

CODE OF CONDUCT

G.S. Transport Ltd. is committed to follow 'Furniture removal activities – Furniture removal for private individuals' (BS EN 12522-1 and BS EN 12522- 2) which are designed to protect consumers at every stage of the move, from packing and transport to dealing with disputes.

We provide:

Professional staff

- Our staff are punctual, polite, honest and suitably qualified or experienced. Our staff responsible for handling your furniture are undertaking annual training to upgrade their skills
- There is a trained team foreman who supervises the packing, collection and delivery staff, and is responsible for ensuring the move is carried out safely.

Before the move we:

- Provide you with clear information about our services. A pre-move survey is carried out to accurately assess the value and the volume of your possessions.
- Provide a written quotation, which details the service, the cost, the value of your possessions, the company's liability for loss and damage, and the procedures for dealing with complaints. When you accept this quotation in writing, it becomes your contract.
- Draw up a waybill – a document that details how the company will carry out the move. You will be given a copy to sign and the removal staff will have copies to refer to during the move.
- Offer a special packing service for high-value objects
- Offer optional services such as disconnecting electrical appliances, dismantling and re-assembling of furniture, disposal of excess furniture and equipment.

During the move we:

- Provide enough packaging materials and protective wrapping to keep your possessions safe. Our vehicles carry a toolbox, tape, packing paper, and a selection of cartons to protect items such as linen, lampshades, pictures and mirrors
- Make sure boxes and cartons are the right shape, size and strength to protect their contents
- Pack bedding, clothing, and kitchen utensils under hygienic conditions
- Use a vehicle that is waterproof, safe and secure
- Refer to the waybill at each stage of the move, and ask you to sign it to confirm packing, loading and delivery

After the move we:

- Ask you to sign a completion declaration and fill in a customer satisfaction questionnaire
- Aim to settle any problems amicably without the need for legal proceedings, referring disputes to our professional body Move Assured Ltd.
- Inform you of the procedure to follow if you want to make a compensation claim.