLIOTT CUSTOMER PROTECTION GUARANTEE** is made available to all our customers. Under this guarantee you may call for the personal attention of the Executive Director/s, who undertake to give their personal attention to any problem brought to their attention. In their absence, such matters will receive the attention of their Personal Assistant.

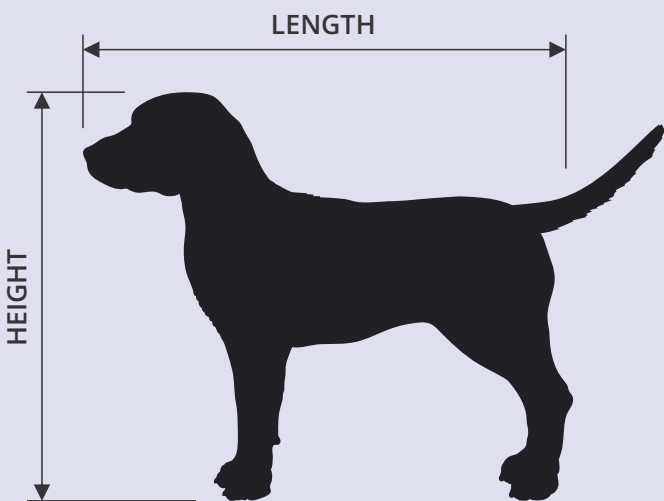
## Pet Travel

The special relationship which exists between owners and their pets is truly appreciated by the **Elliott** organisation. Special arrangements can be made by us for their transportation by air between all areas of the country served by a commercial airline.

The service includes the provision of a special air container designed for maximum safety, space and ventilation for your pet. The containers come in various sizes to accommodate airfreight weight and height

requirements, and for pets with unusual dimensions, the container will be tailor-made to order.

A diagram of the way in which your pet should be measured to enable us to provide a price for air transportation is shown as follows:



It is recommended you allow your pet to become accustomed to the container a few days before travel. To achieve this you may feed your pet in the container and maybe encourage its use as a bed. A favourite blanket or toy left in the container for the duration of the trip may also provide additional comfort and a feeling of security.

Arrangements will be made to collect and deliver your pet in accordance with your requirements.

## Motor Cars

If you and your family are travelling to your destination by air, we can arrange for the road transportation of your motor car/s. On the other hand, if you have two cars and are

using the one to travel to your destination, you may want us to transport your second car. Please tell us if we can be of service in this way.

Also, should you require storage of a motor vehicle, undercover storage inside our modern warehouse will be arranged for you.

Please note that neither we nor our insurers will be held responsible for personal effects or items left in motor cars which have been entrusted to our care, either for transportation or storage reasons.

## For Children, Moving Can Be Traumatic or Exciting

From an adult point of view, moving to a new home can mean a promising new life, an exciting journey or, at worst, an inconvenient change of location.

Through a child's eyes, however, moving can mean the thought of being deprived of a warm bed, a safe home, a familiar neighbourhood and best friends. It can be a frightening and frustrating experience. But it doesn't have to be.

Parents who take the time to understand, explain and work through the complexities of a move with their children find that the whole family can accept and even enjoy moving. Broken down into a 'step-by-step' process, moving becomes an exciting adventure for both parents and children.

United States psychologist, Dr Richard K Grana, has worked on developing suggested guidelines for parents to follow through each step of the moving process. This begins with a child's typical reactions and emotions to relocating and offers suggestions on the best way to ease the transition and to help reduce, or even eliminate, these effects.

**BREAKING THE NEWS.** Whilst it isn't necessary for children to be involved in all the discussions prior to a move, once the final decision has been made, let them know immediately. It's a good idea to gather everyone for a family meeting to discuss the reasons the move is taking place and the logistics of the moving process. One family meeting will not answer all questions or calm all fears. That's why it's best to schedule informal family meetings at regular intervals to explain various aspects of the move, a time for everyone to express feelings about the move and to help the children feel a sense of unity and support.

**EXPLORING THE NEW NEIGHBOURHOOD.** The sooner you make children aware of what to expect in a new home, the sooner their adjustment process can begin. By pointing out positive aspects of the new neighbourhood, you can soothe some of the hurt a child is likely to feel about leaving home and friends. If possible, visit your new town or city with the entire family. Try to make a real adventure out of it. Explore landmarks, playgrounds, parks, beaches, and whatever your children will find most appealing about the new town or city. End the day with a visit to a familiar fast-food restaurant to give them something to remember.

**SORTING AND PACKING.** In sorting through your children's belongings, you will invariably find some battered and worn-out items. Before you throw out the torn blanket or the teddy bear with a missing eye, remember that children are attached to certain belongings and will find comfort in having them in a new home. Gather items together and let the children decide which ones are the most precious to them. That way they won't feel hurt that some things are thrown away and they will also feel more involved in the moving process. If possible, wait until you are settled in your new home before disposing of worn-out items.

**THE FAMILY PET.** Great care should be taken to explain how the family pet will be moved. Children often feel very concerned about the pet's safety. Assure them that the pet will be transported in a special way and won't be placed in a box like the lamps and furniture!

Children may even begin to project their own feelings through the family pet, saying things like, "Rover is sad we are moving". Don't ignore these feelings. Approach them in the same way a child does, "Rover is looking forward to the big back yard at our new home". Point out things that both Rover and the child will enjoy about their new surroundings.

**THE BIG GOODBYE.** Saying goodbye is an important part of the adjustment process for children. Encourage them to spend time with friends before the move, exchanging addresses, photos, and, if practical, make arrangements for a visit. Once you have moved, an occasional letter or photo from old friends is fine but, focusing too much on

the old relationships can make meeting new friends more difficult. Try to help the children maintain a balance between old and new.

**MOVING DAY.** Many parents are tempted to whisk their children off to Grandma's house on moving day but, resist this temptation. It is important to allow children to watch the packing and loading. Encourage them to label their boxes and decide which items to take along on the trip.

These activities make children feel they have participated in the move and help them to understand the moving process.

**YOUR NEW HOME.** Allowing the children to help unpack their belongings is another important stage in the moving process. As they sort through their belongings to make sure everything arrives safely, help them to organise their rooms.

**THE NEW SCHOOL.** When school begins, be sure that your children's teachers know that you are new to the area so they can help your children with any adjustment problems. Keep close contact with their teachers during the first few months to ensure that the moving adjustment is not negatively affecting your children's behaviour or performance.

**NEW FRIENDS.** It may seem at first that your children are having difficulty making friends but remember that they are still making the transition from old to new. You can help them by getting acquainted with neighbours who have children. Invite them to your home and introduce the kids. Look into activities in the area and help your children become involved in their areas of interest.

The more your children circulate in the neighbourhood, the greater the chances are of meeting new friends.

## Elliott

Elliott employs over 100 people in Johannesburg and Cape Town.

Elliott is also proud to be a member in good standing and has been for many years, of the following international moving organisations:



**FIDI:** World Federation of International Furniture Removers



**IAM:** International Association of Movers



**ICEFAT:** International Convention of Exhibition and Fine Arts Transporters

## National and International Recognition



It is with great pride that we have been honoured from South Africa, Belgium, the United Kingdom, the USA and Switzerland with numerous awards for service excellence and outstanding success in the field of international packing and moving. These awards must, surely, leave with you the indelible impression that, by choosing our company to handle your packing and moving requirements, you will not be disappointed.

**Elliott** has received the highest quality accolade in the world of international moving. This came in the form of FAIM accreditation from FIDI in Brussels, Belgium. FIDI, the World Federation of International Furniture Removers, comprises more than 750 members from 112 countries, and representing the crème de la crème of the international moving industry worldwide provides our customers that extra peace of mind.

We invite you to visit any one of our facilities in South Africa to experience the **VITALITY, COMMITMENT** and **ENTHUSIASM** which are the main ingredients in the successful formula which has produced so many prestigious national and international awards for **Elliott**.

**We are here to assist you and we look forward to being of service to you!**



# National Removal Checklist

For your convenience this check list is provided to ensure that you've crossed all the t's and dotted all the i's before you move:

## MAKE SURE OF THE FOLLOWING:

- Has your removal date been confirmed?
- Has insurance been arranged? Remember to fill in the Insurance Application Form and send this to **Elliott** before commencement of your move.
- Have you completed and submitted the acceptance of the **Elliott** quotation?

## HAVE YOU DISCONTINUED THESE SERVICES OR ADVISED OF CHANGE OF ADDRESS?

- The Post Office for redirection of mail and transfer of TV licences, DSTV and/or other pay TV stations?
- Your bank to transfer your credit cards or current account?
- The Electoral Officer?
- The Receiver of Revenue?
- Your motor licensing authority?
- Your hire purchase suppliers?
- Your insurance company about your motor, household and other accident policies?
- Your life assurance companies?
- The municipality - regarding rates?
- Clubs and societies?
- Publications to which you subscribe?
- Outlets where you have charge accounts?
- Relatives, friends and regular correspondents?
- Home Affairs regarding your ID document?
- Your solicitors?
- Your place of worship?
- Your launderers?

#### HAVE YOU ALSO:

- Contacted the principal of your children's school, and obtained a letter regarding the status of your children in school?
- Defrosted, cleaned and dried your refrigerator and freezer?
- Checked with the agent and carefully prepared your washing machine for transportation?
- Had your outside TV aerials and satellite dish taken down and dismantled by a qualified technician?
- Arranged for disconnection of your stove?
- Disposed of your unwanted furniture by auction? **Elliott** can arrange this or store it for you.
- Put aside bits and pieces you don't want to take? Why pay to have them moved?
- Cleaned out the medicine cabinet and safely disposed of all those old medicine bottles?
- Tightened the lids on all jars containing liquids?
- Returned any garden tools, books you have borrowed?
- Had your doctor and dentist recommend someone in the town or area to which you are moving?
- Drained the fuel from Primus stoves, heaters, lamps and lawn mowers?
- Kept aside in a locked built-in cupboard jewellery, money, firearms, insurance policies and documents of extreme value?

#### NOW ... ONE LAST LOOK AROUND:

- Anything left behind? The attic - garden - garage - basement?
- Any clothing still at the dry cleaners, or shoes at the boot makers, or clothes and sporting goods in lockers at clubs or schools?
- Water heater turned off?
- Light switches all turned off?
- No taps left running?
- Windows and doors locked?
- Old house keys surrendered?

#### AND NOW?

- What about a farewell drink with the neighbours? You've earned it!

**FINALLY, when you have settled in, please write and tell Elliott about your move. We enjoy compliments, and even the occasional complaints help us to provide even better service in future.**

## HAPPY MOVING!



📍 Elliott Johannesburg  
22 Fifth Street  
Midrand Industrial Park  
Commercia, Midrand

📍 Elliott Cape Town  
16 Goodenough Avenue  
Epping  
Cape Town



**elliott**  
*is amazing!*

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