



Crown A-Z

Domestic Relocation

Packed by Owner

Go knowing
crownrelo.co.nz

CROWN 
RELOCATIONS

We're delighted that you've chosen to move with us!

You've got a lot to think about, this document will help you navigate the moving process alongside the support of your office based Move Manager.

Important considerations

Things to consider around the household goods process:

- If you want to add or remove any furniture after the survey has taken place, be sure to let your Move Manager know so your quote can be re-calculated.
- If you have specific timings that you require to be met such as key handovers or settlement dates please ensure that you discuss these with your Move Manager.
- Crown Care Transit Protection is offered to ensure your goods are covered during transit, whilst Crown will take every precaution to ensure your effects are protected, it is important to us that you protect yourself against the risk of accidental damage which can occur during transit.
- In the unfortunate event you do need to claim for any damaged or missing items, please let your Move Manager know within 7 days of delivery. *Repair or replacement costs need to be submitted within 60 days after delivery. We recommend taking photographs of any damaged items.



*In cases where your goods are delivered to a private storage unit, the claims period is shorter. Timelines will be discussed with you in case of damages.



What's included

- Blanket wrapping and pick-up of your effects - as per the accepted proposal.
- Collection from your residence
- Delivery to your new home and placing your effects in the appropriate rooms.
- Dismantling and reassembling all standard furniture, such as, cupboards and beds that were dismantled at origin.
- Taking away packing material supplied by Crown after delivery.
- Assistance with the insurance process if using Crown Care Transit Protection.

What's not included

- Supply of cartons and any packing of items into cartons (unless included in your proposal).
- Placing items into cupboards and drawers.
- Ironing clothes or washing items.
- Assembly of kitset (IKEA) furniture, garden furniture and sheds, home gyms, children's swings/slides or anything that requires specialised tools.
- Removing or rehangng artwork or pictures.
- Laying fitted carpets, hanging curtains or attachment of walls and ceiling fittings/ fixtures.
- Connecting electrical appliances or light fittings.
- Handyman services, maid services, disposal of unwanted items, disconnection/ reconnection of washer/dryer, electrician services, and plumbing services.

Should you require additional services please kindly give your Move Manager enough notice so they can provide you with costs for consideration and potentially arrange this on your behalf.

Restricted items

Please take note of the following lists of restricted items. It is your responsibility to ensure you are familiar with the list of restricted goods.

Legal restrictions:

- Compressed gases, aerosols, acids, alkalis, oxidizing agents (bleaching agents), paint or other combustible, flammable or dangerous materials, batteries, or electrical equipment containing batteries in air shipments.
- Firearms and ammunition.

Items restricted by Crown:

Do not include money, important documents (passports, marriage certificates etc) jewellery or fur within your shipment or small, high value items, such as cameras, tablets and other consumer electronics.



Transportation restrictions:

- Aerosol cans
- Bleach
- Batteries (incl. those in appliances and electronics)
- Cash
- Chemicals
- Cigarette lighters
- Essential oils
- Firearms
- Gas cylinders
- Glue
- Hair colorants or bleaches
- Lighter fluid
- Lithium batteries
- Matches
- Mercury
- Nail polish or remover
- Oven cleaners
- Oxygen cylinders
- Paint (oil-based)
- Peroxides
- Polish
- Printer/printer cartridges
- Solvents
- Weed killer





Other services you might like to consider:



A Helping Hand

Our Helping Hand service is designed to assist anyone who needs extra support on their moving day. You may be a busy working person, have a young family, be elderly or have a disability. For more details speak to your Move Manager.



Cleaning Services

Having a clean home at departure or arrival is an essential part of the relocation process. We offer a nationwide service through a network of approved service partners. Please ask your Move Manager for details.



Settling In Services

We provide a complete programme of cost effective services to assist families settling into their new location. Our services include: Orientation, Home and School Search and Temporary Accommodation amongst others.



Helping Kiwis in Need

The Salvation Army NZ is our chosen community partner. For just under a decade, we have forged a highly rewarding working relationship. Our customers annually donate over 4,000 priority cartons of foodstuffs and other items to their foodbanks and family stores.

Moving Day Preparation

Read these notes carefully a week or so before packing day to ensure that everything is in order on the day.

Your Move Manager will call and let you know the expected arrival time of the crew the day before packing. They can also send a courtesy reminder by text.

- ☐ De-clutter your home - it's a great feeling!
- ☐ Begin to reduce food and alcohol stocks and use up any frozen goods.
- ☐ Goods to be transported must be clearly identified and kept separate from items not being transported.
- ☐ We will need suitable parking for a commercial vehicle and clear access to your property. If you think this will be an issue please let your Move Manager know as soon as possible.
- ☐ Empty and defrost fridges / freezers 48 hours prior. Plumbed fridges must be disconnected and drained.
- ☐ Disconnect washing machine and drain all water.

Tip: Please remember to refit the stabilizer bar/bolt to avoid drum from going out of balance and remove it at the other end.

- ☐ Remove and fold all bed linen from beds. Waterbeds to be fully drained and dismantled.

Tip: Remember if your packing is taking place over more than one day, the team will try to leave beds and essentials until last, to make sure you can stay comfortably for the night.

- ☐ Please try and complete all packing before the crew arrives as the Crown crew cannot assist with packing unless on a pre agreed basis. They will not bring extra packing materials with them.

Tip: Items should be packed in strong cartons with lids closed. They will be stacked in a container so need to be made of strong material. Avoid using plastic bags as they easily break and increase risk of damage.

- ☐ As you have chosen to pack yourself, if you wish to insure your move, you must complete a detailed inventory of the items being packed into cartons.
- ☐ Empty fuel from mowers, trimmers, lamps and fuel heaters.
- ☐ Remove batteries from remotes and any other battery operated devices.
- ☐ Dismantle any stereo systems and home theatre systems keeping all parts together in one area.

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- ☐ Remove batteries from remotes and any other battery operated devices.
- ☐ Dismantle any stereo systems and home theatre systems keeping all parts together in one area.
- ☐ Sort items in garage/garden shed and separate any items not being moved. Remove soil from any outdoor items.
- ☐ Remove ink cartridges from all electronic printers.
- ☐ If you have children, arrange for them to be looked after by friends or a sitter on moving day.
- ☐ We recommend that you do not include valuable documents, jewellery or money in your consignment as these items will not be insured - separate these personal effects from the rest of your shipment and keep them in a safe and secure place.
- ☐ Make sure that all the necessary documents that require your completion have been returned to Crown especially the CrownCare insurance documentation.
- ☐ Don't pack paints, aerosols, inflammables or explosives in the consignment as these cannot be moved.
- ☐ Don't water plants within 48 hours of collection
- ☐ Exclude gas bottles, unless purges with nitrogen and accompanied by a 'Safe for Transportation' certificate.
- ☐ Avoid polishing your furniture within 30 days of your moving date.
- ☐ Ensure that you (or a representative) are on hand when the packing starts and finishes. It is your responsibility to ensure all items intended for shipment have been identified, packed and removed from your home.
- ☐ Check your cupboards one last time. Make sure all important items are still in the safe and secure place you left them in (passports, children's special toys, birth certificate etc).
- ☐ Read the list of restricted items.





Delivery Day Preparation

Crown will contact you with the estimated arrival time for your delivery. Please read below to help ensure the delivery goes as smoothly as possible.

If you're aware of where things should go in your new home, let the crew know on arrival.

If you anticipate any issues with moving large or bulky items, let Crown know as soon as possible.

Our service includes:

- Delivery to your new home
- Placement of effects into the appropriate rooms
- Reassembling any items that were dismantled at origin
- Removing all packing materials and debris before the crew leave on the final day of delivery

If you have children, if at all possible, your children should be at school or in after school care while delivery takes place.

Make sure that you, or at least a representative of yours, is there when delivery starts and is completed.

It's your responsibility to ensure that all items listed on the inventory have been delivered before the crew leave on their last day of delivery.

In the unfortunate event that something is damaged, please notify us within 7 days of delivery.

Please note, some of the documents that were completed by you at pack up stage will need to be completed again at time of delivery.

Crown Relocations provides transportation, destination and immigration services, as well as family support, to assist people relocating internationally or domestically.

With experts working in 54 countries, Crown is an enthusiastic champion of the benefits of relocation. We provide support, guidance, care and the personal attention needed to ensure success.

Go knowing | **crownrelo.co.nz**

Discover Crown

*A complete range of services
to help you and your business*

crownworldwide.com

- World Mobility
- Relocations
- Records Management
- Fine Art
- Logistics
- Workspace