








What to Expect – Delivery Day


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At the time of delivery, it is advisory to have specific cartons unpacked in your presence for insurance purposes.
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The service of the delivery crew includes placing furniture into the rooms and location of your choice. You are encouraged to give the placement of furniture some thought before the delivery to prevent additional time. A floorplan of the new location may help.
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Be advised that when we unpack the cartons, our crew will not place the items into your closets, in cabinets, or on shelves. They will only place them on the nearest flat surface and you will be responsible for putting these items in their dedicated place.
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Items such as money, jewellery or other small valuables should not be left unattended in your residence during delivery. At ACR we trust our staff implicitly, however during this busy time other workforces may have access to your premises.
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Expect clothing to be wrinkled at the time of delivery. Just as clothing will wrinkle when packed in a suitcase for a short trip, it will certainly be wrinkled after being packed for an extended period of time during transit.
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There may be items that the delivery crew are unable to assemble and require a third party service. This may not be able to be completed on the day of delivery. ACR has a specialist service to take care of these eventualities.
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Maid and handyman services among other additional services are available upon request, this will incur additional costs. However, you may find this to be money well spent, alleviating some of the moving stress.
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All packing materials will be removed from your premises by our team when the delivery has been completed.
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In the unlikely event that damage has occurred to belongings during the moving process, please inform ACR within 10 days and supply full claim details within a 30 days period.

For more information, contact your relocation specialist
or download our ACR Guides from www.acrmobility.com

What to Expect – Allowance Guide

What to Expect – Moving Checklist

What to Expect – Moving Day

What to Expect – Delivery Day

What to Expect – Frequently Asked Questions