

# GRACE

REMOVALS GROUP



100  
YEARS OF SERVICE

INTERNATIONAL MOVING

ACROSS THE STREET,  
ACROSS THE WORLD,  
THE BEST MOVES  
ARE MADE WITH GRACE.

## THE SERVICE DIFFERENCE

- flexible and we aim to please
- market leader
- global expertise
- international reputation
- you can trust us
- in business since 1911
- we deliver on our promise
- excellent references
- quality assured
- it's the little things that count



## WHY MOVE WITH GRACE?

### IT'S A TRUST THING ...

As Australia's premier removals company, Australians have been 'moving with Grace' since 1911. Today, our reach spans the globe and we are proud to be internationally recognised as a worldwide leader and specialist in household removals.

### HOW WE OPERATE ...

At Grace, we owe our success to several key principles that underpin everything we do; be highly professional at all times, always maintain a service oriented approach and finally, be easy to deal with. These principles allow us to deliver a consistent, high quality customer experience every time.

### MAKING IT EASY ...

With over 100 years experience, our team at Grace know to expect the unexpected. We also know that no two clients are the same and therefore 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.

### SPECIALIST CARE ...

Grace Removals 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.

### 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. Through our global network of partners we'll manage your move in a seamless manner from start to finish. Our reputation is solid and we have excellent references to prove it.

With Grace Removals, we know it's the little things that count, and that's why the best moves are always made with Grace.



# GRACE

REMOVALS GROUP

100  
YEARS OF SERVICE

# COMPANY HISTORY



Quality  
ISO 9001  
SAI GLOBAL



Health & Safety  
AS 4801  
SAI GLOBAL



Environment  
ISO 14001  
SAI GLOBAL

## OUR HISTORY

In 1884, in Sydney's George Street, a small retail store known as Grace Bros opened its doors for the first time.

From day one, brothers Joseph and Albert Grace grew their retail empire by delivering consistent value for money and quality service.

Nearly 30 years later, in 1911, Grace Bros purchased a small business in Sydney complete with one repository and two horse-drawn vehicles and Grace Bros Removals was born.

Today, Grace Removals provides a comprehensive range of removals services to individuals worldwide. Grace Removals is a one-stop shop that can manage any move regardless of size or destination. We understand all the complexities of moving and we have the professional experience and support services to help guide you through.

## QUALITY ASSURANCE

Combining more than 100 years of experience, modern facilities, integrated systems and quality materials, Grace Removals prides itself on its ability to remove the complexity associated with international 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. Additionally, we are members of Federation Internationale Demenageurs Internationaux (FIDI) – the premier trade association in our 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.

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



International Association of Movers



Australian International Movers Association



American Movers and Storage Association



Federation Internationale des Demenageurs Internationaux



Founding Member, Australian Furniture Removers Association



Latin American and Caribbean Movers Association



International Convention of Exhibition and Fine Art Transporters



Professional Movers Association (South Africa)



European Relocation Association



Employee Relocation Council (U.S.A)



Overseas Moving Network International



The Employee Mobility Institute



New Zealand Overseas Movers Association



Australian Human Resources Institute



## MOVING TIPS

- Keep important personal papers with you – such as passports, birth certificates, drivers licence and vehicle ownership papers.
- Children, like adults, find moving stressful. Remember to make arrangements that cater for their wellbeing on moving day.

# YOUR MOVE

## INTERNATIONAL MOVING

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

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

Grace Removals 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 not only supported by our ISO accreditation but 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 Removals 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.

## INTERNATIONAL MOVES WITH GRACE

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

# MOVE PREPARATION

## PACKING

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

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

- Grace Removals 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. 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.

## FURNITURE PROTECTION

Grace Removals uses special shock resistant poly-bubble export wrap to 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 Removals is committed to a sustainable environment, and as a consequence the majority of our materials are recycled.

## PACKING WITH GRACE

- purpose designed packing cartons
- professionally trained packers
- save time and energy
- 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 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.

# MOVING PROCESS

## 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

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

## CUSTOMS AND QUARANTINE CLEARANCE

When relocating overseas, Grace Removals makes all the necessary customs inspections and quarantine clearance arrangements on your behalf. This is all part of our service to you.

## DELIVERY

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

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

# SECURITY AND PROTECTION

## INSURANCE

At Grace Removals we are justifiably proud of the service we provide, which is kept to an exacting standard through meticulous planning, accurate resourcing and actively managing the relocation process.

We enjoy one of the lowest claims incident ratios in the industry because of our commitment to security and protection. 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

Grace Removals offers a safe, clean and secure storage option for your effects while in transit or long-term storage.

When in our care your effects will be stored in purpose-built modules designed to enhance the security and safety of each item.

We are able to store carpets and rugs in specially designed storage areas that keep the item in the best possible condition. Our dedicated storage facilities allow easy access to your shipment subject to reasonable notification. This allows you to add or remove items at your convenience.

## STORAGE WITH GRACE

- peace of mind, safety and security
- easy, accessible storage
- clean, sealed and pest proof storage environment
- excellent facilities
- strict inventory control

## INSURANCE WITH GRACE

- risk management
- protection
- competitive rates
- single point of contact
- quick resolution



## MOVING TIP

- Carefully consider the need to insure compared to the risk. Whomever you insure with, the cost of cover is invariably far less than the potential risk. We can offer a comprehensive range of insurance options – please talk to one of our Consultants.



## MOVING TIPS

- Keep your pet's veterinarian records handy just in case.
- Airlines charge for overweight baggage so consider our essential item delivery option that might address and ease potential complications associated with personal travel.

## PET TRANSFER WITH GRACE

- we understand that pets are important
- door to door transportation
- peace of mind knowing your pets are safe

## HOME CLEANING WITH GRACE

- a range of home cleaning services
- save time
- tailored to individual needs
- optional additional services

# SPECIALIST SERVICES

At Grace Removals, 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. Some of these services include:



## PET TRANSFER

For as long as Grace Removals has been in business we have been helping families move their pets and we understand how relocations can put stress on our animal friends.

Our Pet Transfer partners are specialist professionals when it comes to animal handling and must pass our rigorous checks before deployment. Whether you require boarding services or door-to-door transportation for your pets, your pet's safety and comfort is our top priority and TLC is guaranteed.

## HOME CLEANING SERVICES

We understand that moving house can be a messy business. Grace can arrange a basic cleaning service after completion of packing and loading or prior to delivery and unpacking. Of course, should more than a basic clean be required, we can also tailor a more comprehensive home cleaning service to suit your specific needs.

Optional extras include oven cleaning, blind, drape or curtain cleaning and window cleaning. We can even arrange external home-cleaning services if required.

## ESSENTIAL ITEM DELIVERY

Often our clients seek some form of temporary accommodation while they become accustomed to their new location, eg. hotel, motel or apartment.

In order to meet client demand we have designed a support service that 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.

Clients with young children and home offices find this service particularly useful as it reduces the need to take goods with them as personal luggage.



## GRACE FINE ART

Grace Removals have been in the fine art business for many years and offer a dedicated service for private, public and commercial collections. Grace Fine Art are specially trained to manage the packaging and transportation of high-value pieces of art, treasured family heirlooms and mementos.

There are many facets to our Fine Art services including the option of climate controlled transport and storage, asset management, installation, insurance and customs brokerage. With Grace Fine Art, your valuables are protected.

## VEHICLE TRANSPORTATION

Our specialist transport service partners provide tailored international vehicle transport solutions for our clients. They can arrange the door-to-door transfer and storage of motor vehicles, motorcycles, boats and trailers.

## HOME GARDENING AND RUBBISH REMOVAL

Grace Removals can save you time and energy by taking care of your gardening needs prior to your departure or before you arrive. We can mow lawns, remove garden and/or domestic rubbish and tidy up the yard and garden.

## GRACE VALET

At the end of a busy and tiring moving day, we know that unpacking can sometimes be a challenge, especially under certain family, work or lifestyle situations. So why not let Grace Valet take care of that for you!

Our Grace Valet ladies take over where our removalists leave off and can completely unpack your newly relocated belongings for you. They can organise your kitchen, safely put away your breakables, neatly hang your clothes in wardrobes, make the beds, arrange books onto shelves, set up your living room, whatever you need. You choose what they do and for how long, then just simply move in and enjoy your new home.

## VALET WITH GRACE

- save time
- re-establish the home quickly and efficiently
- ease the load on you and your family
- partial unpack service also available





## MOBILITY SERVICES

Our aim is to provide you with a range of unique relocation services designed to minimise disruption and to make efficient use of the time you have available during the moving process.

Moving to a new city can be challenging, particularly if time is short and decisions have to be made quickly. Grace Mobility understands this and therefore offers a range of mobility services to help you find the resources you need to keep things running smoothly.

- Orientation tours
- Finding a new home
- Educational assistance
- Temporary accommodation
- Flight booking assistance

“ With Grace Removals, you can rest assured that our expert teams will work efficiently to get you organised and settled from the very beginning into your new home. ”

ACROSS THE STREET, ACROSS THE WORLD,

## AUSTRALIA

### GRACE.COM.AU

#### NEW SOUTH WALES

##### Sydney

4 Tucks Road SEVEN HILLS 2147  
Locked Bag 2010 SEVEN HILLS 1730  
T +61 2 9838 5600 F +61 2 9838 5751  
E sydney@grace.com.au

##### Newcastle

7 Laurio Place MAYFIELD WEST 2304  
PO Box 99 LAMBTON 2299  
T +61 2 4960 7600 F +61 2 4960 7699  
E newcastle@grace.com.au

##### Tamworth

16-18 Dampier Street TAMWORTH 2340  
PO Box 7029 NEW ENGLAND MSC 2348  
T +61 2 6765 4700 F +61 2 6765 2081  
E tamworth@grace.com.au

##### Wollongong

64 Doyle Avenue UNANDERRA 2526  
PO Box 523 UNANDERRA 2526  
T +61 2 4271 8388 F +61 2 4271 2616  
E wgong@grace.com.au

#### AUSTRALIAN CAPITAL TERRITORY

##### Canberra

54 Sawmill Circuit HUME 2620  
PO Box 84 FYSHWICK 2609  
T +61 2 6232 1050 F +61 2 6260 1942  
E canberra@grace.com.au

## VICTORIA

##### Melbourne

195 - 201 Princes Highway HALLAM 3803  
PO Box 1251 NARRE WARREN 3805  
T +61 3 9796 5155 F +61 3 9796 5221  
E melb@grace.com.au

##### Wodonga

61 Wigg Street WODONGA 3690  
PO Box 686 WODONGA 3689  
T +61 2 6024 5822 F +61 2 6056 3544  
E wodonga@grace.com.au

## QUEENSLAND

##### Brisbane

420 Sherbrooke Road WILLAWONG 4110  
T +61 7 3246 6777 F +61 7 3246 6778  
E brisbane@grace.com.au

##### Bundaberg

1/22 Production Street BUNDABERG 4670  
T +61 7 4151 1366 F +61 7 4151 8163  
E sdahl@grace.com.au

##### Cairns

11 Toohey Street PORTSMITH 4870  
PO Box 600 CAIRNS 4870  
T +61 7 4035 1799 F +61 7 4035 1551  
E cairns@grace.com.au

##### Gold Coast

23 Alex Fisher Drive  
BURLEIGH HEADS 4220  
PO Box 83 BURLEIGH HEADS 4220  
T +61 7 5593 4088 F +61 7 5593 4786  
E goldc@grace.com.au

##### Mackay

2 Elvin Street PAGET 4740  
PO Box 5672 Mackay Mail Centre MACKAY 4741  
T +61 7 4952 5666 F +61 7 4952 5937  
E mackay@grace.com.au

##### Rockhampton

80 McLaughlin Street  
NORTH ROCKHAMPTON 4701  
PO Box 797 ROCKHAMPTON 4700  
T +61 7 4936 1016 F +61 7 4936 1538  
E rocky@grace.com.au

##### Sunshine Coast

25 Enterprise Street KUNDA PARK 4556  
PO Box 461 BUDERIM 4556  
T +61 7 5445 5200 F +61 7 5445 4661  
E sdahl@grace.com.au

##### Townsville

67 - 69 Toll Street BOHLE 4818  
PO Box 5435 TOWNSVILLE 4810  
T +61 7 4774 3692 F +61 7 4774 5283  
E townsv@grace.com.au

# THE BEST MOVES ARE MADE WITH GRACE.

## SOUTH AUSTRALIA

### Adelaide

30 Charles Road BEVERLEY 5009  
PO Box 211 HINDMARSH 5007  
T +61 8 8405 5000 F +61 8 8405 5092  
E [adelaide@grace.com.au](mailto:adelaide@grace.com.au)

## NORTHERN TERRITORY

### Darwin

11 Champion Road EAST ARM 0822  
PO Box 39155 WINNELLIE 0821  
T +61 8 8984 3433 F +61 8 8947 0599  
E [darwin@grace.com.au](mailto:darwin@grace.com.au)

### Alice Springs

9 Elder Street ALICE SPRINGS 0870  
PO BOX 1219 ALICE SPRINGS 0871  
T +61 8 8952 2433 F +61 8 8952 5685  
E [alices@grace.com.au](mailto:alices@grace.com.au)

## WESTERN AUSTRALIA

### Perth

236 Berkshire Road FORRESTFIELD 6058  
PO Box 319 FORRESTFIELD 6058  
T +61 8 9454 0999 F +61 8 9454 0992  
E [perth@grace.com.au](mailto:perth@grace.com.au)

### Albany

548 Albany Highway ALBANY 6330  
T +61 8 9842 1222 F +61 8 9841 8299  
E [albany@grace.com.au](mailto:albany@grace.com.au)

### Broome

7 Archer Street BROOME 6725  
PO Box 2727 BROOME 6725  
T +61 8 9192 2232 F +61 8 9192 3351  
E [broome@grace.com.au](mailto:broome@grace.com.au)

### Bunbury

13 Gibbons Road BUNBURY 6230  
T +61 8 9725 4222 F +61 8 9725 7990  
E [bunbury@grace.com.au](mailto:bunbury@grace.com.au)

### Geraldton

233 Flores Road WEBBERTON 6530  
T +61 8 9964 2020 F +61 8 9964 2026  
E [geraldton@grace.com.au](mailto:geraldton@grace.com.au)

### Kalgoorlie

16 Close Way KALGOORLIE 6430  
PO Box 949 KALGOORLIE 6430  
T +61 8 9454 0999 F +61 8 9022 8634  
E [kalg@grace.com.au](mailto:kalg@grace.com.au)

### Karratha

Lot 1958 Pyramid Road KARRATHA 6714  
PO Box 196 KARRATHA 6714  
T +61 8 9185 1009 F +61 8 9185 4559  
E [karratha@grace.com.au](mailto:karratha@grace.com.au)

### Port Hedland

Lot 1642 Moorambine Street  
WEDGEFIELD 6721  
PO Box 196 KARRATHA 6714  
T +61 8 9172 1311 F +61 8 9185 4559  
E [porthed@grace.com.au](mailto:porthed@grace.com.au)

## TASMANIA

### Hobart

63 Greenbanks Road BRIGHTON 7030  
PO Box 214 SANDY BAY 7006  
T +61 3 6234 9499 F +61 3 6234 4081  
E [hobart@grace.com.au](mailto:hobart@grace.com.au)

## NEW ZEALAND

## GRACEREMOVALS.CO.NZ

### Wellington

133 Gracefield Rd LOWER HUTT 5010  
PO Box 38500 PETONE 5010  
T +64 4 568 4299 F +64 4 568 3110  
E [info@graceremovals.co.nz](mailto:info@graceremovals.co.nz)

### Auckland

60 Westney Road MANGERE 2150  
PO Box 107113 AUCKLAND 2150  
T +64 9 579 2855 F +64 9 257 5147  
E [info@graceremovals.co.nz](mailto:info@graceremovals.co.nz)

### Christchurch

88 Carmen Road HORNBY 8042  
PO Box 16973 HORNBY 8042  
T +64 3 344 6164 F +64 3 344 2901  
E [info@graceremovals.co.nz](mailto:info@graceremovals.co.nz)

# GRACE

REMOVALS GROUP

AUSTRALIA:

GRACE.COM.AU E INFO@GRACE.COM.AU T +61 2 9838 5600 T 131 442 WITHIN AUSTRALIA

NEW ZEALAND:

GRACEREMOVALS.CO.NZ E INFO@GRACEREMOVALS.CO.NZ T +64 4 568 4299 T 0800 472 2369 WITHIN NZ