

Choose Intertrans: Industry leaders

What sets us apart from our competitors is simple: our team is made up of highly trained and experienced professionals. Our movers are thoroughly trained in all aspects of packing and handling and we are members of both national and international removal associations, whose standards and codes of conducts are rigidly adhered to. We put you in direct communication with a top decision-maker who takes personal responsibility ensuring a stress-free moving experience. There's one more factor about Intertrans that separates us from the rest: our commitment at all levels of service.

Our consultants have a wealth of experience in inter-city, national and international removals and will gladly offer you any assistance in this regard. Please do not hesitate to give us a call.



Your Best Move

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Unit 20 Time Business Park
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NATIONAL & INTERNATIONAL FURNITURE REMOVALS



Your Best Move



At Intertrans we are dedicated to stress-free moving. Our aim is to provide you absolute peace of mind about the transit of your possessions by offering you a friendly, professional and comprehensive moving service. We have been moving families and offices since 1977, and have a wealth of experience at all levels of the moving process. From packing and insurance to transportation, storage and delivery, it is our mission to ensure that all elements of your move are well taken care of. Big or small loads, within a city, nationwide or overseas, Intertrans is your best move!



LOCAL

Intertrans has a wealth of experience to help make your move easier. We hope that the following answers to some typical questions will be helpful.

How is the quote calculated?

All quotations are based on the volume of your furniture and personal effects, plus the number of cartons we need to pack. That's why we always send a removal consultant to your home – free-of-charge – to make a professional assessment.

When do we get the quote?

We will phone the price through within a day or two and the written quote will then follow.

What about moving offices?

We know how stressful and disruptive moving offices can be – documents can be lost and equipment damaged. Our team has enough experience under its belt to ensure that office contents are packed and moved efficiently with the least amount of fuss. Extra special care is taken to minimise shock to computers and other sensitive office equipment. You can be reassured that your business will be up and running again in no time.

Can you store furniture, office contents and personal possessions?

Yes. We have security-controlled storage facilities at our nationwide depots and your goods will be totally safe. Most of our depots provide specially designed dustproof wooden containers which reduce handling to an absolute minimum. Separate, fully mothproof carpet and upholstery storage facilities are also provided.

What about packing?

Intertrans has highly trained and motivated staff, the latest in custom-designed packing materials, and the experience needed to ensure

the safe transport of all your treasured items. Some of our customers prefer to pack their own small items and breakables, but we generally advise against this owing to insurance restrictions on owner-packed items, as mentioned later. Clothing can be packed in specially designed wardrobe cartons where appropriate, and every carton is carefully labelled and numbered before it leaves your home or office. Large items are wrapped in special furniture removal blankets before being packed into our customised pantechinons in a pre-planned sequence to ensure their safe transport.

Does your service include unpacking items at the new address?

We undertake to deliver your cherished possessions or office contents on time to your new address. We'll move everything into the right rooms for you and remove the packaging material. If we've packed your small items, we will gladly unpack them for you.

Will our possessions and/or office contents be insured?

We have arranged comprehensive transit insurance with a leading international company and we will supply you with a detailed insurance proposal. Because of the handling during a local or long-distance move, there is obviously a small element of risk. For this reason, we strongly recommend that all our customers avail themselves of the special policy which we have negotiated with the insurers.

Why should we choose Intertrans?

As with most services, the old adage that "you get what you pay for" applies. And with household and office removals, it's definitely experience and training that counts. Our team is thoroughly trained in all aspects of packing and handling and we are members of both national and international removal associations whose standards and codes of conduct are rigidly adhered to. There's one more factor about Intertrans that separates us from the competition and that's commitment. Customer service generally begins with the top man and then filters down. With every Intertrans office you always have access to a top decision-maker who has a direct interest in your satisfaction.

INTERNATIONAL

At Intertrans, we understand how stressful and emotional it is to move to a new house, let alone a new country. We have been successfully moving families overseas since 1977 and have a wealth of experience in international moving.

Here are some answers to common questions which we hope will help make your move a little easier.

How is the quote calculated?

All overseas shipments are based on the total cubic capacity of the household and personal effects you wish to ship. We will visit you at home to assess the volume and make up an inventory of the items you intend to ship. The costing is based on three aspects:

1. Export wrapping, collection, container loading at your residence (door-to-door shipments), handling into store, crating, customs clearance in South Africa and cargo dues.
2. Ocean freight, which is calculated in US dollars and converted to South African Rands, Terminal handling charges and container cartage.
3. Destination services which include customs clearance of your consignment and delivery into your new home. This is calculated in the currency of your destination and converted to SA Rands at the prevailing rate of exchange.

When will we receive our quotation?

We will phone the price through to you within a day or two and the written quote will follow shortly thereafter.

Is it possible for you to store our belongings here or overseas?

Yes. We have security-controlled storage facilities both here and overseas. Your goods will be totally safe in our specially designed wooden containers, which reduces handling to an absolute minimum.



Will the price include delivery to the end?

Yes, if we give you a door-to-door quotation, it will include customs clearance and delivery into your new home overseas, unless you specifically request otherwise. Customs in the country of your destination may request to examine your effects or have them placed in quarantine, which will be an additional cost. Most countries will impose customs duties and taxes on alcohol, tobacco or new items. Our consultant will be able to provide you with more information based on your country of destination.

Is packaging included and how will our possessions be packed?

Yes, our professional packaging is included in the price. Your small, fragile items are securely wrapped in clean white paper and special cushioning material before being placed in specially made shipping cartons. Large items are wrapped in protective wrapping and large fragiles such as antiques or valuable pictures, are crated. All packaging is carefully labelled and a detailed inventory is made up before your possessions leave your home.

How will our possessions be shipped?

We utilise standardised steel shipping containers which can be handled at all major destinations in the world. The container remains sealed from your residence to your final destination overseas. We can also arrange airfreight, which in some cases, is quite economical. As shipping a container can take six to eight weeks, you may wish to airfreight items you will need on arrival.

Will our goods get mixed up if we use a part-load container?

Definitely not! Every item is pre-packed and clearly labelled. The inventory is checked up to six times during the shipment.

Is it worth taking everything?

That depends on the cost of replacement of an item compared with the shipping cost. We will gladly provide you with more than one quote based on various options. We have plenty of experience in this and will be pleased to assist you in any way possible.



Can we export our car?

Yes. However, an export permit is required and obtainable from the Department of Trade and Industry. The facts must be discussed with our consultant regarding the importation in the destination country. Additional documents will be required which are easily obtainable. The actual shipping is quite straightforward. The vehicle is loaded into the container prior to anything else and enclosed in an extremely robust, custom-made crate, providing total protection during transit. Your household items are then packed into the same container.

Will our goods be insured?

Because of the nature of an international move, there is obviously an element of risk. For this reason, it is strongly recommended that you insure your consignment. We offer comprehensive marine insurance underwritten by a leading international company. You will be required to complete an application form and inventory of the value of your possessions on forms provided.

How much should we insure our possessions for?

Your premium is based on a percentage of the sum insured. The single biggest problem of insurance claims lies in the area of under insuring. So, if you have a claim, a detailed valuation avoids many problems. You are strongly advised to insure for replacement cost in the destination country even if this is detailed in SA Rands.

What if we pack ourselves?

Regrettably, no matter how carefully you pack, the underwriters will not insure for breakage or loss of items packed by the owner, but you can opt for a 'Total Loss Cover'.

IN TRANSIT: ON THE ROAD, OVER THE OCEAN OR THROUGH THE SKY.