




# Specialist Services



**grace:**



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

## Services

**Pet Transfer**

**Home Cleaning Services**

**Essential Items Delivery**

**Fine Art**

**Vehicle Transportation**

**Valet Services**

**Mobility Services**

**Foreign Exchange**

Experience have taught  
much more than just  
offer a range of  
your time, effort and  
throughout the entire process.





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

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. We can help ease the load with a range of specialist services to make moving even easier.

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.





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## 🔴 Pet Relocation

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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.

For as long as Grace 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.

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## **: Essential Items Delivery**

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Sometimes life just doesn't fit into a suitcase.

Often our clients seek some form of temporary accommodation (like a hotel, motel or apartment) while they become accustomed to their new location, and they don't always want to have to make do with what they can fit in a suitcase.

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.

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.





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## **: Home Cleaning**

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**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.

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## **: Home Gardening & Rubbish Removal**

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Grace can save you time and energy.

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.



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## **: Vehicle transport**

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At Grace, we make it easy to transport your car, van, boat or motorcycle anywhere in the world.

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





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## **:Fine Art**

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Grace have been in the fine art business for many years and offer a dedicated service for private, public and commercial collections.

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.

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, your valuables are protected.

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## Valet Services

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We can help you get settled into your home as quickly as possible.

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's valet team take care of that for you!

Our Grace valets 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.

### **Benefits**

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



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## **:Mobility**

# **Destination Services**

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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.

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.

### **Services**

With Grace, 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.

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



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## • Foreign Exchange

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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.

Grace is committed to delivering stress-free and seamless moving experiences, which is why we have partnered with leaders in global foreign exchange: OFX in Australia and NZForex in New Zealand.

We understand that during your international relocation process there may be multiple opportunities when you need to transfer funds internationally, including:

- Paying international invoices
- Paying for loans, investments, school fees
- Purchasing property internationally
- Transferring money to family members
- Selling shares
- Importing vehicles
- Receiving inheritance from overseas

Our Forex partners provide a simple, safe and secure solution for transferring funds internationally at extremely competitive rates and fees than banks and providers making your money go further.

With six strategic international offices and 24 hour online expert foreign exchange dealer support, rest assured our partners will be able to service your needs wherever work or life may take you.



**Simply go to the Foreign Exchange section on the Grace website for more information.**

## **Benefits**

- Fee free transfers - for Grace clients making transfers over AU/NZ\$1,000 (T&Cs apply)
- User-friendly online platform
- Competitive rates- better rates than the banks
- Customer support- dedicated team of knowledgeable support staff
- Transparent pricing
- Fast, efficient money transfers that can be arranged from anywhere in the world
- Secure and regulated transactions
- 50+ currencies- send money to a bank account in over 195 countries and in 50+ currencies

The Australian Securities and Investment Commission (ASIC) have issued OzForex Pty Ltd (trading as OFX) with an Australian Financial Services Licence (AFSL) allowing OFX to deal and give advice in relation to foreign exchange contracts and derivatives.

NZForex is registered as a financial service provider under the Financial Service Providers (Registration and Dispute Resolution) Act 2008.

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

**We've got your home services covered.**

## 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 & Accreditation

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



Health & Safety  
AS 4801



Environment  
ISO 14001



Health & Safety  
OHSAS 18001



Information  
Security  
ISO 27001



## Removals & Storage



FIDI ACCREDITED  
INTERNATIONAL  
MOVER

Fid-Famplus certified branches listed at:  
[grace.com.au/about-us/quality-assurance](http://grace.com.au/about-us/quality-assurance)



## Mobility



## Fine Art



**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](https://grace.com.au) | 1300 164 612 (within Australia)  
[graceremovals.co.nz](https://graceremovals.co.nz) | 0800 472 2369 (within NZ)

**grace:**

**Always more.**