

Four Checks Before Booking a Moving Company

Canonical: <https://www.fragileremovals.com.au/moving-tips/top-5-moving-scams-in-australia/>

Details:

Compare the written scope, price assumptions, cover and payment terms before accepting a removal quote. These four checks help identify gaps that need an answer. An unusual fee, a deposit or a low price is not by itself proof that a business is dishonest.

Keep the same inventory, dates and access information in every quote request. This gives you a useful basis for comparison and helps distinguish a genuine difference in service from an unexplained difference in price. The removalist selection guide provides a fuller booking workflow.

1. Ask how the quoted price can change

A headline amount may depend on stated assumptions about the load, access, time or included services. Ask for the full charging basis and identify possible additional charges before booking. Discuss difficult entry, stairs, materials, taxes and other circumstances relevant to the actual move.

A fixed price needs a defined scope. Ask what happens if the inventory changes, access is different from the description or extra services are requested. Do not treat the words fixed price as confirmation that no variation can ever apply.

For an hourly rate, ask how time is measured, which parts of the work are chargeable and whether a minimum applies. Compare the complete method with a fixed or estimated quote. A lower hourly rate does not by itself establish a lower total, just as a fixed quote does not establish the best value for every move.

If the price is materially different from other quotes, ask the company to explain the difference. Look for an understandable scope and charging method. Do not assume that an inexpensive offer is a scam or that an expensive one is automatically trustworthy.

2. Read the cover and damage procedure

Ask what protection applies to the move and request the relevant documents. Find out how goods are described and valued, what exclusions or conditions apply, and whether packing arrangements affect cover. Tell the company about antiques or other valuable items before collection.

The phrase fully insured is not enough to establish what happens to your belongings. A business may hold different types of insurance with different purposes. Use the insurance page to prepare questions about the actual option offered for your goods.

Ask how to report damage, what records to keep and who will handle the concern. Do not assume immediate replacement, automatic payment or a particular outcome without reference to the applicable terms. Equally, avoid concluding that the absence of a particular optional policy settles every question of responsibility.

Record the visible condition of relevant items and retain the inventory and booking documents. If a concern arises, report the facts through the agreed channel and keep a record of the response. Appropriate documentation makes the discussion clearer without guaranteeing a particular result.

3. Check that the assessment fits the job

A telephone or online quote can be convenient, but the company still needs an accurate description of the goods and access. Ask whether photographs, a video assessment or an in-person visit are appropriate for your move. Explain unusual items and constraints rather than expecting the assessor to infer them.

Ask whether an assessment has a charge and what it includes before accepting it. A paid assessment is not automatically a sign of dishonesty, and a free visit does not by itself establish quality. Judge the clarity and suitability of the arrangement.

Check that the written quote reflects the information supplied during the assessment. If a large item, storage requirement or access restriction is missing, have it corrected before booking. Keep a copy of the information on which the quote was based so later changes can be distinguished from earlier omissions.

If a company cannot explain what its assessment covers, request clarification. Avoid treating an incomplete estimate as a final plan simply because it arrived quickly. The detailed quote form helps organise the particulars when you enquire with us.

4. Verify payment, changes and cancellation

Ask about any deposit, balance payment, due dates and accepted payment methods. Read the cancellation and change terms before paying. A deposit alone is not evidence of a scam, and cancellation does not automatically mean that no charge applies.

Verify the business and booking details using the company's established contact information. If payment instructions change unexpectedly, confirm them through a contact channel you already trust before following the new instructions. Keep the invoice, confirmation and payment record together.

Explain any uncertainty around settlement, keys or moving dates and ask how the booking would be handled if those details change. Have important answers reflected in the written terms or confirmation. Do not assume a casual conversation overrides the agreement.

If an unexpected charge appears, ask for the basis of the charge and compare it with the scope and recorded changes. Keep the discussion factual and retain the correspondence. If the issue remains unresolved, seek an appropriate independent advice channel for the circumstances rather than relying on this guide as a legal determination.

Turn the four checks into a booking decision

Review the price, assessment, cover and payment answers together. Confirm who is performing the work and who is the contact on moving day. Read relevant customer reviews as reports of individual experiences, with attention to the route, service and date.

Resolve important gaps before committing to the move. If you cannot establish what is being offered, obtain another clearly scoped quote and compare the terms. A decision based on complete information is more useful than a checklist that labels every unfamiliar condition a scam.

After booking, keep the inventory current and notify the mover of changes promptly. Reconfirm access and delivery arrangements, and keep the agreed documents accessible during the move. Contact us on 1800 500 584 to discuss the details of a proposed booking.

Is an upfront deposit proof that a mover is untrustworthy?

No. A deposit can be part of ordinary booking terms, so assess the business and agreement rather than treating the payment request alone as proof of dishonesty. Verify the business details, read the scope and payment, cancellation and change conditions, and retain the accepted quote and receipts. Ask who performs the move and handles concerns. If you are pressured to pay before important terms are clear, resolve those gaps before treating the arrangement as a confirmed service.

Does a fixed price mean the total can never change?

A fixed price applies to a defined scope and its terms. Check the inventory, addresses, access, dates and tasks used to calculate it, then ask what happens if any of those change. Extra goods, different access or newly requested packing may require a revised agreement. Keep variations in writing before relying on the new amount. The useful protection is a clear price and scope, not the assumption that the words "fixed price" rule out every legitimate change.

Should every in-person assessment be free?

Do not assume an assessment is free. Ask in advance whether a visit or other assessment has a charge, what it includes and how the resulting quote will be provided. Confirm the appointment and any conditions before agreeing to it. A fee alone does not show that a business is untrustworthy, just as a free estimate does not establish service quality. Compare how clearly the company assesses your actual goods, access and requested work.

Is "fully insured" enough information?

No. Request the documents for the cover relevant to your belongings and ask whether it is included or optional. Clarify declared values, owner-packed items, storage, exclusions, excess and the damage-reporting process. Business insurance and customer-goods cover are not interchangeable descriptions. Keep condition and inventory records and identify valuable or unusual items before booking. Do not assume an immediate replacement or payment outcome from a broad phrase without understanding the applicable terms and circumstances.

How should I respond to a quote that is much cheaper than others?

Ask the provider to explain the price using the same inventory, access, dates and service scope as the other offers. Check minimums, travel, materials, waiting, specialist work and possible variations. Verify who will carry out the move and read the booking terms. A low price is not automatically a scam, but an unexplained difference deserves clarification. Keep the complete written offer so you can decide whether it represents a real saving for the work you need.