Contact Us - Fragile Removals

Canonical: https://www.fragileremovals.com.au/contact-us/

Details:

Contact us to discuss a local or interstate move, storage, packing or unpacking. Give us the collection and delivery locations and explain the service you need so we can direct your enquiry.

Call 1800 500 584 .

Email info@fragileremovals.com.au .

Open the contact enquiry form .

For an inventory-based estimate, prepare a detailed quote request .

What to include in your enquiry

The contact form asks for your first and last names, contact number, email, type of removal and message. Select local removals, interstate removals, secure storage or professional packing and unpacking as appropriate. Include preferred dates, both suburbs and any unusual access or handling requirements in the message.

For a quote, also prepare an inventory and describe stairs, lifts, parking, long carries and large or fragile items. If the request concerns an existing booking, explain the change or concern and include the booking details that help us find it.

Which kind of enquiry are you making

Four things commonly arrive on the same form and they need different information. A new quote needs both addresses, dates and an inventory. A question about an existing booking needs the booking details and what has changed. A materials-only order needs quantities and a delivery or pickup preference. A problem with a completed job needs the job details and a description of what happened. Saying which of the four you are sending at the top of the message is the single fastest way to get a useful reply, because it determines who should handle it.

If your enquiry is about a booking already made

Include whatever reference you were given, the names on the booking and the agreed collection date, then describe the change rather than the whole job again. The changes that matter most are a date move, an inventory that has grown or shrunk, a different access arrangement at either end, and a settlement or lease date that has shifted. Ask for confirmation of what the change does to the schedule and the price before you treat it as agreed, and keep that confirmation with your original quote.

If something has gone wrong

Report it through the contact and claims process given for your booking, and put it in writing even if you also call. Useful detail includes the date of the job, the items affected, photographs if you have them, and the inventory or condition record you were given. Ask for the next step and the expected process in writing rather than a verbal assurance. If it is not resolved with us, your state or territory consumer

protection agency takes enquiries and complaints about removals, and keeping your documents together makes that conversation much shorter.

What not to put in a first message

Keep payment card numbers, bank details and identity documents out of an initial email or web form. If a deposit or identification is genuinely required at some point, ask which channel to use and confirm the request is real before sending anything. The same applies to documents containing other people's personal information, such as a tenancy or settlement pack. A first enquiry only needs enough to price or locate the job; it does not need your financial details.

Ordering packing materials without a move

You can ask about cartons, wrap, covers and tape on their own. What helps is the number of rooms you are packing, anything unusual you need protected, whether you want the materials delivered or will collect them, and the date you want to start packing. Ask what happens to anything unused, and whether the quantities can be adjusted once you begin, because most people underestimate cartons and overestimate wrap on a first attempt.

Enquiring from another state or overseas

If you are organising a move from the other end of the country, or from outside Australia, say so and give the time zone and the contact method that works for you. Include who will be present at collection and at delivery if it is not you, and whether that person can make decisions on the day. Access information is harder to confirm remotely, so photographs of the entrance, stairs, lift and parking at both properties are worth more than a written description.

Choose the next step

Compare local removal services , interstate removals or storage options before submitting your requirements. Read the privacy policy for information about handling personal information.

You can also find us on Facebook and Instagram .

Can I request packing or storage through the contact form?

Yes. The contact form includes local removals, interstate removals, secure storage and professional packing and unpacking as enquiry types. Select the closest service and explain any combination you need in the message. Include the two suburbs, preferred dates, whether you want full or selected-item packing, and the likely storage gap. Mention unusual access or delicate goods. If you need an inventory-based estimate, use the detailed quote form or prepare that information for us rather than assuming a brief enquiry describes the whole job.

Where should I provide a detailed inventory?

Use the detailed quote form to work through the belongings, locations and access information systematically. Include cartons as well as furniture and appliances, and explain unusually heavy, large or fragile items beyond a generic inventory choice. You can also call 1800 500 584 or email info@fragileremovals.com.au for help describing the job. Keep a copy of the details supplied and update us if the load, access or dates change so the eventual estimate and booking remain based on

the move you actually need.

What should I include when contacting the team about an existing booking?

Provide the booking details that identify your move and explain the specific change or concern. State whether it affects the inventory, date, collection or delivery address, access, packing, storage or a special-care item. Include the best contact for resolving it and ask how it changes the agreed scope, timing or price. Keep the written response with the booking documents. For a damage or claims concern, use the reporting process supplied for that booking rather than relying on a general enquiry alone.

What does the contact form ask you to include?

The contact form asks for your first and last names, contact number, email, type of removal and message. Select local removals, interstate removals, secure storage or professional packing and unpacking as appropriate. Include preferred dates, both suburbs and any unusual access or handling requirements in the message. <!--

What should you compare before submitting an enquiry?

Compare local removal services, interstate removals or storage options before submitting your requirements. Read the privacy policy for information about handling personal information. You can also find us on Facebook and Instagram.

What should you prepare if the enquiry is for a quote?

For a quote, also prepare an inventory and describe stairs, lifts, parking, long carries and large or fragile items. If the request concerns an existing booking, explain the change or concern and include the booking details that help us find it.

Which kind of enquiry should I say I am making?

Four things commonly arrive on the same form and they need different information. A new quote needs both addresses, dates and an inventory. A question about an existing booking needs the booking details and what has changed. A materials-only order needs quantities and a delivery or pickup preference. A problem with a completed job needs the job details and a description of what happened. Saying which of the four you are sending at the top of the message is the single fastest way to get a useful reply, because it determines who should handle it.

What should I include about a booking I have already made?

Include whatever reference you were given, the names on the booking and the agreed collection date, then describe the change rather than the whole job again. The changes that matter most are a date move, an inventory that has grown or shrunk, a different access arrangement at either end, and a settlement or lease date that has shifted. Ask for confirmation of what the change does to the schedule and the price before you treat it as agreed, and keep that confirmation with your original quote.

How do I report a problem with a completed job?

Report it through the contact and claims process given for your booking, and put it in writing even if you also call. Useful detail includes the date of the job, the items affected, photographs if you have them,

and the inventory or condition record you were given. Ask for the next step and the expected process in writing rather than a verbal assurance. If it is not resolved with us, your state or territory consumer protection agency takes enquiries and complaints about removals, and keeping your documents together makes that conversation much shorter.

What should I not include in a first enquiry?

Keep payment card numbers, bank details and identity documents out of an initial email or web form. If a deposit or identification is genuinely required at some point, ask which channel to use and confirm the request is real before sending anything. The same applies to documents containing other people's personal information, such as a tenancy or settlement pack. A first enquiry only needs enough to price or locate the job; it does not need your financial details.

Can I order packing materials without booking a move?

You can ask about cartons, wrap, covers and tape on their own. What helps is the number of rooms you are packing, anything unusual you need protected, whether you want the materials delivered or will collect them, and the date you want to start packing. Ask what happens to anything unused, and whether the quantities can be adjusted once you begin, because most people underestimate cartons and overestimate wrap on a first attempt.

What should I add if I am organising the move remotely?

If you are organising a move from the other end of the country, or from outside Australia, say so and give the time zone and the contact method that works for you. Include who will be present at collection and at delivery if it is not you, and whether that person can make decisions on the day. Access information is harder to confirm remotely, so photographs of the entrance, stairs, lift and parking at both properties are worth more than a written description.