# How To Find A Good Removalist | Fragile Removals

Canonical: https://www.fragileremovals.com.au/moving-tips/how-to-choose-a-good-removalist/

## Details:

Choose a removalist by matching the service to your move, comparing the full written price, and checking who is responsible for the work. Before you book, settle the questions about access, timing, insurance and changes to your plans. A low headline rate is only useful when you know what it includes.

Start with the comparison below, then use our moving timeline to plan the work before collection. You can find more planning topics in the moving advice index .

Finding someone with a truck isn't difficult. Finding someone you're comfortable trusting with almost everything in your home takes a little more work.

If you're trying to find a removalist , price is naturally going to be part of the decision. But the cheapest hourly rate doesn't necessarily tell you what the move will eventually cost, who will turn up on the day, how your belongings will be handled. It also doesn't tell you what happens if something goes wrong.

A better approach is to compare removalists on the things that can affect the move itself. Things like experience, accreditation, the quality of the quote, what's included, how clearly they answer questions, and whether the service suits the type of move you're making.

Here's what to check before you book.

## 1. Start with the type of move you need

Before you start trying to find a removalist, get clear on the job you need them to do.

Moving a lightly furnished one-bedroom apartment across the same suburb is very different from moving a four-bedroom home interstate. A company that suits one may not necessarily be the best choice for the other.

Think about:

whether the move is local or interstate

how much furniture and how many boxes you have

stairs, lifts, narrow entrances, or difficult parking at either address

large, heavy, fragile, or unusually shaped items

whether furniture needs to be dismantled and reassembled

whether you need packing or unpacking

whether storage is required between pickup and delivery

how fixed your moving date is.

Giving removalists this information from the start makes their quotes easier to compare. It also gives you an early indication of how thoroughly each company plans the job.

For a straightforward move within the same area, start by looking at local removal services . If you're crossing a state border, compare providers with genuine interstate removal experience rather than assuming every local removalist handles long-distance moves in the same way.

## 2. Check whether they are AFRA-accredited

One useful way to narrow down your shortlist is to check whether a removalist is accredited by the Australian Furniture Removers Association (AFRA) .

AFRA-accredited businesses must meet requirements relating to areas such as equipment, vehicles, premises, and staff training. Smaller removalists may choose not to become members, so a lack of accreditation doesn't automatically mean a company is unsuitable, but accreditation gives you another independent point of comparison.

Don't simply rely on an AFRA logo shown on a website. You can search the current AFRA directory to confirm that a company is listed.

Accreditation shouldn't be your only test, but when several companies look similar on price, it can help distinguish between them.

## 3. Read reviews properly, rather than relying on the star rating

Reviews are useful, but a 4.8-star rating by itself tells you very little.

Look at the detail in recent reviews. Do customers repeatedly mention punctuality, communication, careful handling, or accurate quoting? Are there recurring complaints about late arrivals, damaged belongings, unexpected charges, or difficulty getting a response after the move?

It's also useful to read some middle-of-the-road reviews rather than only the glowing five-star reviews and angry one-star complaints. They often give a more balanced picture of what the company did well and where the experience fell short.

Pay attention to how the business responds when someone leaves a negative review too. Mistakes can happen. What you're looking for is whether the company responds professionally, addresses the specific problem, and appears willing to resolve it.

Recommendations from friends, relatives, neighbours, or colleagues can also help, particularly if their move was similar to yours. They can be a useful way to find a removalist for your shortlist.

## 4. Ask who will carry out your move

This is an easy question to overlook.

The company taking your booking isn't always the company whose crew arrives at your home. Some businesses use subcontractors, particularly during busy periods or for routes they don't operate themselves.

Subcontracting isn't automatically a problem. What's important is knowing about it beforehand.

Ask:

Will the crew be your employees or subcontractors?

Who is responsible for the move if subcontractors are used?

Who should I contact if there is a problem?

Are the people handling the move trained by your business?

Will my belongings stay with the same company throughout an interstate move?

The answers help you understand whose reputation, procedures, and service standards you're relying on.

## 5. Get a detailed written quote

Once you've narrowed down your search to a few professional removalists, ask each one for a written quote rather than choosing based solely on a rate mentioned over the phone.

Give each company enough information to price the job accurately. That way, the quotes you compare are based on broadly the same move rather than different assumptions about what's involved.

A useful quote should make it reasonably clear what you are paying for and what could change the final price.

Depending on the pricing model, questions to ask include:

Is the job charged hourly or at a fixed price?

Is there a minimum number of hours?

When does chargeable time start and finish?

Is travel time charged?

Are stairs, lifts, long carries, or difficult access treated differently?

Are wrapping materials, blankets, trolleys, and other equipment included?

Does dismantling or reassembly cost extra?

Are there additional charges for particularly heavy or awkward items?

What happens if the move takes longer than expected?

What circumstances can change a fixed-price quote?

For a larger or complicated move, the company may need more than a short inventory supplied online. A video walkthrough or inspection can help both sides identify access issues, bulky items, garages, sheds, outdoor furniture, and other details that are easy to miss.

Your goal when getting quotes from multiple companies should be to make sure you're comparing equivalent services.

## 6. Be cautious with a quote that is much cheaper than the others

Getting several quotes gives you a useful reference point.

If three experienced removalists provide reasonably similar estimates and a fourth is dramatically cheaper, find out why before treating it as a bargain.

There may be a perfectly reasonable explanation. The company may operate differently, have a smaller overhead, or be particularly efficient on your route. But a low quoted rate may also exclude charges that appear elsewhere in the quote.

Ask the company to explain what is and isn't included.

The best removalist for your move isn't necessarily the cheapest one. A quote that properly accounts for access, the amount being moved, staffing, travel, and any extra services may ultimately be better value than a low initial rate that leaves several costs unresolved.

## 7. Ask about insurance before moving day

Insurance is one area where vague wording can cause confusion.

Don't assume phrases such as "fully insured" mean your belongings are covered for every type of damage or loss. Ask exactly what insurance the company holds, whether cover for your belongings is included, whether additional cover is available , what exclusions apply, and how a claim would be handled.

If insurance is important to your decision, read the actual terms rather than relying on a short website statement or verbal reassurance. There is a big difference between a removalist being "fully

insured”—but only for their own operations—and one who includes some level of transit insurance for your property.

## 8. Check the contract, not only the quote

Once you have chosen a preferred company, read the booking terms before paying a deposit or confirming the move.

Check anything that could become important if your plans change:

cancellation terms

rescheduling fees

deposits

payment deadlines

delays outside the company’s control

access requirements

items the company won’t transport

how disputes or damage claims are handled.

Moving dates sometimes shift because settlement is delayed, keys aren’t available, or a lease changes. Knowing the rules before that happens is considerably easier than discovering them afterwards.

## 9. Look at how well they communicate before you book

The quoting stage is a preview of the service.

You don’t need a company to reply within five minutes, but you should be able to get clear answers to reasonable questions. If it’s difficult to establish what the quote includes, who will arrive, or how a particular item will be handled before you have paid anything, communication probably won’t become easier once the job is underway.

Good removalists should also be asking you questions.

A quote prepared without asking about stairs, parking, lifts, access, the volume of belongings, or unusually heavy items may be based on assumptions that cause problems on moving day.

Clear communication goes both ways. Tell the company about anything that could affect the job rather than hoping it won’t be important.

## 10. Make sure the service fits local or interstate moving

There’s considerable overlap between local and interstate removals, but the logistics aren’t identical.

For a local move, access, crew efficiency, driving time, and how an hourly rate works may be particularly important.

For an interstate move, ask more about pickup and delivery windows, how your belongings will be transported, what happens between the two addresses, storage if there is a timing gap, and who you can contact while the move is in progress.

If you’re comparing local and interstate removalists, choose companies that can explain how their process changes according to the journey rather than offering the same generic answer for every move.

## A quick removalist comparison checklist

If you’re still trying to find a removalist you can feel confident booking, this checklist is a useful final test. By the time you’ve narrowed your search to two or three companies, you should be able to answer these questions:

Is the company suitable for my particular type of move?

Have I checked recent independent reviews?

Is its AFRA accreditation current, if it claims to be accredited?

Do I know whether employees or subcontractors will carry out the move?

Have I received a written, sufficiently detailed quote?

Do I understand what can increase the final price?

Have I checked the insurance arrangements that apply?

Have I read the cancellation, rescheduling, and payment terms?

Has the company asked enough questions to understand the job?

Do I know who to contact if something goes wrong?

If several removalists still look equally good after that, price can become the deciding factor. But by then, you’ll be comparing the cost of genuinely comparable services rather than choosing between headline rates.

## Choosing a removalist is really about reducing uncertainty

Knowing how to find a good removal company comes down to looking beyond the truck and the hourly rate.

The strongest candidates should be able to explain what they’ll do, what it will cost, who will carry out the work, what is and isn’t included, and what happens if plans change. Accreditation, reviews, and experience help, but so does the quality of the conversation before you book.

We provide local and interstate removal services, along with packing and storage support. Get in touch for a quote based on your inventory, addresses, dates and access.

## If the answers do not match the quote

Ask the company to put the agreed scope in writing before confirming the booking. If access, the inventory or your moving date changes, describe the change and ask how it affects price and timing. Keep the booking terms and the contact details for the person responsible for the move together. If damage or a dispute occurs, use the claims or dispute process in those terms; do not assume a general insurance statement answers the question for your belongings.

## Request a written quote

For how to Choose a Good Removalist, provide both addresses, preferred dates, the inventory and access at each property. Include packing, storage, dismantling or specialist handling you want priced. Send the move details or call 1800 500 584 so availability and the proposed scope can be confirmed in writing.

### *How far in advance should I book a removalist?*

Contact removalists as soon as your likely route and dates are known, leaving time to compare written quotes and arrange access, packing or storage. Ask about actual availability rather than relying on a fixed booking lead time. State which dates are flexible and keep the accepted booking confirmation. Earlier contact is particularly useful when several property or travel arrangements must align.

## *Should I get three removalist quotes?*

There is no rule requiring exactly three, but several comparable written quotes can help you assess the service and total price. Give each mover the same inventory, addresses, access, dates and requested tasks. Compare the charging method, inclusions, exclusions, likely extras, timing and cover instead of ranking the headline numbers alone. Ask a company to explain a material difference before deciding. Keep the written offers so you can see which responsibilities remain with you and what may change the final amount.

## *What information should I give a removalist for a quote?*

Provide both addresses, the furniture and carton inventory, preferred dates and the access at each property. Include stairs, lifts, parking, loading times, long carries and unusually heavy, fragile or awkward goods. Explain packing, storage, dismantling and reassembly needs separately and mark unresolved details. Dimensions, photographs or a walkthrough may help with difficult items. Bedroom count is only a starting point; update the mover when the load or access changes so the quote continues to describe the actual job.

## *Is AFRA accreditation compulsory for removalists?*

No. AFRA accreditation is one way to check a business; it is not a compulsory credential for every removalist. If a company claims it, verify the current listing through AFRA and understand what the association’s requirements cover. Still assess the provider’s proposed service, relevant experience, written terms and responsibilities for your move. Check insurance for your goods separately: an accreditation logo does not describe every policy exclusion, item value or claims condition that may matter to your booking.

## *Is a fixed-price quote better than an hourly rate?*

Neither is automatically better. An hourly arrangement may suit a clear local job, while a fixed quote can help define the price for an agreed larger or more complex scope. For hourly pricing, ask when charging starts and stops, what travel or waiting is counted and whether minimums apply. For a fixed quote, ask which inventory, access and service assumptions it uses and what permits a variation. Compare the full expected job and conditions rather than choosing by pricing label alone.

## *What are some warning signs when choosing a removalist?*

Unclear written scope, vague answers about extra charges, unexplained responsibility for the crew, or pressure to pay before reading terms are reasons to seek clarification. A very low quote is not proof of dishonesty, but compare it carefully with offers for the same work. Verify the business details and any claimed credentials, read relevant reviews and ask how concerns are handled. If important questions remain unanswered, do not treat a friendly conversation or headline price as a complete booking agreement.

## *What should I ask if my move will use subcontractors?*

Ask who supplies the crew at collection and delivery, who transports the load, who remains responsible under your agreement and whom you contact if something changes or goes wrong. Clarify whether goods change vehicles or providers and how inventory and condition records are handled between stages. Subcontracting alone does not establish that the service is unsuitable. What matters is a clear written scope, responsibility and communication plan that matches the journey you are booking.

## *What should I do if my inventory or access arrangements change?*

Tell the mover as soon as you know and describe the difference from the original quote: extra goods, changed stairs or lift access, parking restrictions, a longer carry or revised packing and storage needs. Ask for the effect on resources, timing and price to be confirmed in writing. Share the current version with the people supervising collection and delivery. Do not wait until the crew arrives to reveal a change that may require a different vehicle, method or service allocation.

## *What should I keep after accepting a quote?*

Keep the accepted inventory, scope, addresses, price basis, date or delivery windows, terms and booking confirmation together. Include the contact for changes, any building access bookings and the cover documents you will rely on. Record later variations alongside the original agreement rather than leaving them only in conversation. Make the relevant practical details available to the receiving contact, while keeping personal or financial information private. This gives you a clear reference during collection and delivery.

## *How do you start with the type of move you need?*

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