

A step by step guide



ISS WORLDWIDE
MOVERS
A Division of Inchcape Shipping Services

It's important to us that you know what to expect from our relocation service and have a clear understanding of how each stage of the process works.



RELOCATING STAGES

1

On receipt of your name and contact details, our Move Coordinator will call you to schedule a pre-move meeting

2

You will be sent a relocation pack which includes information about customs and other requirements

3

The consultation visit. The visit normally lasts 30 to 45 minutes. The consultant will leave you with a list of the items to be packed and shipped along with an estimate of the volume.

4

Our pricing team will contact you within 48 hours of the consultation visit to advise you of the best quote

5

Upon approval of our quotation (and with the order confirmation or LPO from your company) our move coordinator will schedule the pack dates or delivery

6

Our team of professional packers under the direction of their supervisor will pack your household effects and prepare an inventory

7

Arrangement of Handyman service if required

8

With the completion of packing or delivery our admin team arranges the invoice for payment.

9

Your Move Coordinator will complete all documentation and let you have information about vessel schedules and expected custom clearance times.

10

We will ask you to complete a customer satisfaction survey, ensuring that we continue to provide the service that you want.

