

Frequently asked questions.

How long have you been operating?

Well the current owner joined the company about 27 years ago, 27 YEARS AGO - feels like only yesterday. So around 40 Years in total and that means we should know how to do it!

How do I get a fixed price quote?

We always recommend a visit by our surveyor this ensures the quotation we submit is as accurate as possible. We do, naturally, give prices based on lists, but these are always dependant on the accuracy of the list, and consequently may increase .

How much will it cost me?

Price is based on a number of factors, the volume of your belongings and therefore the size of vehicle required, the distance between properties, the moving date (weekends tend to more expensive than weekdays), is a packing service required, is storage required? All the answers to these questions is the surveyors remit, let them do their job!

Do you provide a packing service?

Yes. Packing refers to all items that need to be placed into our cardboard boxes. Furniture is not classed as packing as these items are always wrapped using the vehicles protection covers.

Do you offer boxes for us to pack?

Yes, providing we have them returned in a re-usable condition, at no extra cost. A few delicate pointers in correct techniques will be offered. We will deliver prior and collect post move (sorry, only applies to addresses within Lothian and West Fife regions.)

Will you unpack my boxes?

Unpacking is again all part of the service, however only onto flat surfaces. We cannot put items back in cupboards or drawers.

Can you deliver my belongings the same day?

This is dictated by the delivery distance and the amount of belongings you possess. On local moves normally does not apply but on long distance moves maybe an issue. As we are governed by driver's hour's regulations we cannot do anything which would jeopardise our operator's license and that refers to exceeding the permitted daily driving limit, however, we can offer e.g. a pre-load the day prior to help meet your schedule.

Do you have insurance cover?

*All included in our quotation with our broker Basil E Fry of Leatherhead, go check out there website (it's one of our links) **I require storage do you offer this service?** A fully containerised storage facility is available for long and short term requirements.*

Will my belongings arrive safely?

Yes. We use all the tried and tested packing and loading techniques together with protective covers to minimise any potential issues. Our reputation ensures you receive the best possible service.

What kind of vehicles do you use?

We have a 'fleet' of three. The smallest used for crew transport and material delivery, a 7.5ton lorry capable of moving the 'average' 3 bed house and a 17 ton giant about 2.5 times larger than the 7.5 tonner.

Government legislation dictates we must have an operators licence to use vehicles over 3.5 ton Gross vehicle weight, this ensures we conduct our business within the framework of the law and have properly maintained trucks.

We must vacate our property by noon is that a problem?

Yes and No. Unfortunately we cannot guarantee clearance within a specific timeframe, however we can and will offer solutions to overcome potential time issues.

Do you place my belongings/boxes in the appropriate room?

Yes. We will do a walk-around prior to delivery to familiarise ourselves with your property and all furniture will be correctly positioned. Boxes will be marked for correct location ensuring minimum disruption.

Last move the weather wasn't perfect, can you please protect my carpets!

Two factors to ensuring floor covering are kept clean. 1) protection covers will be placed in hallways, stairs and room leading off hallway and 2) our vehicles come with ramps which can almost bring us to your front door minimising walking on open ground.

When is my account payable?

We offer various payment options – credit card, BACS or standard cheque. Whichever option you choose please be aware cleared funds much be in our account prior to final delivery completion. We do not wish to offend but please note we do not offer credit on direct house to house moves.

What happens if my moving date changes? Or I have to cancel!

*It is very important to be aware of our terms and conditions Para 7 refers.
<http://www.capitalmoversltd.co.uk/conditions.pdf>*

We have been advised we will have access to our new property at?

Property access causes, arguably, more stress than any other situation. Our advice is simply, unless cast in stone, never move in when key times are fluid. Agents tend to be far too optimistic in this respect and having our vehicle and crew waiting can become an unnecessarily costly affair! Why not take the stress away and move in next day ahhhhh.

How can I tell everyone how good you are!

Just knowing we served our purpose is reward enough (and payment). However, we would appreciate a video testimonial!