

Pack day reminders & hints

PRESENCE ON THE DAY

We highly recommend that you are present during the packing. If you are unable to attend packing yourself, please have a nominated person that understands what you are shipping.

WALK THROUGH

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

If there are any items not to be shipped, please have these set aside and where possible, placed into a particular part of the property, this makes it easier to point out to the crew and avoids potential confusion.

PACKING AND LOADING

- We recommend that you set aside any important documentation, passports, valuables etc. and have them stowed away in a safe place whilst the packing is taking place.
- Please note that jewelry IS NOT insurable and isn't covered for shipment. Please ensure that jewelry (including watches), money, securities (not covered by the insurance), etc. are removed from the items to be shipped and are taken on your person.
- Items not covered by insurance/restricted – please be sure to take a moment to read the documentation that has been provided to you in regard to insurable items and restricted items for shipment.
- All prescription medicines should be taken on your person in case of any unforeseen delays on your shipment. There may also be host country restrictions, so it is recommended that these are not placed in the shipment.
- If you are having more than one shipment (for example air and sea), please make sure that these items are either labelled or separated off so that there is a clear indication as to what is intended for each shipment.
- Batteries in air shipments – please ensure that all batteries are removed from items, where it is possible to do so. If they are sealed units, please bring these to the crew's attention.
- It is recommended that all computers and electronic devices are backed up prior to transport where possible. We also recommend that all cables and wires are disconnected and gathered as the crew won't be familiar with the particular set up.
- If you have items for shipment that are in the attic/loft, that is not boarded and lit, please be sure to bring these down prior to the crew's arrival.
- Please remove and disconnect any items that are permanently fixed to the wall (including curtains) that you wish to ship. As a general rule, the crew will not take down any wall fixtures, unless pre agreed.
- If shipping a refrigerator, washing machine or dryer, please be sure to defrost, drain, wash and dry the item at least 24 hours prior to loading for shipment. In addition, any item that contains water, such as irons, kettles, coffee machines etc., please be sure that these are emptied and dried prior to shipping. This will all help to avoid potential mould and mildew within the shipment.
- 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.

FINALLY

- Once packing and loading is completed, the crew leader will conduct a final walk through of the property. You will be asked to sign the inventory and crew documentation, indicating that we have completed the services and confirming the condition of your goods.
- **IMPORTANT:** It is imperative that you report any property damage to the crew at the time of packing. 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.