



Delivery day information & suggestions

PRESENCE ON THE DAY

We highly recommend that you are present during the delivery. This will help the crew to do a thorough walk through and will avoid items being placed in the wrong room/location. If you are unable to attend delivery yourself, please have a nominated person that is happy to do a walk through and sign paperwork as they will be responsible for overseeing the delivery.

WALK THROUGH

On arrival, our crew leader will introduce himself and the team. They will run through how things will progress and also conduct a 'walk through' with you. This is important as this is where you can indicate any items of importance and where they go, anything you would like extra special attention paid to. The crew leader will make a note of any damage to the property on the initial walk through.

UNLOADING AND UNPACKING

- We recommend that you do not leave any valuables, money, important documents, unattended in your property whilst delivery is taking place.
- The crew will be under instructions to unpack as many cartons as possible on the day(s) of delivery. If there are any boxes that remain unpacked or you wish to remain unpacked, these will be noted on the delivery paperwork.
- **IMPORTANT:** The crew will only unpack onto flat surfaces, where space permits. They would not unpack into cabinets, cupboards, wardrobes or onto shelves etc. You would be responsible for placing items away.
- The crew will place, unpack and reassemble (where required) items of furniture into the rooms they are instructed to do so. If they are then required to move that item, there may be additional costs incurred.
- Our crews will reassemble most items, however, there may be times when a specialist is required. Please contact your Move Manager for further co-ordination of this service.
- Crew will reassemble items that have been disassembled at origin. New items for reassembly are typically not covered as part of the delivery service and would incur additional costs. Please discuss with your Move Manager if you require this service.
- Creasing of clothing is inevitable during the moving process. We will do everything possible to limit the amount of creasing to your clothing; however, some items will be wrinkled/creased. Professional cleaning, pressing, etc., is not something that Gosselin will be liable for as part of the insurance claims process.
- Items that don't fit into the property – please note that any large items of concern will be attempted for delivery, however, the crew will do an assessment to see if they think it is viable. If they do not think that an item will fit, or they will not get it to its final destination without possible damage to property, they will consult you on how to proceed. If you wish to proceed, you will be asked to sign a waiver which indicates that they have highlighted the risk involved. Anything that doesn't fit into the property, the item will be returned to the warehouse pending further instruction.
- If there are any items missing or damage in transit, the crew will note this on the paperwork. Equally, if you notice something, please do bring this to the crew's attention at the time of delivery and a note will be made accordingly. Photos will also be taken of the damage where possible.
- Debris removal will take place on the day of delivery. If we are required to return for a subsequent debris collection, there may be an additional cost. Please consult your Move Manager for further information.

FINALLY

- Once delivery is complete, you will be asked to sign the inventory and crew documentation, indicating that you have received the goods and in what condition. The acknowledgement of the condition of your goods, or lack of acknowledgement, may have an impact on any claim that maybe required in the event of damage.
- **IMPORTANT:** It is imperative that you report any property damage to the crew at the time of delivery. You will be asked to sign a property condition report at the beginning and at the completion of service. Failure to report damage to residence at the time, may have an impact on the outcome of your claim.
- Items may, at first, appear to be missing, you may have expected something to be in a particular place and it isn't there. It may well have been placed in another box or drawer etc. Please be sure to unpack all boxes and conduct a thorough search. However, please do notify us if you think something has been lost in transit and our Move Managers will advise you further.