



*International & Domestic Removals & Relocations, Logistics, Fine Arts & Exhibitions*

*Limassol, Larnaca, Paphos- +357-25751155 /+357-25755820*

*Nicosia- +357-22871471 / Fax: +357 22817122 E-MAIL: [info@orbitcy.com](mailto:info@orbitcy.com)*

## Contents

Introduction: .....	2
SERVICES PROVIDED BY ORBIT MOVING AND STORAGE .....	2
PREPARING FOR YOUR MOVE.....	3
THE ESTIMATE .....	3
ITEMS THAT SHOULD NOT BE MOVED .....	3
HAZARDOUS MATERIALS .....	3
PERSISHABLE ITEMS .....	4
ALCOHOL.....	4
WEAPONS.....	4
ELECTRICAL APPLIANCES.....	4
COUNTDOWN TO YOUR MOVE.....	4
FOUR TO SIX WEEKS BEFORE MOVING DAY .....	4
THE WEEK BEFORE MOVING DAY .....	5
MOVING DAY – PACKING .....	5
INSURANCE .....	6
VALUABLES.....	6
QUALITY CONTROLS.....	6
CUSTOMS REQUIREMENTS.....	7
DESTINATION SERVICES .....	7
Delivery .....	7
REPORTING A CLAIM.....	7
IMPORTANT .....	8
STORAGE .....	8

# A GUIDE TO RELOCATING OVERSEAS



*International & Domestic Removals & Relocations, Logistics, Fine Arts & Exhibitions*

*Limassol, Larnaca, Paphos- +357-25751155 /+357-25755820*

*Nicosia- +357-22871471 / Fax: +357 22817122 E-MAIL: [info@orbitcy.com](mailto:info@orbitcy.com)*

## Introduction:

This guide has been prepared to help you and your family with your international relocation. We feel that it gives the correct advice, in order to ensure a successful move. Therefore, we kindly ask you to read this booklet, as it does have some valuable information, even for those who have moved before.

Relocation to a new country is always a major event and, recognising this, we would assure you that safe moving of your belongings is as important to us as it is to you. Our aim is to make you feel as comfortable and confident about your move as possible. We hope you will enjoy your new location and we look forward to helping you with all your queries.

## SERVICES PROVIDED BY ORBIT MOVING AND STORAGE

Moving with us means that we are responsible for your household goods from, the time of packing until all items are unpacked and placed in your new residence. At any point during the move, please be sure to discuss with us any questions or concerns you may have. The services you receive are as follows:

- Pre-move survey of your household goods.
- Advice on Customs requirements and paperwork.
- Wrapping of all small items and packing into new cartons at your residence.
- Packing of all clothing to be shipped in hanging wardrobe or lay flat cartons.
- Wrapping, padding and loading of valuable/fragile items into individually constructed wooden crates (we will advise you of any appropriate items).
- Full export wrapping of all furniture at residence.
- Tailored packing and crafting of your pieces of fine Art or antiques.
- Loading of all items. For homes above ground floor and first floor, we will use a telescopic lift or crane (instead of using the stairs) to save time and to avoid any possible damages.
- Transport by sea, air, or a combination of these methods.
- Customs clearance and delivery to your destination address (customs duties and taxes will not be included in our offer).
- Preparation and shipment of your private owned car. Air shipment of your pets.
- Unloading, unpacking and reassembling of all items at your new residence.
- Provision at your request (and at additional cost) of technicians (electrician, carpenter, etc.) for disassembling /assembling special pieces of furniture, electrical appliances, at origin and at destination.
- Removal of all used packing materials at the time of delivery and one further collection on request only.



*International & Domestic Removals & Relocations, Logistics, Fine Arts & Exhibitions*

*Limassol, Larnaca, Paphos- +357-25751155 /+357-25755820*

*Nicosia- +357-22871471 / Fax: +357 22817122 E-MAIL: [info@orbitcy.com](mailto:info@orbitcy.com)*

- Maid service, if you require your china, ornaments, kitchenware, glassware, clothing, etc. to be placed in cupboards (maid service), please let us know, as this service is not included in our quote.

ORBIT MOVING & STORAGE will also be pleased to undertake storage of any items you do not wish to move overseas.

## PREPARING FOR YOUR MOVE

Certainly, you want your household goods to receive the best care yet to help your family and yourself, be sure to use wisely the one thing that is, perhaps, already in short supply – TIME. How you use your time over the next few weeks will have a great effect on how well your move will proceed. Here are some suggestions that will help you when starting your preparations.

## THE ESTIMATE

An important part of your move is the pre-move survey and estimate, which is performed by us, without any obligation on your part. This survey is needed to determine what packing materials are required, the type and scale of shipping arrangements, and to form our quotation. The Estimator carrying out the survey will need to be shown throughout your home, to see everything you wish to move. If some of your household goods will not be included in the shipment, be sure to point this out to our Estimator. Be prepared to show us your basement, shed garage and cupboards. Also, please inform us of any items you wish to move from your office or any that you might buy. Do not hesitate to involve yourself all through the survey. This is the time to show to our Estimator those items which may require special attention and care.

Now, you can also discuss the specific origin and destination services you require. Please advise the Estimator of any storage or other special needs you may have. Tell us (whenever possible) the exact address of your new home and advise us if there are any unloading limitations, such as a small lift, narrow staircase or any other access restrictions.

Reserve for the survey approximately one hour (larger homes may take longer). The day and time of your survey should be arranged between you and us and, also, it should be performed as far in advance of your move as possible.

## ITEMS THAT SHOULD NOT BE MOVED

Due to potential problems that may occur, we do not recommend moving the following items

### HAZARDOUS MATERIALS

Flammable materials, such as paint, matches and articles of an explosive nature (aerosol cans, gas, cylinders, etc.). All outboard motors and diesel-powered mowers should be drained of fuel and



*International & Domestic Removals & Relocations, Logistics, Fine Arts & Exhibitions*

*Limassol, Larnaca, Paphos- +357-25751155 /+357-25755820*

*Nicosia- +357-22871471 / Fax: +357 22817122 E-MAIL: [info@orbitcy.com](mailto:info@orbitcy.com)*

thoroughly cleaned prior to moving day. Any damages caused by the inclusion of flammable or corrosive liquids and solids in your shipment are not covered by insurance and will, therefore, be your own responsibility.

### PERSISHABLE ITEMS

Food items – other than canned or dry food – or living plants which are liable to perish, should not be included in your shipment. Some countries place a prohibition on the personal importation of any food item and most countries require phytosanitary certification for plants.

### ALCOHOL

Many countries impose duties and taxes on any alcohol (including wine) you may import. It is also generally necessary for customs to physically inspect your shipment, if alcohol is included, so we would advise you not to include any wine or spirits and even part-filled bottles. In the event that you do wish to ship any alcohol, please advise us well in advance, so that we can take the necessary precaution and advise you of the additional paperwork it might require.

### WEAPONS

Hand-guns, Rifles, Shotguns, or ammunition should not be included in your shipment without you first consulting us for advice. Generally, firearms either cannot be imported into other countries or will cause you severe difficulties in obtaining release of your goods at destination.

### ELECTRICAL APPLIANCES

In some cases, your appliances and other electrical items will function only with a transformer (installation of which may be costly) or might not function at all. Please check this with us, or the relevant Embassy, before shipping them.

## COUNTDOWN TO YOUR MOVE

### FOUR TO SIX WEEKS BEFORE MOVING DAY

Notify your children's schools, and any organisation to which you belong, of your move. Send your new address to everyone who corresponds with you (also remember the book clubs and magazine subscriptions).

Notify banks and credit card companies about your move and you might also wish to close any unnecessary accounts at this time.

Gather all your family's medical and dental records.



*International & Domestic Removals & Relocations, Logistics, Fine Arts & Exhibitions*

*Limassol, Larnaca, Paphos- +357-25751155 /+357-25755820*

*Nicosia- +357-22871471 / Fax: +357 22817122 E-MAIL: [info@orbitcy.com](mailto:info@orbitcy.com)*

Ensure that all necessary work permits and visas, etc. are approved in your possession. Make a detailed inventory of the major items in your home for your insurance. Record the value and date of purchase where possible.

Schedule the survey of your household goods. It should be done as soon as you know which items you want to move.

Inform us as soon as you have decided the dates when you wish to have your goods packed and loaded. Relocation activity varies widely throughout the year and the sooner you advise us the better it will be for us to match our schedules.

#### THE WEEK BEFORE MOVING DAY

Separate the goods you want to keep with you while traveling to your new home including medicine, valuables, jewellery, permits and passports, etc.

Pack your suitcases for the trip. Be sure to pack enough belongings to meet your needs whilst we are transporting the rest.

#### MOVING DAY – PACKING

You might wish to pack some personal items yourself, here are some tips if you do.

- Owner packed goods cannot usually be insured for damage
- Make a list of everything you pack in every carton
- Do not pack goods that are prohibited or restricted in your destination country. If in Doubt, check with us.
- Do not pack anything flammable or corrosive
- Do not pack boxes that are difficult to handle and can be damaged more easily than lighter packages
- Never use cartons that have previously carried foodstuffs
- Keep keys for trunks and suitcases, etc. with you and have them available at destination for the customs authorities, if they need them.

Do not try to sort items at the last minute for we might not then complete your packing on time. Do not move your goods into one area. Leave everything in its place (paintings on the walls, glasses in cupboards, etc.) Try to be present all through the move, if possible. Give foreman a tour around the house, pointing out the goods that will be moved. Point out items that need special handling and packaging as well as items that are not going to be shipped. If these are marked clearly already (post-it notes work very effectively), just advise him of the system you have used.

Before loading, we will make an inventory of all the pieces being moved. Each piece will be given an inventory number and any pre-existing damages will be noted. Fell free to talk to our foreman about



*International & Domestic Removals & Relocations, Logistics, Fine Arts & Exhibitions*

*Limassol, Larnaca, Paphos- +357-25751155 /+357-25755820*

*Nicosia- +357-22871471 / Fax: +357 22817122 E-MAIL: [info@orbitcy.com](mailto:info@orbitcy.com)*

any questions concerning the descriptions on the list. Always check every cupboard before the packing team leaves, to make sure nothing is left behind.

Keep a copy of the signed inventory and all shipping documents close at hand.

## INSURANCE

Modern export packing and transportation methods provide an excellent level of protection for all furniture and personal effects. We have highly trained staff and the latest facilities to make every move as smooth as possible. But no move is without risk, accidents do happen sometimes, and third-party liability can arise. For this reason, it is vital that your shipment is adequately insured. If you are moving with your employer, the company may choose to handle any claim themselves (Self-insured). If not, always accept comprehensive insurance from your chosen mover.

- Always insure your goods for full replacements cost at destination.
- Complete and return the proposal form before the packing begins
- Identify separately any item that is worth more than its description would suggest. For example, if you have 10 boxes of books valued at 1000 euros, the insurance underwriters will expect each box to be worth 100 euros. If one book is worth 300 Euros, then you should say so.
- If your goods are to go into store, either at origin or destination, make sure the insurance covers the full storage period. Most good insurance policies will automatically include cover for some period of storage at either end.

## VALUABLES

Valuables, such as bonds, stocks, deeds, money, stamp collections, or jewellery, cannot be insured if shipped. We recommend you hand carry any such items you wish to take with you.

## QUALITY CONTROLS

During the course of the move you will receive an ORBIT Performance questionnaire. Please complete this form and return to us, as we are very interested in receiving your comments in order for us to monitor and continuously improve our standards of service. In this way, we can quickly receive information about any part of your move that did not go according to your wishes and take action to improve our services in the future.



*International & Domestic Removals & Relocations, Logistics, Fine Arts & Exhibitions*

*Limassol, Larnaca, Paphos- +357-25751155 /+357-25755820*

*Nicosia- +357-22871471 / Fax: +357 22817122 E-MAIL: [info@orbitcy.com](mailto:info@orbitcy.com)*

## CUSTOMS REQUIREMENTS

ORBIT will give you information about the requirements and documentation of customs at destination. However, we advise you to contact the Embassy or Consulate of the destination country, to see if there are any recent changes, as this information can change very often.

## DESTINATION SERVICES

Immediately upon arrival, contact your destination agent. They will advise you about the process of Customs clearance and might need some documents, such as your passport, to effect clearance and to proceed with delivery.

Customs clearance usually takes two days, or more depending on complications that may arise. At most destinations, though, physical inspection of your goods is rare. Please bear with us throughout the process as unfortunately, customs officials are not answerable to ourselves, and can become very difficult to deal with, if pressured. We, of course want to deliver your shipment as soon as possible and will do everything to achieve this objective. If you have a specific delivery date in mind, please let us know, in advance, so that we can inform our destination agent and make a provisional booking if possible.

## Delivery

Before the delivery day arrives, try to decide exactly where every item will be placed. If your furniture is moved around many times, it might be damaged.

When your shipment is being delivered, position yourself near the door of the new home. As the packages are being carried in, the crew will tell you the number of each one and you can check the contents from your copy of the inventory list. If there are any items missing or damaged, please tell this immediately to the crew. If some unpacking is going to be done later, note on the inventory or delivery receipt that the items have been received and will be further inspected.

All unpacking you require must be done at the time of delivery, after which all used packing materials will be taken away.

If you require an additional collection of packing materials, we can make such an arrangement but reserve the right to charge for this.

Furniture that was disassembled at origin will be reassembled by our delivery agent.

## REPORTING A CLAIM

Whilst receiving delivery, check each unloaded item against the inventory list. Should there be goods damaged or missing, note it clearly on the inventory or delivery receipt before signing it.



*International & Domestic Removals & Relocations, Logistics, Fine Arts & Exhibitions*

*Limassol, Larnaca, Paphos- +357-25751155 /+357-25755820*

*Nicosia- +357-22871471 / Fax: +357 22817122 E-MAIL: [info@orbitcy.com](mailto:info@orbitcy.com)*

When reporting a claim, try to contact us as soon as the damage becomes apparent. We will take down the relevant information and if additional details are needed, we will contact you.

### IMPORTANT

Your claim must be filed WITHIN 10 DAYS of the delivery of your household goods into your new residence.

Please read the insurance policy provided to you thoroughly before submitting your claim.

### STORAGE

If any part of your household is intended to be stored at origin, please mark these items in order to avoid confusion on the day of packing.

THANK YOU FOR READING THIS GUIDE AND WE DO HOPE YOU HAVE A PLEASANT MOVE.