



# Your Moving Company

With you all the way

*Go knowing*



# New Zealand's Leading Moving Company



## Kiwis moving kiwis

**When it comes to moving we've got all your needs covered!**

Crown Relocations have moved families and households to every postcode in New Zealand and worldwide for 60 years.

Whether you are moving locally or long distance we can offer you more options, a larger network and a solution that will fit your needs.

*Go knowing with Crown!*







# Every move is a big move

We understand that every move is a BIG move – no matter how big or small. Our integrated transport system utilises road, rail and sea options, enabling bespoke moving solutions to fit every need.

The Crown fleet of modern oversized moving trucks is strategically located throughout the country, just for that purpose. It doesn't matter where you are or how big your move is we have the resources and capability to accurately assess, quote and deliver on your moving requirements.





# It's all in the planning!

Our customers are at the heart of our business - If it matters to you, it matters to us. Every move is different and planning your move together will ensure a smooth and successful move.

## We promise to:

- ✓ Be there when you need us
- ✓ Meet your unique needs
- ✓ Reflect your own values
- ✓ Listen to you

## Our team will:

- ✓ Discover your needs
- ✓ Be genuine
- ✓ Have empathy with your situation
- ✓ Find the best solution for you

## Your unique needs:

- ✓ Our Sales Operation concept encompasses, sales, strategic planning and logistics.
- ✓ It provides accurate, tailor made proposals based on your needs not ours.

## Integrated transit network:

- ✓ We use a combination of road, rail, and coastal shipping networks to suit our customers transit requirements.



## Bespoke solutions

Our Sales Operations Team meet daily to discuss our customer's needs. They provide the best solutions based on individual requirements. Don't be surprised if you get a call from one of them to suggest a different way of looking at things!



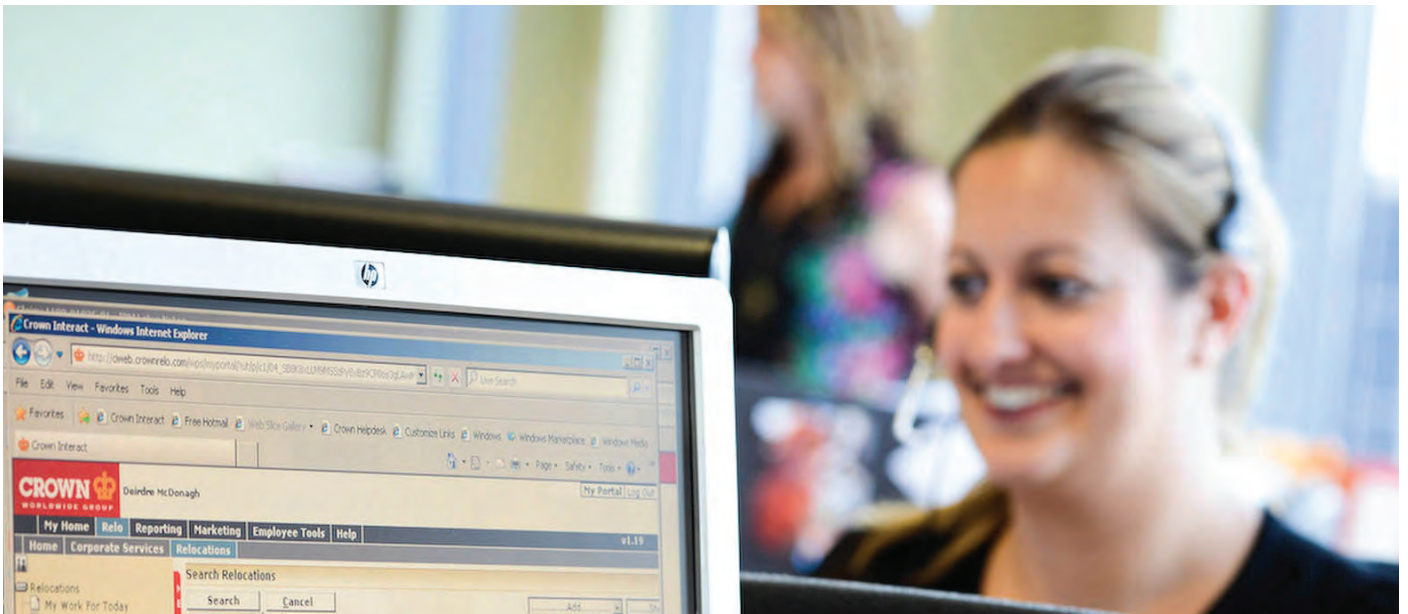
# Moving made easy!

It doesn't matter whether you are moving across the road or around the country, it can be a stressful experience. Our move managers are ready to offer their expertise and guidance to make sure your move is as seamless as possible.

- ✓ A dedicated Move Manager will act as your point of contact and be there with you every step of the way.
- ✓ Assist with required documentation and review your Insurance proposal.
- ✓ Arrange and advise on any additional services you may require.
- ✓ Keep you informed of all schedules and timing.



**Meet our friendly Move Managers.**  
**Left to Right: Lindi, Megan, Joss, Rachel & Annelize.**



# We are the best in the business



Our team will be there to ensure you and your belongings are treated with the care they deserve.



## Packing Training

Staff are fully trained in international wrapping techniques providing maximum care.



## Peace of Mind

Crown provide uniformed and security cleared operations crew for moving day.



## Crown Touch

Our operational training places an emphasis on the correct 'behavior' to ensure that we are excellent house guests.



## The Next Level

Our internal development programme offers staff a clear career path. With this comes longevity, experience, and a passionate crew in your home.



## QUEST Standards

QUEST is our worldwide quality programme that measures and reports service standards and customer feedback results across our network.



# What you can expect

We understand the thought of moving can feel overwhelming, which can cause anxiety and stress. Once we arrive our team leader will put you at ease, by partnering with you to establish your expectations for the move. Our purpose is to make sure your move is well organised, stress-free and your experience is as simple as possible.

## Moving out and moving in!

You can expect our experienced operations team to;

- ✓ Be fully uniformed and security cleared
- ✓ Have a Team Leader who will review all details and go through the 'House Rules'
- ✓ Provide all agreed upon packing materials and protective coverings
- ✓ Issue and collect our Salvation Army gifting carton(s), for those who wish to 'Give Back'
- ✓ Prepare an itemized inventory at origin, which is checked off on delivery
- ✓ Disassemble and reassemble specified furniture items
- ✓ Have a Priority Carton on hand for essential items like remote controls, bed legs, picture hooks and more
- ✓ Provide special flat screen cartons for your television(s)
- ✓ Transportation, storage (if required) and delivery to your new home
- ✓ Placement of all household effects into each room
- ✓ Unwrapping and removal of all Crown waste material for re-use
- ✓ Collection of all Crown cartons for re-use (by arrangement)



## Getting settled

Our additional unpacking service provides for all cartons to be unpacked to a flat surface, allowing you to organise your new home quickly.

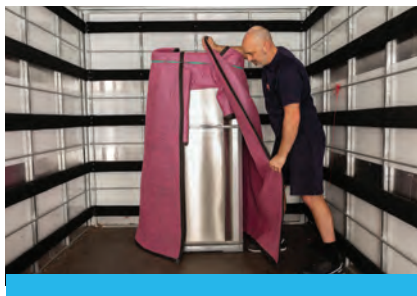
# Our options, your choice

We take care of everything and have plenty of options for you to choose from.

## The Crown standard for all moves



Standard Furniture Pads



Double pads for whiteware / stainless / leather settees



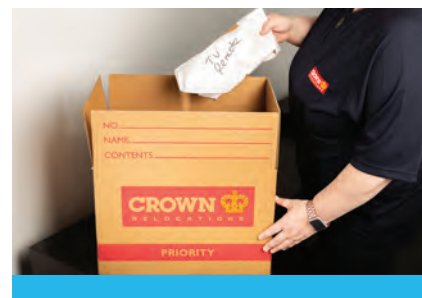
Plastic wrap and capped for beds, upholstered settees



Television Carton

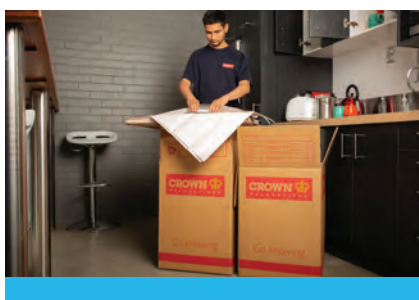


'Giving Back' Carton



Priority Box for screws, remotes and important little things

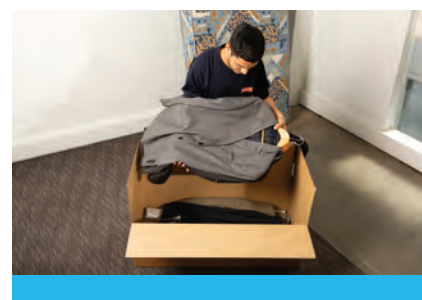
## The full 'Packed by Crown' move



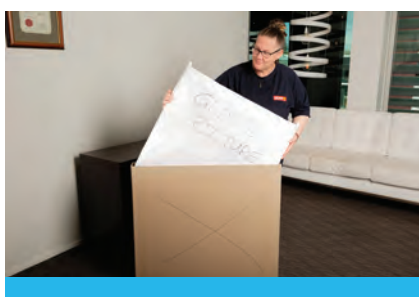
Dish Pack Carton



Book Carton



Clothing Carton



Picture Pack

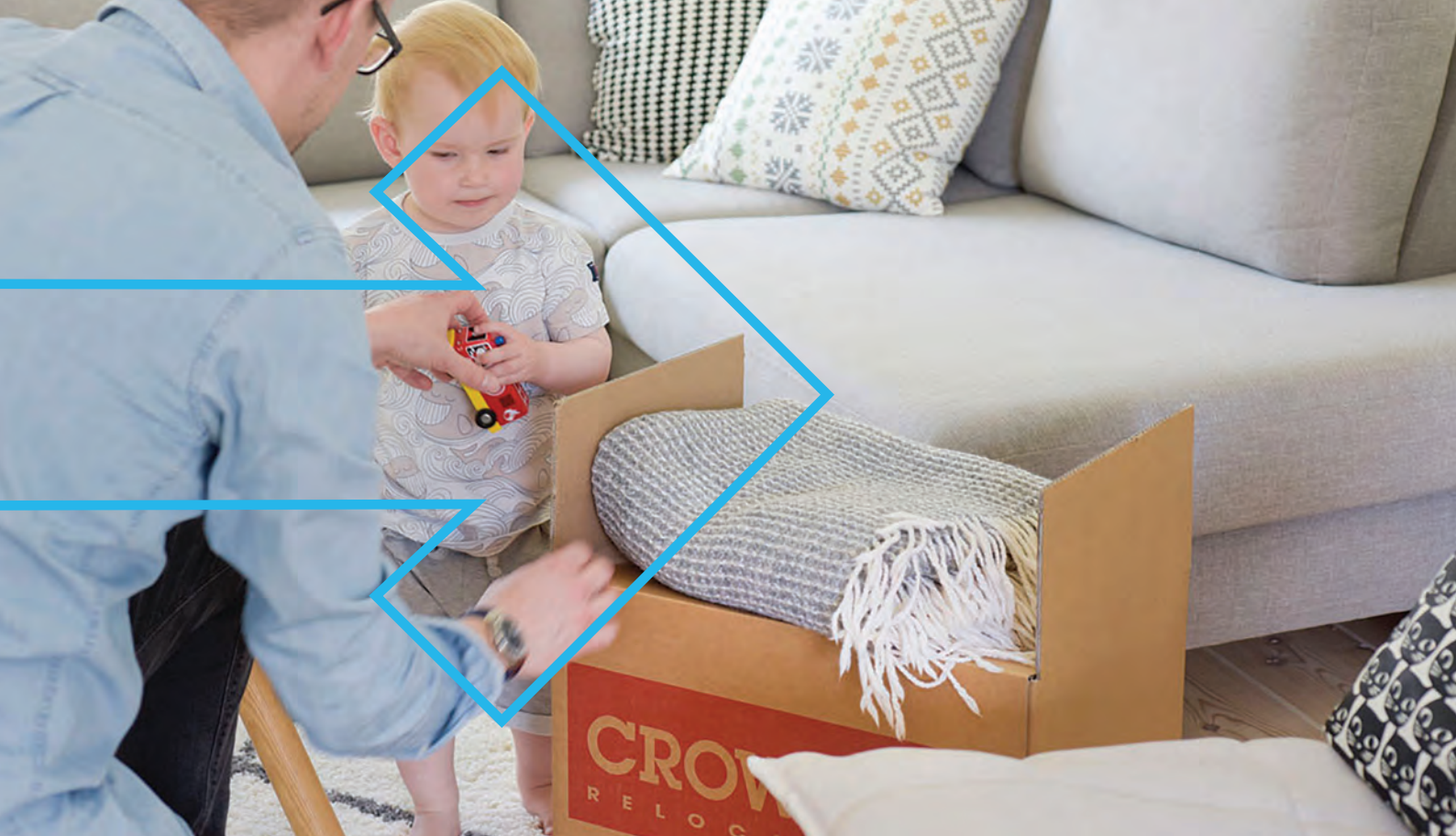


Bike Carton

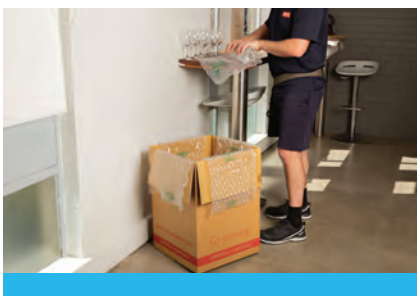


International wrap - Leather Settees





## Specialised Packing & Wrapping



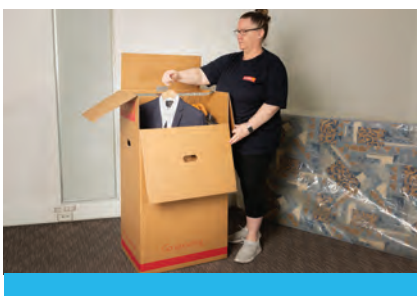
Bubble carton with 'air pillow' technology



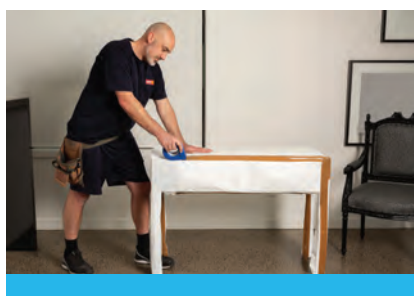
i-Foam carton with 'foam moulding' technology



Crown Crystal carton with reinforced extra thickness



Porta Robe Carton



International wrapping



Custom-built crates



Check out our innovative packing and wrapping techniques on [crownrelo.co.nz](https://crownrelo.co.nz), or scan the QR code

# Secure Storage

Whether you need long term storage, or just need a little extra time to take delivery, we provide safe and secure storage at both origin and destination. In addition to household goods we can also offer storage for piano's, boats, motor vehicles and motorcycles.



## Modern facilities

Modern facilities provide peace of mind against fire, theft and flooding.



## 24/7 Security

Facilities are alarmed, monitored and governed by access restrictions to the general public - a major advantage over self-storage facilities.



## Reduced handling

Wherever possible we'll reduce unnecessary handling by directly loading or unloading storage modules at residence.



## Containerisation

Goods are stored in purpose-built storage modules made from kiln-dried timber allowing ventilation and reducing risk associated with climatic conditions.



## Peace of Mind

Our network of modern purpose-built facilities provides secure short or long term storage for your belongings.





## Protection against risk

Although we have an outstanding record for safe transit, inherent risks do exist despite the greatest of care. Our comprehensive transit protection will cover you against any loss or damage, door-to-door, on all risk basis.

# CrownCare

Selecting the right protection when you are moving is an important decision. Our CrownCare transit protection and low claims ratios will give you complete peace of mind.



### Policy Options

You can choose to opt for a lump sum valuation, or itemise the value of those items you'd like covered. It also allows you to itemise high-value items.



### Managed In-house

Our policies are managed in-house with any claims normally processed and settled to ensure your ultimate satisfaction.



### Rapid Settlement

For most claims our Insurance Manager has quick settlement authority, so there are no third-party insurer negotiations.



### Protection Guaranteed

CrownCare Transit Protection is underwritten by one of the world's leading insurance providers. Policies offer full replacement cost cover.



## Ronald McDonald House Charities® New Zealand

Crown NZ is dedicated to supporting Kiwi families. We take pride in our partnership with the Ronald McDonald House® programmes, which offer vital accommodation and practical assistance to families nationwide.

Since 2021, we've sponsored rooms in Auckland, Wellington, and Christchurch, providing safe havens for families in need.



## Environment & Sustainability

Crown is a member of the Global Compact. We are committed to ethical and sustainable business practices. We are always investing in new technology to reduce our environmental impact.

## Who we are



## Charities & Volunteering

Our Crown 'Giving Back' cartons allow customers the opportunity to donate food stuffs, books and CD's to The Salvation Army Family stores. Our customers donate over 5000 cartons per year.





Our brand values underpin everything we do, they shape how we interact with each other, our customers, service partners and external stakeholders.



**Determined**



**Sharing**



**Caring**



**Open-minded**



**There**

We are a global company with a multi-cultural workforce dedicated to quality and service excellence. Crown Relocations have the scale and expertise of a global network to provide industry leading services and best practice to our customers moving within New Zealand.

Who we are and the way we do things is at the heart of our business. We have strong values and love 'Giving Back' to those. Less fortunate than us. We're committed to the environment and helping the local communities we operate in.



## Data Protection

We follow the most rigorous data privacy laws and regulations (GDPR) to ensure your personally identifiable information (PII) is strictly protected.



## Diversity & Inclusion

We are committed to making sure our employees can bring their differences to a working environment where they feel safe and happy. Our policies ensure we employ the best in the business!



# More than just the move

While we are known as New Zealand's market leading moving company, we offer so much more than just logistics. Our services take care of everything from packing to kid's programmes, pet relocations, house cleaning and additional support to help you every step of the way.



## Pet Relocations

We coordinate pet relocation and boarding specialists to ensure that the transportation of your pet is a stress-free experience for both you and your pet(s).



## House Cleaning

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.



## Vehicle Relocations

We can arrange the transportation and storage of vehicles and motorcycles throughout New Zealand.

## FastConnect

Fast connect is a free service that helps you setup all the utilities in your new home, making the transition nice and easy.



## Everyone needs a Helping Hand

Whether you want help with the unpacking of your personal items, setting up the kitchen, or just need a representative on site, our helping hand service provides all the support you need.



# Why choose Crown

When it comes to relocating, the value of knowledge on the ground is vital to the success of any relocation. Crown's unique position as an experienced and well-resourced relocations company ensures customers get the benefit of our expertise, wherever they are moving to or from - *Go knowing!*



## Little People, BIG Responsibility

Moving with Kids is FUN!! We have a wide range of fun stuff to help your kids enjoy and learn from the entire moving process.

-  A true one company service where your personal effects are packed, uplifted, stored and delivered by professional staff and resources – so it's Crown all the way!
-  We will listen to you and tailormake a solution that best fits your needs.
-  Our people are the best in the business and your Move Coordinator will be with you every step of your journey.
-  We use innovative packing techniques and materials keep your effects safe in transit.
-  Our policies are managed in-house with any claims normally process and settled quickly to ensure your ultimate satisfaction.
-  We believe the success of your relocation is how you feel when you are settled in your new home.



*"Every single person I dealt with at Crown was fantastic! I am beyond happy with my entire moving experience and highly recommend this company."*

**Claire, Auckland**





From here to your new home,  
we're making it simpler!

**crownrelo.co.nz**  
**0508 227 696**

