

FAQ's

Do I need Insurance?

We recommend that you take out insurance for removals and storage. As much as we take the greatest care when transporting your goods, there are outside forces beyond our control that need to be considered, such as, weather, vibration, shock, pressure, movement and unexpected accidents.

We can help protect your goods and furniture by offering a great range of insurance options. Talk to one of our consultants who can provide you with costs and further information.

Are there any items that cannot be moved?

Due to safety reasons there are many items that cannot be moved, such as gas cylinders, aerosols, flammable liquids, paints, petrols, and firearms.

The following items cannot be carried with your move;

| Flammable Gases | Explosives | Firearms | Toxins and Poisons |
|--|---|--|---|
| <ul style="list-style-type: none"> • Oxygen • Chlorine Gas • Methane | <ul style="list-style-type: none"> • Ammunition • Flares • Fireworks • Black powder | <ul style="list-style-type: none"> • Firearms will not be carried or stored in any form | <ul style="list-style-type: none"> • Pesticides • Weed Killers • Polishes • Arsenic |
| Corrosives | Flammable Liquids | Miscellaneous | |
| <ul style="list-style-type: none"> • Oxides • Mercury • Caustic solutions | <ul style="list-style-type: none"> • Petrol and kerosene • Varnish and turpentine • Oils • Methylated spirits • paints | <ul style="list-style-type: none"> • scuba tanks • batteries • aerosol cans • gas cylinder • lighters and matches | |

Can I move pot plants?

Yes, pot plants can be moved locally, within your region, however there is a risk of transporting pests, diseases and weeds, from one part of Australia to another. The Department of Primary Industries has restrictions on what can be moved interstate, we recommend you contact Australia Interstate Quarantine on free call Ph: 1800 084 881 or www.interstatequarantine.org.au.

Can I move my pets?

Yes, M.E.M Removals & Storage can help you in planning the safe transportation of your pet to their new home. Our service provider offers safe and reliable air travel solutions that are simple to arrange for you and your pet.

Can I move my car?

Yes, M.E.M Removals & Storage can book and arrange the safe transportation of your vehicle, door-to-door with a reliable and trusted car carrying agent.

Do you pack valuables and jewellery?

It is the customers' responsibility to pack valuables and jewellery which are not covered by transit insurance cover and therefore should be transported by you to your destination.

I want to delay my delivery date, do you offer storage?

Yes, in the event of a delayed settlement or change in circumstances, we can store your goods, on a short-term basis, until you can arrange a more convenient date of delivery. We can offer storage from one day to an indefinite period of time, ask about our discounted rate for long term storage.

Do you sell cartons and packing materials?

Yes, M.E.M Removals & Storage supply new and used cartons and a full range of packing materials to our customers. Available to purchase during business hours, Monday to Friday, you can find us located at Corner of Spence and Aumuller Streets, Bungalow, Cairns.

Do I have to be at the uplift and delivery?

It is important that either yourself, or a nominated representative, is present at both the uplift and delivery address to ensure all items are delivered and accounted for in good condition.

Can you disassemble and reassemble furniture?

M.E.M Removals & Storage can offer this as part of the service, however please advise the consultant at the time of your booking to ensure we arrive prepared and equipped to handle your needs.

What happens if my volume varies on the day of uplift?

The volume of goods to be moved is calculated on the list provided by you, and therefore the cost of the removal will be adjusted based on the actual volume of goods uplifted. On large consignments, to avoid any variance of price, we recommend you request a home visit, and receive an accurate quote, allowing you to budget for your move.