



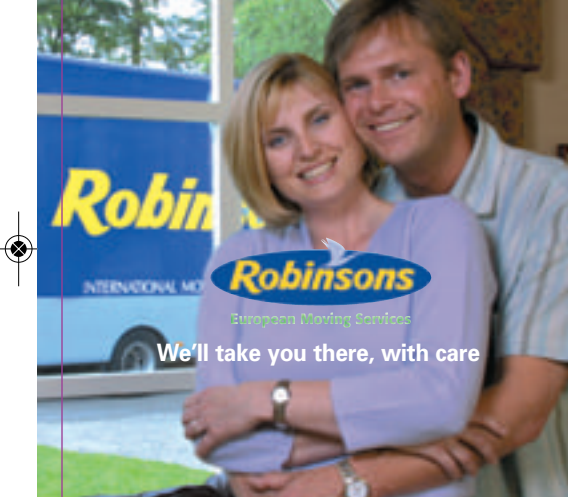
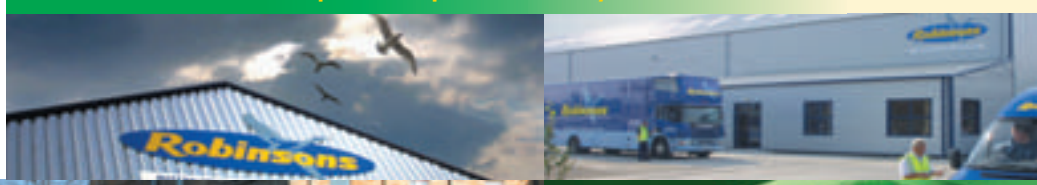
### Your personal Move Manager

**When you choose Robinsons, your move is managed completely by one personally dedicated Move Manager, based in your local branch. From there the company's national and international resources are co-ordinated to provide an individual moving programme to suit your needs, no matter where you live or where you are moving to.**

### Friendly support

Your Move Manager is a professional who has been highly trained to manage your move in the most efficient, reliable and cost-effective manner. Throughout the whole move you can rely on this unique partnership. Rest assured, you are dealing with someone who really knows his way around the complicated business of moving homes, families, furniture and treasured possessions over long distances. Although you'll never meet face to face, you'll probably get to know your Move Manager very well. It's good to know that they will always be there, just a phone call away, to keep you informed, iron out any difficulties and answer any queries which inevitably crop up.

Robinsons International experience spans over 100 years



DARLINGTON 01325 348700	e-mail: darlington@robinsonsrelo.com
MANCHESTER 0161 766 8414	e-mail: manchester@robinsonsrelo.com
BIRMINGHAM 01527 830860	e-mail: birmingham@robinsonsrelo.com
OXFORD 01235 552255	e-mail: oxford@robinsonsrelo.com
LONDON 0208 208 8484	e-mail: london@robinsonsrelo.com
BRISTOL 0117 980 5800	e-mail: bristol@robinsonsrelo.com
BASINGSTOKE 01256 859410	e-mail: basingstoke@robinsonsrelo.com
SOUTHAMPTON 02380 515111	e-mail: southampton@robinsonsrelo.com



European Moving Services

Robinsons Relocation Ltd  
www.robinsonsrelo.com



European Moving Services

## European Move Management

*with the personal touch*



UK network of 8 fully operational branches



*"Robinsons serves the UK"*

DARLINGTON 01325 348700	e-mail: darlington@robinsonsrelo.com
MANCHESTER 0161 766 8414	e-mail: manchester@robinsonsrelo.com
BIRMINGHAM 01527 830860	e-mail: birmingham@robinsonsrelo.com
OXFORD 01235 552255	e-mail: oxford@robinsonsrelo.com
LONDON 0208 208 8484	e-mail: london@robinsonsrelo.com
BRISTOL 0117 980 5800	e-mail: bristol@robinsonsrelo.com
BASINGSTOKE 01256 859410	e-mail: basingstoke@robinsonsrelo.com
SOUTHAMPTON 02380 515111	e-mail: southampton@robinsonsrelo.com

### Robinsons throughout Europe

Even with the easier movement of vehicles and goods in Europe it still takes experience and knowledge to deal with all the customs and entry requirements of the different countries, including those outside the EC. Robinsons have over 100 years' experience of moving people to the Continent, so we know our business inside out! Robinsons also have a commitment to quality and we take our FAIMISO and ISO 9001 accreditations seriously. These high standards are adhered to across every sector of our business and every service we provide. As long-standing members of the British Association of Removers (BAR) we follow its strict Code of Practice to ensure that you receive a complete, efficient door-to-door service you can rely on.



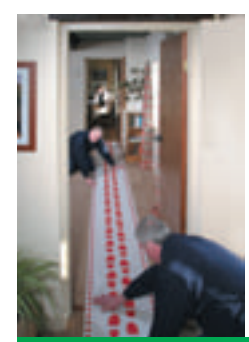


### Looking forward to a fresh start in a new country?

**The weeks approaching your move is an exciting time for everyone involved. But, let's face it, the prospects of such an upheaval can be pretty daunting and there's so much more to think about and organise than you ever imagined.**

**However, Robinsons is much more than a removal service, we're not just here to make sure your belongings make it safely across the Channel. With the support of your Move Manager, we're here to guide you through the sometimes complex moving process and protect you from any unnecessary hassle or stress.**

*"Relax, your furniture is in professional hands"*



Carpet protection is a must on moving day

### Packing up

Packing is an important part of our service, after all, your furniture and effects will be travelling a long way and you want to be sure that everything arrives in one piece! That's why all Robinsons packing teams undergo specialist training and are regularly updated with the latest packing materials and techniques. You can rest assured that everything from your favourite mirror to the family heirlooms will be packed away safely and securely for transportation.

### Moving day

When it comes to the day of the move, our crews know that emotions are likely to be running high and will act in a professional, helpful and friendly manner. Of course, it goes without saying that the carpets and surfaces in your home will be carefully protected from knocks, scrapes and muddy boots! This helps to ensure that everything arrives at your destination in good condition. Once the truck is loaded the crew is responsible for taking your furniture to your European destination. This same crew will then unload everything at your new home.



**A family business with over 100 years' experience**  
**Members of the leading industry associations with a network of over 260 industry partners around the globe**  
**Insurance bonded for financial security**  
**Professional services, individually tailored for each move**  
**Maintaining high standards across every country, continent and culture**  
**No destination too far, no shipment too small**

*If you're thinking about moving to Europe, we can help with your planning from an early stage - just call your local branch and we'll provide a free quotation without any obligations. Take a look at our website too, for more information about our services: [www.robinsons-intl.com](http://www.robinsons-intl.com)*

A complete pre-move survey and consultation



All your goods are professionally packed for transportation

*"Everything is handled with courtesy and care"*



*... "I'm with you, all the way!"*

Personal moving itinerary

Friendly, helpful moving crews

### Home survey

Our service starts with a pre-move consultation and a full survey of your property. Our European Moving Consultant visits your home to discuss your requirements. This helps us to plan your individual itinerary and set a moving date. We'll find out if you have any special needs or unusual circumstances and discuss specific details regarding elements such as the movement of family members and pets. Once we have all the necessary information and the plans are to your approval, you can leave things to your Move Manager.

### Destination service

Your Move Manager will provide you with a full report on the country to which you are moving. This will include a mover's pack of practical information including recommendations for customs compliance, advice on insurance, details of your new country's tax system and a great deal more.

If you can't take it, store it!

*"Special items receive special care"*



### Storage

There may be some items that you want to remain in the UK, or your goods may need to be stored for a while before being moved. All of our 8 UK branches offer short and long term containerised storage facilities and your goods will be stored at the nearest or most convenient collection point for you. Using specially designed storage containers, your furniture is safe and secure for however long you need. Everything is packed, crated and loaded at your home, and stowed in the warehouse only to be opened again upon your request.

*"I'll organise secure storage for furniture remaining in the UK"*

Moving lock, stock and barrel to live in Europe?



## Introducing your Robinsons Move Manager...



*"I'm just one of a team of European Move Managers at Robinsons and when your personal moving plan is agreed it becomes my responsibility to make it all happen, smoothly, efficiently, and on time. Being your single point of contact, I work with you on a one-to-one basis, keeping you informed of progress and, of course, I'm always here if you need any advice or information."*



**In-depth knowledge of emigration and export documentation, advice on transit insurance**  
**A close relationship with your personal Move Manager that is relaxed but responsive**  
**Rigorous staff training for continuous improvement**  
**Latest techniques and packing materials**  
**Secure containerised storage facilities at every branch**