



Removals



grace:

grace.com.au/removals



Across the street, across the world, the best moves are made with Grace.

It's a trust thing...

Since 1911, Grace has been leading the way in household removals. Today, our reach spans across the globe and we are proud to be internationally recognised as a worldwide leader and specialist in household removals.

Services

Moving within Australia & New Zealand

Moving Overseas

Insurance

Storage

Specialist Services



grace:

Always more.

grace:

Always more.

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Always more.

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: Why choose Grace?

At Grace, our team is committed to making your move as stress-free as possible.

Making it easy

Drawing on over 100 years of experience, we know that no two clients are the same. Our team know to expect the unexpected, and our commitment to flexibility and offering customised service solutions is paramount.

We move seven days a week and offer easily accessible and managed security storage solutions, specialised packing cartons for those unusual items, containerised shipments, plus a full range of ancillary services to ease your load.



It's the little things

Moving with Grace gives you peace of mind. We're a one-stop shop that has a proven track record of reliability and delivering on our promise. We'll offer you a fixed price quotation and the best insurance at competitive rates. We deliver door-to-door and we'll manage your move from start to finish. Our reputation is solid and we have excellent references to prove it.

Specialist care

Grace has a range of specialist services available for those specific items that require a different level of care.

For example, we can thoroughly clean your home and gardens after you vacate. We have professional pet transfer specialists who can arrange boarding or transportation for your beloved family pets. We even offer customised valet services that can unpack your boxes, set up your furniture, make the beds and do whatever you need so you can simply move in and relax.

Moving house is a stressful experience for many. From packing and loading to unloading, organising and cleaning, the whole process can leave you feeling physically and mentally drained. At Grace, we make it easier for you.



: Move Preparation

To minimise disruption to your daily routine, our professional moving staff can pack your household items for you, within an agreed time frame.

Packing

This can be a huge time saver for your family as well as give you peace of mind knowing everything will arrive at your destination just as it was when packed.

The use of high quality packing materials means that your goods are safely prepared for the move.

- Grace packs all of your household goods and effects in your home.
- All materials used are designed specifically to protect your valuable assets in transit.
- Fragile items such as china and glassware are wrapped in specialised paper and then packed in double-thickness cartons.
- Items requiring specialist care, such as antiques, can be packed in made-to-measure wooden crates.
- Each household item to be moved is labelled individually and an inventory list prepared.



Correctly packing your household items is key to a successful relocation. Our staff are fully trained moving professionals and can pack everything in your home for you.

Furniture Protection

Grace uses removal grade quilted blankets to wrap and protect all your heavy furniture during your move.

Soft furnishings such as lounge settees and arm chairs are placed in plastic protector bags which safeguard against marking during your move.

High value antiques and works of art which require specialist care can be packed into made-to-measure wooden crates.

Grace is committed to a sustainable environment, and as a consequence the majority of our materials are recycled.

At Grace, it's all about giving you peace of mind.

Moving Tips

- Don't polish wooden furniture before moving day as it can cause condensation when the item is wrapped for transit.
- Defrost the refrigerator 24 hours before uplift to allow the interior time to dry. Towel dry and wipe the interior with vanilla essence.



: Moving Process

Grace will work with you to develop a moving schedule that meets YOUR needs.

Inventory Management

To ensure the safe transit of your effects, we will prepare a detailed inventory of your household goods, numbering and describing each item. This document is then checked, cross-checked and tracked at regular intervals from the moment your shipment is collected to its safe delivery at its intended destination.

Transit

Grace owns and operates one of the largest, dedicated fleets of correctly specified vehicles and furniture containers in Australasia, and offers complete coverage across Australia and New Zealand. All client moves are managed through our centralised logistics management centre. This means a more cost-effective, efficient and timely service, regardless of shipment size or destination.

Grace will work with you to develop a moving schedule that meets your needs and also help you reduce costs where possible.



All removals companies deliver, but at Grace, we go that step further.

Delivery

Part of our relocation service includes unloading and unwrapping all your furniture, placing fragile items to benchtop, positioning furniture where you want it, and then removing all the packaging debris.

We're all about helping to make it easy for you to settle into your new home.

Quality Assurance

At Grace, we take our ongoing commitment to excellence seriously.

Our ongoing commitment to excellence is reflected in the quality of work performed by our staff and our experience has taught us to expect the unexpected. With meticulous planning, we can minimise potential problems and ensure that our focus is always on the delivery of a quality service.

Grace Removals Group is a member of and a participant in the following moving associations:

- Australian International Movers Association
- Federation Internationale des Demeurs Internationaux
- International Convention of Exhibition and Fine Art Transporters
- Founding Member, Australian Furniture Removers Association
- Australian Human Resources Institute
- The Employee Mobility Institute





: Moving within Australia & New Zealand

Moving with Grace gives you peace of mind. We're a one-stop shop with a proven track record of reliability and delivering on our promise.

We offer complete removals services because we understand that moving house is stressful enough without you needing to worry about the safety of your precious belongings.

As no two clients are the same, our commitment to flexibility and offering customised service solutions is paramount. We'll provide you with a fixed price quotation and the best insurance at competitive rates. We deliver door-to-door and, whether you're moving up the street or across the country, we'll manage your move from start to finish.

Benefits

- door-to-door service
- flexible moving and storage solutions
- quality assured service
- fixed price quote
- largest company-owned branch network
- move any day of the week
- reliability you can trust
- proven reputation
- superior packing materials
- extensive back up resources

Local Relocations

Grace offers a range of popular service options for local relocations, which include:

- A correctly specified moving van and two moving professionals. This is a cost effective option for moving the average family home.
Charges are calculated by the hour on a depot-to-depot basis.
- For larger relocations we can supply a correctly specified moving van and three or four moving professionals, depending on your requirements. We can also add additional vehicles if required.
Again, charges are calculated by the hour on a depot-to-depot basis.
- One of the most requested options is a fixed price quotation covering all of the agreed services. This gives you the comfort of knowing the total cost in advance and still provides you the option to select additional services if required.

We pride ourselves on our ability to remove the complexity associated with moving house and provide clients with peace of mind, at a value for money price.

Long Distance Moves

Grace is proud to oversee the most extensive branch network of any moving organisation in Australasia, one that spans the length and breadth of Australia and New Zealand.

Put simply, your effects remain in our experienced hands from start to finish and you'll enjoy the benefits that go along with having the one trusted company being solely responsible for your move.

We provide a complete door-to-door service that includes packing, loading, transit, delivery and unpacking.

We can also offer storage and insurance services on long distance moves and will provide you with a written fixed-price quotation that is based on value for money and is supported by our commitment to quality service delivery.



: Moving overseas

The complexity of moving internationally demands the experience of a company with the proven ability to manage the complete relocation process.

Grace is one of the world's largest independent moving organisations, with branches throughout Australasia and an extensive service partner network across the globe.

Our ongoing commitment to excellence is reflected in our team's attention to meticulous planning, risk mitigation and the provision of quality customer service, every time.

With over a century of experience to draw upon, Grace prides itself on delivering moving experiences that are cost effective, efficient and secure.

Service partners

Regardless of your destination, you can rest assured that Grace will provide you with a professional and consistent level of service from start to finish.

We are meticulous when it comes to selecting our worldwide service partners. Their values and commitment to service must reflect our own. Our selection criteria demands a consistently high quality service delivery, proven culture of commitment to client centric service solutions, cost effective services and financial stability.

Grace enjoys enduring reciprocal service agreements with its worldwide partners and we consider seamless service delivery to be so important that we actively monitor partner performance and have staff dedicated exclusively to this function.

Moving tips

- If you are considering the shipment of motor vehicles make sure you understand the applicable laws, duty and tax implications in your destination country.
- Spend the time to complete customs documentation accurately and completely – this will help avoid delay when obtaining customs clearance.
- Airlines charge for overweight baggage so consider our essential item delivery option that might address and ease potential complications associated with personal travel.

Moving internationally can be especially stressful so it's important to ensure you partner with someone you can trust.

Benefits

- expansive global partner network
- comprehensive move management
- proven reputation
- reliability you can trust
- relocation services
- superior packing materials
- quality assured service
- licensed Customs storage



: Insurance

Whilst we enjoy one of the lowest claims incident ratios in the industry because of our commitment to security and protection it always pays to have complete peace of mind.

At Grace, our focus is always on the provision of a high quality service and the minimisation of damage during the relocation process.

However, while your goods are in transit and/or storage, it pays to be aware of the fact that your goods may be exposed to a number of risks which may be outside our control. Just as you need to protect your valuable personal possessions and property inside your home, we recommend that you consider protecting the same valuable personal possessions and property while they are in our care.

We can arrange comprehensive transit and storage insurance on your behalf. Our Product Disclosure Statement (PDS) and Financial Services Guide (FSG) can be found in our insurance proposal and these will give you more detail about the insurance covers we offer.



: Storage

Whether you're moving overseas for an extended period or you need to stay at a temporary residence during the relocation process, we provide reliable and customised solutions to meet your needs.

Grace provides flexible short or long term storage options that can be tailored to meet your budget. All Grace storage facilities maintain a high standard of service, are weather-proof, clean, and free from pests due to our strict pest-control protocol. Our clean and secure facilities contain purpose-built storage modules that are protected by state-of-the-art security systems for peace of mind. For added convenience, your storage module can be accessed at any time, subject to reasonable notification.





Specialist services

Our specialist services make moving even easier, giving you more time to enjoy the important things in life.

At Grace, years of experience have taught us that relocations involve so much more than just furniture removal. That's why we offer a range of specialist services to help save you time, effort and give you peace of mind throughout the entire process.

You can rest assured that Grace will provide you with a professional and consistent level of service from start to finish, regardless of your destination. We are meticulous when it comes to selecting our service partners. Their values and commitment to service must reflect our own. Our selection criteria demand a consistently high quality service delivery, proven culture of commitment to client centric service solutions, cost effective services and financial stability.

Services

: Pet relocation

We know that your pets are part of your family, so we provide door-to-door transportation options for your furry friends, giving you peace of mind knowing your pets are safe.

: Essential items delivery

Often our clients seek some form of temporary accommodation while they become accustomed to their new location, and we can arrange the delivery of essential items directly to your temporary residence while your main shipment remains in storage awaiting relocation to your permanent residence.

: Home cleaning

After your move, you want to focus on settling in to your new home, not worry about cleaning your old one. Grace offers a range of home cleaning services, tailored to your needs, to make leaving your old even home easier.

: Gardening

By taking care of your gardening needs prior to your departure or before you arrive, you can spend your time settling in rather than doing chores. We can mow lawns, remove garden and/or domestic rubbish and tidy up the yard and garden.

: Vehicle transport

At Grace, we make it easy to transport your car, van, boat or motorcycle anywhere in the world, with a transport solution tailored to meet your needs.

: Fine art

Grace's fine art team are specially trained to manage the packaging and transportation of high-value pieces of art, treasured family heirlooms and mementos. With Grace, your valuables are protected.

: Valet services

We can help you get settled into your home as quickly as possible by completely unpacking and organising your belongings for you. You choose what they do and for how long, then just simply move in and enjoy your new home.

: Mobility

Grace can help take the stress out of moving to a new city by assisting you with home and school searches, orientation tours and temporary housing solutions, all tailored to your individual needs.

: Foreign exchange

Grace has partnered with a leader in global foreign exchange to provide you with a simple, safe and secure solution for transferring funds internationally, all at competitive rates.

We've got your home services covered.

We understand that our clients often need more than just one service.

Here are some other services that you may be interested in.

RELATED SERVICES



Self Storage

Self storage that comes to you. Located in key major centres around Australia, our mobile self storage options give you added flexibility for your storage needs.

: Load4U

: Box Shop

: Insurance



Fine Art

Our specialist fine art division is highly experienced in the transportation and storage of paintings, delicate ceramics, antiques, sculptures and other valuable items.

: Relocations

: Storage

: Logistics

: Consultancy

Quality & Accreditations

Combining more than 100 years of experience, modern facilities, integrated systems and quality materials, Grace prides itself on its ability to remove the complexity associated with relocations and provide clients with peace of mind, at a value for money price.

At Grace, we take our ongoing commitment to excellence seriously and actively maintain our ISO 9001/2008 certification and various FAIM Plus accreditations - the highest quality certification awarded within the international moving industry. While there are literally tens of thousands of moving companies worldwide, less than 600 of us have achieved this level of 'world's best' standard of excellence.

Quality Assurance



Quality
ISO 9001
SAI GLOBAL



Health & Safety
AS 4801
SAI GLOBAL



Environment
ISO 14001
SAI GLOBAL



Health & Safety
OHSAS 18001
SAI GLOBAL

Removals & Storage



FIDI ACCREDITED
INTERNATIONAL
MOVER

Fidi-Faimplus certified branches listed at:
grace.com.au/about-us/quality-assurance



HOME | CORPORATE | COMMERCIAL

Our diverse range of services are designed to be fully integrated, offering you a holistic solution. To help you identify where Grace can add immediate value for you, we categorise our services into three customer segments: Home, Corporate and Commercial. Clicking on to these sections on our website will help you easily find what you're looking for.

grace.com.au | 1300 164 612 (within Australia)
graceremovals.co.nz | 0800 472 2369 (within NZ)

grace:

Always more.