



The 5-point check:

How to find a good moving company!

1. The Quotation

It's quite understandable that nobody wants to pay more than is absolutely necessary. And those who move don't like unpleasant surprises. The lowest price is certainly not always the best, so make sure that the offer includes the services actually agreed upon. Time and again, particularly favourable all-inclusive offers result in expensive additional charges because the provider demands an additional fee for alleged extra work - either because the assembly and dismantling of furniture and the no stopping sign were not included in the cheap price or the move took longer than expected or even floor surcharges are charged for. Please also make sure that the value added tax is included in the offer. Even if it should actually be a matter of course: The offer must contain the correct company name (GmbH, OHG, GbR etc.), the complete address with contact data (valid landline number!) and the identification from the commercial register.

Tip: Agree upon a binding fixed price. Then you should be safe.

2. Consultation

Providers of dumping prices rarely have qualified staff and the appropriate technical equipment to transport your personal belongings safely from A to B. Good specialist companies, on the other hand, can show many years of experience and thus also appropriate references, in order to be able to advise you comprehensively and support you professionally in your removal project.

Tip: Good moving companies ask the right questions over the phone and also come to a local appointment to clarify all points.



3. Service

No move is like another. That is why moving companies offer a wide range of additional services. Starting with manual services, through the completion of registration and deregistration formalities or the assumption of cleaning work.

4. The Seal of Approval (Certifications and associations)

Certifications: Moving companies that work seriously, reliably and professionally meet strict certification criteria, such as:

- **DIN-ISO 9001** (quality management) and **DIN-ISO 14001** (environmental protection)
- **FAIM PLUS** (leading certification seal for international removal service providers)
- **EuRA Global Quality Seal** (specifies the processes and KPI's that reflect the very highest standards in relocation services.)

Associations: reputable moving companies are members of industry associations, which also pay close attention to compliance with quality and conduct standards. These include:

- **AMÖ** - „Bundesverband Möbelspedition und Logistik e.V.“ (leading organization of German furniture transporters; to be recognized by the rolling kangaroo with a cupboard in a bag)
- **FIDI** - Fédération Internationale des Déménageurs Internationaux (largest association of independent, international relocation companies worldwide.)
- **ERC** - Employee Relocation Council
- **EuRA** - European Relocation Association

5. The Contract

Finally, it is always a good idea to take a look at the small print of the contract, especially the General Terms and Conditions and the provisions on liability. Something can also break when moving.

Tip: A good removal company clarifies how extensive the liability is as a rule and which additional agreements can be concluded.