



TollTransitions easymove guide

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Section 1: Getting Started

Introduction

This guide sets out the points that are important in planning and arranging your removal. It covers:

- Toll Transitions web site.
- The relevant paperwork for your completion, including an inventory form.
- Your obligations.
- What can and cannot be moved.
- The removalist's obligations.
- Uplift and delivery procedures.
- What happens if your goods are lost or damaged.

First Steps

DHA will advise us that your posting involves a removal. You will receive a Toll Transitions Easymove Guide together with Defence and DHA material in a Defence Support Group Relocation Pack.

You can submit your removal request to Toll Transitions via two methods. Please note that method 1 is the Defence preferred method of submission.

Defence preferred submission method

1. Entering your Request for Removal on-line at your Toll Transitions / Defence web site

We offer you the convenience of managing your Inventory details and ordering your Move Request. on-line at your Toll Transitions/Defence website. Once on the site you can also access the Guide, Forms and Links found in your Easymove Guide.

To Enter Your Inventory, go to www.tolltransitions.com.au/defence

Log in with your Username and Password. If this is your first time logging into the site, click on 'Sign Up Here' and complete the required details for registration and to set up your Username and Password.

The website has 4 main sections:

- My Homepage
- Inventory
- Contact Details
- Order Move

The website enables you to maintain multiple inventories (including vehicles) at multiple locations at any point in time. It also allows you to enter and update all your contact details as you go.

When you are ready to move, go to the 'Order Move' page. You will be required to select the location where your items are moving from.

The order move process will then ask you to select:

- *which* items you wish to move
- *where* you want the items to be moved to (including Depot & Storage options)
- *when* you require the items to be moved

The Order Move process will also ask you:

- whether your delivery address will become your new residential address
- whether you wish to maintain a separate Inventory Location for any items you have not selected to be included in the move

If you require any assistance, please call us on our **Freecall number 1800 819 167**.

We welcome your comments on any aspect of your removal, our service or this Guide. If you have praise, criticism or a suggestion, call Toll Transitions on 1800 819 167, write to your nearest Toll Transitions office or visit the Toll Transitions/Defence website at www.tolltransitions.com.au/defence

Upon completion of these short steps, you will be asked to Confirm your Order Move details. Upon your confirmation, your Order Move Request will be submitted.

When completing your DHA "Application for Relocation" (AFR) you will need to note if your Inventory has been lodged electronically.

Alternative submission method

2. Submitting your Request for Removal via hard copy using the forms in the EasymoveGuide

The Toll Transitions Easymove Guide contains:

- Easymove Guide – Defence.
- Form – Request for Removal of Household Furniture and Personal Effects for Defence Members (TTF52D).
- Form – Request for Relocation of Motor Vehicles, Motor Bikes, Boats, Caravans, Trailers etc for Defence Members (TTF89D).
- Moving your Vehicle information sheet.
- Notice of Loss or Damage Form (TTF34).

You will need to read and understand the Easymove Guide, complete your Removal Request and Inventory using the forms in the back of the Guide and return them to DHA / CPAC / OAC with your Application for Relocation (AFR) form. DHA / CPAC / OAC will then approve and forward your removal request forms to Toll Transitions.

Please note: The Request for Removals of Household Furniture and Personal Effects for Defence Members (TTF52D) is the only acceptable form to be completed for the removal of furniture and effects. A long form inventory will only be accepted for Warranty purposes.



www.tolltransitions.com.au/defence

Remember:

If you have internet access, you may complete your removal request and inventory online by visiting our website at www.tolltransitions.com.au/defence.

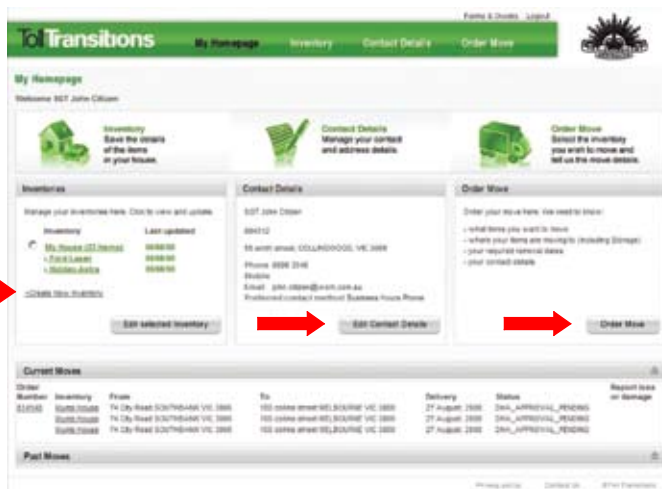
Do not submit your removal request and inventory online if you have already submitted a hard copy.

Section 1: Getting Started

Request for Removal paperwork

In completing your Request for Removal form please supply the following critical information to make your move a smooth one.

- The dates you require your prepack and uplift. Please ensure that you provide an actual date. TBA - is not to be used.
- Your preferred delivery date to your new residence (if known). If you are unaware of a delivery address, as a minimum, please note a city or area (eg. Canberra, Sydney etc) and your goods will be delivered to storage and remain there until a delivery address is advised to Toll Transitions. Please ensure you advise Defence Housing Australia (DHA) / Civilian Personnel Administration Centre (CPAC) / Overseas Administration Centre(OAC) as soon as you confirm a date and address.
- Details of any special features in your current (and new, if possible) residence, such as lifts, internal stairways, awkward access, restricted parking or long or awkward distance to carry from the residence to where the truck is to park.
- Whether any of your belongings are to go into storage or to an address other than your new address. (You will need to complete an additional Inventory and Removal Request for each part of your removal).
- Your precise contact details at your uplift and, if possible, your delivery locations. These details may change throughout your removal and it is essential that you advise us if they do so we can keep you informed.



www.tolltransitions.com.au/defence

- If you have one or more consignments in store from a previous move you must advise DHA/CPAC/OAC and also indicate this in the comments section of your Removal Request Form (TTF52D).

Adding items to your inventory

You must obtain approval from DHA/CPAC/OAC to add items to your inventory after your removal has been authorised. If you do not, you may be responsible for paying any additional removal costs. Call us on 1800 819 167 if you have questions. Record additional items on your inventory and have the removalist list them on the Inventory Condition Report during uplift. This will ensure these items are covered by the Toll Transitions Warranty System.

- **If you are conducting a removal on discharge it is important to remember that you will be responsible for ongoing storage and other charges from the date of delivery to store.** You will be required to sign a form (**Defence Personnel Responsible for Services Notification**) confirming the date that your entitlement to storage services ceases and that your goods will be ex-stored, unless you make private arrangements with the removalist for ongoing storage services. You can check with the provider to confirm what your storage rate and other charges will be. You need to make these arrangements for ongoing storage and other services directly with the provider. You will be billed directly by the provider for all services provided after the date your entitlement to storage services ceases.

When completing your inventory it will help if you:

- Complete separate Inventories for those goods going to your new residence and for those going to store or to any other location. You will need to complete a Request for Removal form for each Inventory – be sure to match the right Inventory to each Request.
- List each non-packable item to be moved.
- Value each item realistically. Base your value on what it would cost you to replace the item with one of the same age and condition (your valuation is used as a guide only).
- Include important information, such as brand, model, serial number for each item.
- List and describe, expensive (packable) items and those you value highly.
- State the size and the approximate weight of unusual items, such as workshop equipment, large wall units and very large, heavy items.
- Obtain a current valuation certificate for paintings, antiques and other high value items.

Listing your Inventory

Please list your furniture and their value, by room, and also list packable items and their collective value, in each room. Also list those special or expensive items in the space provided on your inventory form. This information is critical to ensure that our removalist prepares properly for your removal (including arriving with the right-sized vehicle) and to assist you and us if you need to notify us of any loss or damage to your item.

You can lodge and retain your inventory on-line at www.tolltransitions.com.au/defence. This will save you having to re-enter your inventory every time you move.

Pay special attention to those parts of the inventory asking for your family details as we will use this information to assist in determining how many carton kits are required and if a pre removal survey is required.

Section 2: Removal of motor vehicles

Moving your vehicle?

Having your vehicle removed through Toll Transitions is a straightforward process, but there are things you need to do and be aware of to make sure your vehicle is safe and secure. Attention to the important details listed below will ensure a smooth move.

How?

Simply complete the Request for Relocation of Motor Vehicles, Motor Bikes, Boats, Caravans, Trailers etc. for Defence Personnel Form which is in the back of this Easymove Home Guide and submit it to DHA/CPAC/OAC along with your Request for Relocation and other forms – Toll Transitions will do the rest.

You can also submit your Removal of Motor Vehicle request online at www.tolltransitions.com.au/defence. You will need to attach your vehicle(s) details to an Inventory location and then go to the 'Order Move' page to submit your request.

Should your vehicle be externally modified in any way please describe the modifications on your Request for Relocation of Motor Vehicles form or via the Toll Transitions website if lodged online. Modifications may require the vehicle carrier to use special handling equipment and will assist us to ensure the appropriate equipment is used.

If more than one vehicle is to be moved, please complete a separate form for each vehicle.



www.tolltransitions.com.au/defence

Insurance: Very important

Our vehicle carriers take every care in moving your vehicle, however there may be occasions when despite the best of intentions incidents occur. By working together we can reduce the stress this places on you and your family. Our arrangements with Defence do not provide for insurance on vehicles etc. while being moved. You are therefore responsible for making the decision on how or if you insure your vehicles etc. while they are being moved. There are currently two options available to you.

1. You may elect to take up protection offered by the vehicle carrier. There may be a fee and an excess may apply if you claim. You need to be clear about the terms and conditions of the protection that may be offered to you including the payment of an excess if required.

On the day of delivery

Please check that **Vehicle Condition Report** accurately reflects the condition of your vehicle. If the vehicle has sustained any damage in transit then details of the damage should be recorded on the Vehicle Condition Report when the vehicle is handed back to you. Please note that in some locations you may be required to collect and drop off your vehicle from the car carrier's depot eg Katherine.

2. If you have insurance already on your vehicle it MAY cover your vehicle in transit – you need to confirm this with your insurer. Be aware that if you claim against your policy you may be required to pay an excess and you may suffer a loss of no claim bonus.

Any decision to take up insurance for a vehicle must be undertaken prior to the day of uplift.

If you transport your vehicle and have no insurance and you suffer loss or damage through no negligence of the vehicle carrier you may not recover your loss or damage.

Clean it out

Before the vehicle carrier collects your vehicle or you leave it at the depot, please remove all personal belongings, household effects and other loose items from it.

This is important because the vehicle carrier is not responsible for articles left in the vehicle or any damage those articles cause during the removal. The vehicle carrier may refuse to move your vehicle if articles have not been removed. You must not leave in your vehicle:

- personal belongings
- household effects
- other loose items
- hazardous materials (other than fuel that is normally required to operate the vehicle)

Note: This includes caravans and mobile homes. All items must be removed prior to removal.

Even hubcaps and sun-visors/louvres that are not permanently fixed should be removed. The only exceptions to this requirement are permanent attachments and accessories. Hazardous materials must not be left in the vehicle. For example, if you are moving a mobile home, any gas bottles used to run a cooker or other appliance must be emptied and certified as such by an authorised person in order for the removalist to transport that item.

Clean it up

Wash the vehicle before it is collected so you and the vehicle carrier can complete the vehicle condition report with an accurate record of its condition including the state of the paintwork.

Make it driveable

All vehicles (including non-goers) to be relocated must be in a state of good repair and must not present a risk of injury to the carrier's staff or members of the public. Braking and steering systems must be fully operational; tyres (including spare) must be in good repair and correctly inflated; panels, parts and frame must be capable of withstanding the relocation process and not present a danger through collapse or sharp and protruding components. Check the oil and be sure the vehicle is adequately greased, and leave enough fuel in the tank to cover the short trips on and off the carrier's vehicle. This also applies to any hobby or recreational vehicles you wish to have relocated.

On the day of the move

Before you hand your vehicle over to the vehicle carrier or its agent, it is important that the vehicle carrier complete its **Vehicle Condition Report**.

It is important that you remember to give a set of keys to the vehicle carrier or agent.

Section 3: Preparing for your removal

Your responsibilities are:

- All items must be cleaned prior to being moved or stored.
- Washing machines and refrigerators must be drained and wiped dry, and cleaned; washing machine bowls should be secured by you (refer to manufacturer's instructions).
- All fuel and oil must be drained from lawn mowers, whipper snippers and other fuel driven appliances.
- Whilst the removalist will disassemble (and reassemble) items such as beds (except waterbeds), and mirrors from dressing tables, you must disassemble prefabricated furniture (furniture which has been designed for quick and easy assembly normally requiring allen keys eg. computer desk) – place loose items such as bolts and screws in a container and place the container with the item for packing or in the **Priority Carton*** provided.
- You must also disassemble garden sheds and outdoor play equipment – swing sets, trampolines etc.
- You must disconnect electrical cords from computers, televisions, videos, sound systems etc.
- You should remove tapes, CDs, disks etc from machines.
- For BBQ gas bottles or LPG cylinders to be carried by the removalist they must be purged by a licensed party and a certificate obtained and attached to the bottle to verify this. Toll Transitions can advise you of the nearest licensed provider or bottle swap organisation.
- Scuba Tanks should be prepared to manufacturer's instructions.
- Waterbeds – dismantle and empty, roll and wrap bladders.
- Dismantle TV antennae and supports.
- Batteries – must be removed from battery-operated appliances.
- Clocks – remove weights and pendulums.
- Filing cabinets etc. – pack personal papers into book cartons.
- Fishing rods – separate reels (they will be packed by the removalist).
- Computers and accessories – prepare according to manufacturer's instructions, label all components.
- Remote control units – pack in your Priority Carton*.
- Push Bikes - Bikes with a value of \$500 or greater must be packed in a Bike Carton. Bike Cartons will be supplied by the removalist. You are responsible for packing the bike in the carton and appropriately preparing the bike, e.g. adjusting/removals pedals, loosening handle bars and lowering the seat, to ensure it fits safely in the carton. If the Bike is longer than the carton the front wheel must be removed and secured beside the rear wheel. Any items removed from the bike must be wrapped securely and packed in the carton with the bike.

All your household furniture and personal effects (corrosives, flammables and other hazardous goods excepted) including outdoor furniture and the contents of sheds and storage areas, can be moved or stored. Refer to page 7 for more information on what can be moved and what cannot be moved as part of your removal.

Technical Assistance

Removalists engaged by Toll Transitions are not responsible for providing the technical support listed below.

- Dismantling or installing TV antennae,
- Dismantling or installing spas,
- Emptying or filling waterbeds,
- Dismantling or installing security alarm systems,
- Dismantling or installing window mounted air conditioners; and/or
- Disconnecting or installing ice making fridges that require a plumber.

* **Your Priority Carton** is separately identified and is the last carton on the truck and the first off. It is most useful for your kettle, bed legs, remote controls, screws etc. It's a good idea to pack keys to lockable furniture and other items you will need at delivery in the priority carton.

Technical Assistance reimbursement may be available for dismantling and assembling items. If you require specialist help to prepare any item, ask DHA / CPAC / OAC whether you may seek reimbursement of costs.



Other important things to do before your uplift

- Advise us of your temporary contact details in both the uplift and delivery areas.
- Advise us through DHA / CPAC / OAC of any changes to the delivery address.
- If your belongings are to go to one destination, leave crystal, linen, crockery and similar items in their cupboards or cabinets for the removalist to pack.
- If your belongings are to go to different destinations, separate items for each destination and clearly tell the removalist what goes where.
- Bring out any items stored in hidden places, such as under the house or in sheds, to ensure they are not left behind.
- Separate or clearly identify items to remain in your uplift residence to ensure they aren't moved by mistake (e.g. permanent fixtures).
- Obtain a current valuation certificate for paintings, antiques and other high value items prior to uplift. You must pack any certificates separately or carry them with you and note the inventory appropriately.

Preparing for your removal is important.

Cleaning and preparation will protect your goods, as well as other consignments that may travel with yours or be kept in the same store.

Section 3: Preparing for your removal

Appointing an Agent

It will be necessary for you or your agent to be present at all times throughout your uplift and delivery.

If you cannot be at your uplift and/or delivery and you appoint an agent to represent you, it is critical that you advise your agent of the particular aspects of your removal for which they will be responsible. Your agent must be a responsible adult and is required to be on site while the removalists are working.

Make sure your agent is aware of your obligations by referring him or her to this Easymove Guide and in particular the provisions of Section 4.

Carton kits

Carton kits are made up of portarobes, standard cartons and book cartons and are provided for you to pack your clothes and other personal items you may wish to pack. We do not accept any responsibility for items which are not packed by the removalist, except in the case of loss of, or obvious damage to a carton, caused by the removalist.

Be aware that if the removalist does not pack all items, other than your clothes and personal items, then as detailed in Section 5 of this guide, the Toll Transitions Warranty System will not apply.

We will supply you with a number of cartons and portarobes in accordance with Defence guidelines. Your Carton Kits will be delivered before your pre-pack provided we receive sufficient notice of your removal. Additional portarobes and packing cartons can be provided by the removalist prior to or on the day of your pre-pack, if pre-arranged.

Note: Carton kits are not designed to be your total packed by owner solution.

Packing your clothing

You are required to pack all clothing. Portarobes, which carry clothes on hangers only, are available for door-to-door moves and short-term storage. Pack portarobes carefully – when overloaded they can collapse in transit. Each portarobe will hold approximately 25 hanging items.

Clothes not on hangers can be packed in cartons or suitcases. Keep a record of what you pack where.

If your goods will be placed in storage for a period greater than 6 weeks following uplift, Portarobes should not be used. All clothing should be packed in cartons or suitcases.

Clearly mark cartons you have packed as PBO "Packed by Owner" and list the room and a brief description of items on the carton – for example "bedroom 3, children's clothing". Make a record on your copy of your inventory.

Be aware that if the removalist does not pack all items, other than your clothes and personal items, then as detailed in Section 5 of this guide, the Toll Transitions Warranty System will not apply.

"Packed by owner" (PBO items)

Our contract with removalists requires them to pack all your belongings, except personal clothing. We do not accept any responsibility for any loss or damage to items you pack yourself except in the case of loss of or obvious damage to a carton, caused by the removalist.

Plants

Defence does not approve the removal of plants. We do not accept any responsibility for removal of plants. **Please note that our warranty does not apply to loss or damage of plants or loss or damage to other items caused by the plants.**

What items can be moved?

In addition to normal **household goods**, the following can be moved or stored:

- Sealed foodstuffs. For unopened bottled liquors and wines, the manufacturers' seal must be intact. We accept responsibility for loss or breakage, but not deterioration, spillage, seepage or explosion.
- Removable and portable outdoor items such as shelving in your garden shed, swing sets, trampolines, large outdoor toys, lawn lockers and tool sheds if they have been cleaned, dismantled and packed securely by you (PBO) and are later reassembled by you.
- Small boats, canoes, kayaks, and other small watercraft (no longer than 5.7 metres and/or no heavier than 51kgs)
- Motor bikes, trail bikes and mini bikes if they are packed and crated by you and drained of all petrol and oil.
- BBQ bottles where certified 'empty' by a licensed provider.
- Scuba tanks – prepared to manufacturer's specifications.

Remember:

When your agent signs papers for your removal, he or she act as and for you, and commit you to his or her decisions.

Our contract with removalists requires that they leave your residence and await your return both at uplift and delivery if you or your agent needs to leave for any reason.

Section 3: Preparing for your removal

What items can only be moved door to door?

The following can be moved door-to-door only i.e. they cannot be stored for any period:

- Non corrosive liquids.
- Furs – but note you must pack them yourself and they will be PBO items and we will not accept any responsibility for loss or damage, except in the case of loss, or obvious damage to a carton, caused by the removalist.
- Granulated and powdered garden fertilisers – bags must be wrapped individually in heavy-duty polyethylene bags and sealed.
We do not accept any responsibility for loss or damage to these items.

The above items must not present a danger to the removalist or to other goods in transit. You will be responsible for any damage that these goods may cause to your belongings or other effects.

What items cannot be moved?

Dangerous, hazardous or flammable items. These cannot be part of your removal.

Toll Transitions' suppliers which include airlines, removalists and shipping companies must comply with strict regulations about the removal and/or storage of dangerous, hazardous or flammable items. Under no circumstances are dangerous, hazardous or flammable items to be moved or stored as part of your removal. It is your responsibility to ensure that these items are NOT included in your consignment.

Heavy penalties may apply should injury to property or person result from inclusion of these items.

Examples of dangerous, hazardous or flammable items that cannot be moved as part of your removal are:

- Petrol, kerosene, paints, varnish, turpentine, methylated spirits, pure alcohol, oils.
- Photographic developers, oxygen, methane, chlorine gas, mercury, caustic solutions.
- Oxides, pesticides, weed killers, polishes, arsenic, flares, fireworks, black powder.
- LPG cylinders that have not been certified as empty by a licensed provider.
- Gas cylinders for home soft drink makers, aerosol cans, matches, butane lighters.
- Irritants, home brew, life rafts, pressurized vessels, explosive devices of any kind.

Non corrosive liquids, furs and granulated and powdered garden fertilisers.

They must not present a danger to the removalist or to other goods in transit. You will be responsible for any damage that these goods may cause to your belongings or other effects.

Other items not able to be moved

These items CANNOT be moved as part of your Household Goods Removal

- Non-portable items that cannot, due to size, shape or weight, reasonably be carried by two people and require additional lifting equipment (such as cranes or forklifts). If, however, the non-portable item can be dismantled and packaged by the owner it may be approved by either DHA, CPAC or OAC for removal as a PBO item.
- Motor bikes, trail bikes and mini bikes if they have NOT been packed and crated by you and drained of all petrol and oil.
- Car parts - anything that forms part of a motor vehicle including panels, drivetrain items, windscreens, partly-built cars, car tyres, seats (dicky seats are an exception) but excluding accessories (accessories are generally after-market fitments such as visors, shades and towing rear view mirrors).
- Bulk fuel or building materials, such as garages, carports, bricks, firewood and coal.
- Dangerous items such as firearms including ammunition and replica firearms (other than in specific circumstances covered by legislation).
- Living items, such as birds and poultry, livestock and plants, including indoor plants, shrubs and trees.
- Delicate and fragile collectables unless they are individually wrapped and appropriately packed by you
- Cash (in any currency).
- Soiled items.

Valet unpacking service

Toll Transitions can provide valet unpack services if requested by you, at your expense. The removalist is only required to unpack to a flat surface. The valet unpack service therefore offers an additional unpack service as detailed below.

Valet unpack services include:

- Goods unpacked with care and put away in cupboards.
- Cupboards, shelves and benchtops wiped clean before and after unpacking.
- Beds made.
- Colour coding linen.
- Furniture arranged and effects unpacked, in accordance with your requirements.
- Cartons emptied fully and collapsed ready for pickup by removalists.

Valet unpacking services are available in all capital cities and major regional centres. Prices are subject to change. Please call Toll Transitions on 1800 819 167 to discuss valet unpack services and pricing further.

Please note: all valet unpack services must be paid for at the time of the booking via credit card.

Dangerous, hazardous or flammable items cannot be part of your removal.

Heavy penalties may apply should injury to property or person result from inclusion of these items.

Section 4: Uplift and delivery

Your responsibilities

It is important that you take control at removal time and manage your move. Toll Transitions is your move partner and will act on your behalf, but we cannot attend every uplift and delivery. Whilst we are only a phone call away at anytime it is important to remember your responsibilities at uplift and delivery.

Your responsibilities include:

- Ensuring you have provided up to date contact phone numbers to your removalist
- Being present at all times to supervise the removals crew - If you or your nominated representative is not present at uplift the removals crew will not commence or will cease packing until you or your representative are present
- Being satisfied that all items have been uplifted/delivered
- Clearly nominating to the removalist those items which you do not want packed and where items are to be placed at delivery



Your removalists' responsibilities throughout your removal include:

Pre-Removal Survey (PRS)

Toll Transitions may, depending on the size, complexity, lead time and location of your removal, arrange a Pre-Removal Survey. The purpose of the Pre-Removal Survey is to clarify all of the particular needs of your removal, such as access conditions, whether items need special attention, confirming the size of your move, and making whatever arrangements are necessary to meet your needs, including the provision of additional cartons and port-a-robos.

The Pre Removal Consultant will call you to arrange a suitable time to visit your home and conduct the survey. If you are difficult to contact please call Toll Transitions so we can help you work out a suitable time.

Prior to your uplift the removalist or their representative will contact you to confirm the time of your uplift and other removal arrangements. If contact is not made or if you have doubts or questions, please call Toll Transitions on **1800 819 167**.

Pre-Removal Surveys are usually conducted during normal Defence working hours, however special arrangements may be made outside of these hours by agreement. During the Pre-Removal Survey, show the consultant any unusual features of your consignment or residence that could cause problems during uplift or require special handling or preparation. Let the consultant know of any changes to the original inventory, including additions and deletions, and ensure you also advise DHA / CPAC / OAC.

Removal confirmation

Prior to your uplift the removalist or their representative will contact you to confirm the time of your uplift and other removal arrangements. If contact is not made or if you have doubts or questions, please call Toll Transitions on 1800 819 167.

Pre-pack

In a pre-pack, usually the day before uplift, the removalist packs your packable effects into cartons (except personal clothing) and prepares furniture for uplift. These cartons are loaded the next day, along with your furniture and other goods. Other than for small removals, most moves involve a pre-pack.

At uplift the removalist will:

- Park the removal vehicle on the road adjoining the house, not on the driveway or lawn unless prior approval from DHA (if the property is managed by them) or yourself (if it is your own home or a Rent Allowance (RA) property) has been given for the removalist to park on the driveway or lawn.
- Discuss your removal timetable and any details or concerns with you when they arrive. This will help ensure a mutual understanding of needs and how they will be met.
- Provide sufficient cartons, packing material, plastic covers and pads to pack all your belongings.
- Carry out the delivery within acceptable Defence hours (7am to 7pm Monday to Friday during September to May, 7am to 6pm Monday to Friday for the remainder of the year).
- Cover mattresses and upholstered furniture with plastic covers.
- Dismantle items of furniture such as beds (except waterbeds), mirrors from dressing tables and castors from chairs.
- Pack paintings and prints in the most appropriate packing material.
- Take care to protect carpets and floor coverings.
- Cover your furniture when it is being moved between the house and removal vehicle on wet days.
- Accompany you in inspecting your property to ensure all items to be moved have been uplifted.
- Cease work if you or your agent is not present.

Your responsibilities:

Provide up to date contact phone numbers so that your removalist is able to advise you of timings.

Be present at all times to supervise.

Clearly nominate to the removalist items which you do not want packed and where items are to be placed.

You must retain your copy of the uplift ICR and present this to the removalist at delivery for reinsertion into the set.

Section 5: Lost or damaged items?

Overview

Toll Transitions and its panel of removalists observe the highest possible service standards in each removal. Occasionally, despite everyone's best efforts, loss or damage can occur. If the loss or damage arises during removal services, then subject to the following, we will make good that loss or damage.

How we will manage your Notice

We will:

- Confirm the receipt of your Notice of Loss or Damage to you in writing.
- Contact you after the receipt of your Notice of Loss or Damage to discuss resolving the loss or damage.
- On a regular basis keep you informed of the progress of repairs, replacement and / or compensation action.
- At the conclusion of your Notice contact you to ensure all elements of the Notice are resolved.

We will manage the process of making good the loss or damage and will, where possible, provide recommended repairers and suppliers.

To lodge a Notice of Loss or Damage:

1. Lodge your Notice of Loss or Damage on-line through the Toll Transitions / Defence website at www.tolltransitions.com.au/defence. When logged in to the website homepage, locate the move from which the damages or loss have occurred in the 'Past Moves' section (located at the bottom of the page) and click the 'Report Loss or Damage' link; or
2. Post or fax your Notice of Loss or Damage form (which can be found in the back of the Easymove Guide or can be downloaded from www.tolltransitions.com.au/defence) to: Warranty Management Centre, PO Box 15294, City East QLD 4002. Fax: 07 3026 0240; or
3. Lodge your Notice of Loss or Damage form in person at any of Toll Transitions' offices.

Our Warranty

If an item suffers removal related loss or damage, we will, subject to the exclusions and conditions in this Section 5, pay:

- for the cost of repairs as substantiated by a quotation if those repairs are possible and/or economical; or
- for the supply of a like item, taking into account age, style and condition; or

Where repair or replacement is not possible or practicable:

- compensation equivalent to the extent of loss/damage sustained, taking into account age, style, condition and/or diminution in value.

Note: The underlying principle of Warranty is a replacement with a like for like item. It is not a new for old replacement.

Any item which is replaced by the supply of a like item, or for which equivalent compensation is paid, becomes the property of Toll Transitions and we will arrange with you to collect the affected item.

The underlying principle of Warranty is a replacement with a like for like item.
It is not a new for old replacement.

Where required, we will also pay for the additional costs of transportation and/or installation incurred as a result of repairs or supply. Should we, or you at your option, engage another party to provide advice as to whether an item has suffered removal related damage and whether it is economical to repair, we will pay those reasonable costs if it is determined that the damage is removal related.

Loss or damage to essential items

If essential items like your washing machine, refrigerator, clothes dryer, or television are lost or inoperable, we may arrange for immediate repair or hire of a loan item. If an essential item is a washing machine and a suitable hire/loan item is not available, then we will pay for the cost of using a self-service laundry service, up to the maximum cost of hiring a like item.

If an essential item is lost or damaged, please call Toll Transitions immediately on 1800 819 167.

Damage to other property

If, during your removal, the removalist damages the residence, outbuildings or letterbox, you should note this on the ICR and advise Toll Transitions immediately on 1800 819 167. Ideally, this contact should be made while the removalist is still at your residence, or as soon as possible thereafter. Toll Transitions will make good any removal related damage to your residence, outbuildings or letterbox.

What is not covered

We will not repair or pay you for any loss or damage to or caused by:

- Vehicles and Towable Items.
- Car parts - anything that forms part of a motor vehicle including panels, drivetrain items, windscreens, partly-built cars, seats (dickey seats are an exception) but excluding accessories (accessories are generally after-market fitments such as visors, shades and towing rear view mirrors).
- Motor bikes, trail bikes and mini bikes unless they are packed and crated by you or on your behalf and drained of all petrol and oil.
- Watercraft in excess of 5.7 metres in length and/or weighing more than 51 kilograms.
- The failure to comply with or carry out Your Responsibilities as outlined in Section 3.
- Items packed and/or unpacked by you (unless there is loss of or obvious damage to the carton caused by the Removalist and this is clearly noted on the Inventory Condition Report).

Note:

Notices of Loss or Damage need to be lodged with Toll Transitions within 14 days of your delivery.

You must present the removalist with your copy of the uplift ICR for reinsertion into the set. After the delivery condition and acquittances have been completed you will then have this copy returned to you.

Section 5: Lost or damaged items?

- Fragile and delicate collectables unless there is loss of or obvious damage to the carton caused by the Removalist and/or if the loss or damage was a result of you failing to adequately wrap and pack the items to prevent damage during normal handling.
- Items not removed or stored by the Removalist (this includes items you carry with you).
- Unsealed foodstuffs or opened bottles of liquor & wines.
- For unopened bottled liquors and wines, the manufacturer's seal must be intact. We accept responsibility for loss or breakage, but not deterioration, spillage, seepage or explosion.
- Washing machine when the bowl has not been secured in accordance with manufacturer's instructions.
- Granulated and powdered garden fertilisers.
- Furs (unless there is loss of or obvious damage to the carton caused by the Removalist). All furs must be packed by yourself.
- Keys (unless there is loss of or obvious damage to the priority carton caused by the provider).
- Birds, poultry or any pet.
- Livestock.
- Soiled Items.
- Firewood, coal.
- Dangerous, hazardous or flammable items (see Section 3 for definition).
- Dangerous items such as firearms including ammunition and replica firearms.
- Bricks or building materials.
- Garages and carports.
- Jewellery, medals (other than military medals), bullion, money, precious metals & stones.
- Stamps or photo albums, personal papers.
- Batteries.
- Plants (including indoor plants), shrubs, trees.
- Collections* without a valuation certificate.
- Irreplaceable items**.
- The removal of any item listed under 'Other items not able to be moved' in Section 3.

Where the item is part of a pair, set, system or collection*, we will only pay the value of the item itself. We will pay the value that item has as a proportion of the combined pair, set, system or collection. Where there is a significant degradation in utility, appearance, function, value or purpose of the remaining pair, set, system or collection, we will pay compensation for the reduced value. This payment will be inclusive of the payment for the lost or damaged item.

*Collections

A number of like or complementary items for which the value resides in the integrity of each of its parts.

**Irreplaceable items

An item in respect of which a like for like replacement cannot be found, and whose value cannot be objectively determined.

You need to obtain a current valuation certificate for paintings, antiques and other high value items. Remember to pack any certificates separately or to carry them with you, and note your inventory appropriately.

We will not make good the loss or damage if it is caused by fraud (in which case we may take further action).

We will not pay compensation for emotional distress caused by loss or damage to furniture and effects.

Conditions

We will not make good the loss or damage if you:

- replace or repair or dispose of damaged items or replace lost items without the prior written approval of Toll Transitions.
- within 14 days of your delivery do not notify us of the details by using the Notice of Loss or Damage form.

Please contact the Warranty Management Centre immediately if you are having problems completing the Notice of Loss or Damage form within the above timeframe.

Disallowed items

Where an item has not been accepted due to lack of physical damage or other evidence indicating the item may have been damaged during the Removal (eg: malfunctioning electrical and mechanical items) **you can seek** an assessment from a reputable repairer. **If the assessment then indicates, through supporting documentation, such as a technical report** that damage has occurred through the Removal, Toll Transitions will reconsider the item.

If the item is subsequently accepted by Toll Transitions all assessment costs will be refunded to you. **To assist in this process**, Toll Transitions will provide details of suitable repairers/assessors in your area and their contact details. Should you have any difficulties in arranging an assessment please contact the Warranty Centre for assistance.

Dispute resolution process

If you disagree with our decision on how your notice of loss or damage is dealt with, you may ask us to review the decision via the Dispute Resolution Process. If the dispute cannot be resolved, an Appeal hearing can be arranged through your regional Defence Relocation and Housing Manager (DRHM).

If you require any further information or assistance please do not hesitate to contact Toll Transitions on our Freecall number 1800 819 167.

Please contact the Warranty Management Centre immediately if you are having problems completing the Notice of Loss or Damage form within the above timeframe.

We will not make good the loss or damage if it is caused by fraud. In which case we may take further action.

We will not pay compensation for emotional distress caused by loss or damage to furniture and effects.

Section 6: Appendix

Advice to customers on quarantine arrangements for goods entering, leaving or moving within Australian States and Territories.

Quarantine regulations apply to the movement of goods from, within and into all Australian States/Territories. These regulations are subject to change at short notice and it is your responsibility to ensure compliance with relevant legislation. This extends to pest and disease outbreaks such as Fire Ants (Queensland) and Equine Influenza (nation-wide).

Failure to comply with legislative requirements may result in:

- your consignment or part of it being quarantined
- your removal being delayed
- confiscation of items
- you incurring costs of impoundment, fumigation, additional handling and removal costs, quarantine inspection and other costs
- prosecution under the applicable legislation.

The Australian Quarantine Inspection Service (AQIS) in Australian States and Territories has implemented strict controls on the importation, exportation or general movement of restricted* material.

* Restricted material includes (but is not necessarily limited to) fruit, vegetables, plants, cut flowers, honey, nuts, seeds, animals, soiled animal skins and wool, soil, hay, used vehicles, used fruit and vegetable containers, fishing equipment/waders, horse riding equipment/clothing, salmon or other seafood products, bees wax, honeycomb or used apiary equipment, timber, un-tanned skins or hides, used agricultural and horticultural machinery and tools.

NOTE: vehicles, machinery, tools etc may be 'restricted' if they are contaminated by underbody or adhering soil, vegetable matter etc.

In terms of household removals, items that may be affected by these arrangements include:

- Motor vehicles
- Lawn mowers and garden tools
- Compost bins
- Plants/soil (Note: Defence does not approve the removal of plants)
- Animal skins
- PBO cartons (used fruit and vegetable cartons)
- Horse riding equipment and clothing
- Seafood products
- Apiary equipment
- Scrap timber

We will provide you with advice and any information updates. However, we will not be responsible for any delay or cost associated with the removal or subsequent cleaning of inappropriate or inadequately prepared items from, within and into any State or Territory. In the case of removals into Western Australia and Tasmania, you will be required to complete a declaration for the movement of unaccompanied personal effects. It is also likely that this requirement will extend to other States/Territories in the near future so please check with the relevant authorities.

If a removalist discovers contaminated or prohibited items in a consignment, they are required to contact Toll Transitions immediately. They may also (subject to the prevailing legislative requirements) be required to report this to AQIS and seek their direction. Depending on the nature of the find, the removalists may be directed by AQIS to:

- a. do nothing; or
- b. hold the goods for inspection and/or have the goods cleaned/fumigated by an approved company.

Costs:

- Vehicle cleaning is approximately \$50.00 if the cleaning company is approved to do the cleaning on site. Additional transport costs may be involved if the vehicle has to be taken to a cleaning site.
- Cost of cleaning other items will depend on the size and nature of the item.
- There is an inspection cost if AQIS has to attend an inspection and this will vary from location to location.
- There may be charges for transporting items to and from approved cleaning companies. This will depend on the size of the item and the distance and timing of any additional work.

NOTE: THESE COSTS WILL BE YOUR RESPONSIBILITY.

Fire Ants in Queensland

Consignments being uplifted from areas of Queensland, and from Brisbane in particular, are subject to Fire Ant Regulations under the control of Queensland Department of Primary Industry.

For further information refer to www.dpi.qld.gov.au/fireants/ or contact the DPI on 13 25 23.

Domestic quarantine enquiries

For domestic quarantine enquiries contact your relevant local and interstate quarantine authorities through Quarantine Domestic on Freecall 1800 020 504 or visit the AQIS website at www.daff.gov.au/aqis.

The National Pests and Disease outbreaks website at www.outbreak.gov.au/index.html gives details of current domestic threats and legislative requirements. This site also provides links and contact details for State and Territory authorities.

Should you require further advice or assistance please contact Toll Transitions on our freecall 1800 819 167.

Domestic quarantine enquiries

For all other Domestic Quarantine enquiries contact your relevant interstate quarantine authorities through Quarantine Domestic on Freecall 1800 084 881.

Should you require advice or assistance please contact Toll Transitions on our freecall 1800 819 167 or visit the AQIS website at www.affa.gov.au.

How to contact us

Toll Transitions Offices

Australian Capital Territory

Locked Bag 4

Fyshwick ACT 2609

Telephone 02 6216 0563

Facsimile 02 6216 0525

Email act@tolltransitions.com.au

New South Wales

PO Box 522

North Sydney NSW 2059

Telephone 02 8907 8900

Facsimile 02 8907 8990

Email nsw@tolltransitions.com.au

Victoria/Tasmania

PO Box 14399

Melbourne VIC 8001

Telephone 03 8696 6000

Facsimile 03 8696 6008

Email vic@tolltransitions.com.au

Western Australia

PO Box 504

Belmont WA 6984

Telephone 08 9210 9900

Facsimile 08 9210 9901

Email wa@tolltransitions.com.au

South Australia

95 Harrison Road,

Dudley Park SA 5008

Telephone 08 8340 8304

Facsimile 08 8346 2871

Email sa@tolltransitions.com.au

Riverina

PO Box 518

Wodonga VIC 3689

Telephone 02 6055 2942

Facsimile 02 6055 2887

Email riverina@tolltransitions.com.au

South Queensland

PO Box 15294

City East QLD 4002

Telephone 07 3026 0200

Facsimile 07 3026 0242

Email qld@tolltransitions.com.au

North Queensland

PO Box 1134

Aitkenvale QLD 4814

Telephone 07 4779 2274

Facsimile 07 4775 7667

Email nqld@tolltransitions.com.au

Northern Territory

PO Box 39104

Winnellie NT 0820

Telephone 08 8947 2566

Facsimile 08 8947 2551

Email nt@tolltransitions.com.au

Warranty Management Centre

PO Box 15294

City East QLD 4002

Telephone 07 3026 0201

Facsimile 07 3026 0240

Email wmc@tolltransitions.com.au

Freecall **1800 819 167**
www.tolltransitions.com.au

How to contact a Defence Relocations and Housing Manager

Defence Relocations and Housing Manager (DRHM)

At any stage in your relocation you also have access to a Defence Relocations and Housing Manager (DRHM). The DRHM is your primary Defence representative with Defence Housing Australia and Toll Transitions. Each region has a dedicated DRHM to ensure all ADF members and their families experience a high quality service and to assist you to resolve any concerns.

DHRM contact details:

Adelaide

Telephone 08 8305 6551

Bandiana

Telephone 02 6055 2157

Brisbane

Telephone 07 3332 6992

Cairns

Telephone 07 4771 7922

Canberra

Telephone 02 6127 2898

Darwin

Telephone 08 8935 4346

Hobart

Telephone 03 6237 7277

Hunter

Telephone 02 4964 6964

Ipswich

Telephone 07 4631 4414

Liverpool

Telephone 02 8782 4100

Nowra

Telephone 02 4421 3855

Perth

Telephone 08 9553 1585

Richmond

Telephone 02 4587 2314

South Victoria

Telephone 03 9292 3667

Sydney

Telephone 02 9377 2146

Tindal

Telephone 08 8973 6594

Toowoomba

Telephone 07 4631 4414

Townsville

Telephone 07 4771 7922

Wagga Wagga

Telephone 02 6937 4220



PRIVACY STATEMENT TO DEFENCE CUSTOMERS OF TOLL TRANSITIONS

Toll Transitions (“Toll”) collects your personal information (“Information”) as a customer or potential customer for the primary purpose of establishing and maintaining records in order to conduct business with you currently and in the future.

Toll may disclose your Information to your Employer and to such Entity as your Employer may approve, and to organisations which provide goods or services to Toll where such information is related to the primary purpose for which your information is used. This includes disclosures to related bodies corporate, and to statutory entities authorised to have access to the Information.

Toll also uses a market research organisation to provide feedback on the quality of our service to you. If you do not want your Information to be given to the market research organisation, please complete the section below and return it to Toll.

If you do not provide us with Information as requested from time to time, we may not be able to efficiently conduct business with you.

Toll’s Personal Information Management Statement is available on its website at www.toll.com.au

If you would like to access or correct the Information that we hold about you, please contact our office closest to you on 1800 819 167.

*If you do **not** want your Information disclosed for market research purposes to help us monitor the quality of our service to you, please complete your details below and return this form to us:*

*Toll Transitions
Locked Bag 4
Fyshwick ACT 2609*

Attention: Client Administration

Name: Employee I.D. Number:

Uplift Address:

Date: Signature:

We value your opinion

Toll Transitions is committed to providing a high level of personal service that meets your removals' management requirements. If our services do not meet your expectations, or if you have a suggestion or compliment we would like to hear from you.

Your feedback is very important to us because it helps us understand your needs and improve our service. If your feedback is in relation to the performance of the removalist/s, please contact us immediately on 1800 819 167.

How to provide feedback

Talk to our staff:

You can speak to one of our Transition Consultants by calling 1800 819 167 who are trained to be able to assist you in the first instance.

Enquire on-line:

If you wish to check on the progress of your relocation of furniture and effects, then you may logon to our website, www.tolltransitions.com.au/defence, for details of your move status.

Send an e-mail:

You can e-mail our Customer Care Manager to: defencecare@tolltransitions.com.au

Our commitment to you

Our commitment is to provide a prompt response to your feedback. We will contact you to confirm receipt of your feedback and will then ensure that it is passed on to the relevant manager/s for timely follow-up and action.

Positive feedback: If one of our employees has exceeded your expectations, we will ensure your positive feedback is passed on to the relevant employee and their manager.

Continuous improvement: If you have an improvement suggestion, we will ensure that your suggestion is referred to the relevant manager for review and, if appropriate, implementation of your suggestion.

Resolution: If your concern is regarding an issue with your removal or the conduct of your removalist whilst they are on your premises, please contact Toll Transitions immediately on 1800 819 167. Toll Transitions will ensure that our expert staff will address your concerns and, where possible, seek a resolution within one working day.

There may be some complex issues that take longer to resolve. For complex issues, we will advise you in writing of the course of action to be taken to achieve a satisfactory resolution.

Not satisfied with our response?

If you are not satisfied with the resolution or outcome of any of your concerns, please call or write to us and we will review the situation. You may also raise your concern via the dispute resolution process through the Defence Relocation & Housing Manager (DRHM) in your region. The DRHM contact details are available in your Defence Relocation Pack.

Request for Removal of Household Furniture and Personal Effects for Defence Personnel

SECTION 1: DEFENCE PERSONNEL TO COMPLETE (all boxes must be completed)

Please read our Easymove Guide to help plan your removal. Please call us if you need assistance on **1800 819 167**.

First name: _____ Last name: _____

Rank: _____ Employee ID: _____ Posting WEF Date: _____

Who should we contact to keep you informed throughout your removal? Please call us if contact details change.

Name: _____ Email address: _____

Contact number: (Home) _____ (Work) _____ (Mobile) _____

Important: Please read

I agree to the terms and conditions in Toll Transitions Easymove Guide under which my removal will be arranged. This includes the terms and conditions under which I may become responsible for payment to Toll Transitions of costs associated with my removal including for storage and/or redelivery as applicable.

Print name _____ Customer's signature _____ Date _____

Exit Date

If you are exiting the Defence, you will become responsible for all storage and associated charges. Please tell us your exit date from Defence.

____ / ____ / ____

Carton Kit

Please supply family details so that we can provide you with sufficient cartons and portarobes for you to pack your clothing and, if you wish, your personal papers.

No. of adults: _____ No. of children: _____ Ages of children: _____ Comments: _____

Inventories

If your removal has more than one part ie. part for direct delivery to residence, part for temporary storage and later delivery to residence, you should provide a separate inventory for each.

Uplift Address (address moving from)

Street: _____ Suburb: _____

City: _____ State: _____ Post code: _____

Contact person's name at Uplift (if different from above): _____

Contact number: (Home) _____ (Work) _____ (Mobile) _____

Requested Dates

Pre pack date: _____ day / month / year Uplift date: _____ day / month / year Delivery date: _____ day / month / year

Delivery Address (address moving to) or Storage

Yes No No. of weeks: _____ Location: _____

Street: _____ Suburb: _____

City: _____ State: _____ Post code: _____

Contact person's name at Delivery (if different from above): _____

Contact number: (Home) _____ (Work) _____ (Mobile) _____

Provide details of any unusual features which may affect uplift or delivery ie. narrow staircase to 2nd floor flat, steep stairway, clearways etc

Uplift instructions: _____

Delivery instructions: _____

SECTION 2: DHA TO COMPLETE

Contact name: _____

Client organisation code: _____

Internal order no. _____ DHA Patch I.D. _____

Reason code: _____ Work phone: _____ Mobile: _____

Fax: _____ Email address: _____ Discharge/Separation date: _____

Is uplift address a DHA managed property? Yes No

Is delivery address a DHA managed property? Yes No

Date received from Defence Personnel _____

Authorising Officer _____

Signature _____

Date _____ day / month / year

| Name: | | | |
|--|-----|-------------|-------|
| Column No. 3 | Qty | Description | Value |
| BEDROOM 1 | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Air Conditioner | | | |
| Bed/Mattress King | | | |
| Bed/Mattress Queen | | | |
| Bed/Mattress Double | | | |
| Bed/Mattress Single | | | |
| Bookshelf | | | |
| Box or Chest | | | |
| Boxes, Cartons | | | |
| Chair | | | |
| Drawers, Chest of | | | |
| Dressing Table | | | |
| Mirror | | | |
| Stool | | | |
| Table, Bedside | | | |
| Television | | | |
| Wardrobe, Double | | | |
| Wardrobe, Single | | | |
| BEDROOM 2 | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Bed, Folding | | | |
| Bed, Mattress Double | | | |
| Bed, Mattress Single | | | |
| Bookshelf | | | |
| Bunks/Mattress | | | |
| Chair | | | |
| Computer | | | |
| Desk, Student | | | |
| Drawers, Chest of | | | |
| Stool | | | |
| Table, Bedside | | | |
| Table, Dressing | | | |
| Television Portable | | | |
| Wardrobe, Double | | | |
| Wardrobe, Single | | | |
| BEDROOM 3 | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Bed, Mattress Single | | | |
| Bookshelf | | | |
| Bunks, Mattress | | | |
| Chair | | | |
| Desk, Student | | | |
| Drawers, Chest of | | | |
| Stool | | | |
| Table, Bedside | | | |
| Table, Dressing | | | |
| Television Portable | | | |
| Wardrobe, Double | | | |
| Wardrobe, Single | | | |
| Column 3 Total: \$ | | | |

| Name: | | | |
|--|-----|-------------|-------|
| Column No. 4 | Qty | Description | Value |
| BEDROOM 4 | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Bed/Mattress Single | | | |
| Bookshelf | | | |
| Chair | | | |
| Drawers, Chest of | | | |
| Stool | | | |
| Table, Bedside | | | |
| Table, Dressing | | | |
| Television | | | |
| Wardrobe, Double | | | |
| Wardrobe, Single | | | |
| NURSERY | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Bassinette/ Stand | | | |
| Bath, Baby | | | |
| Chair | | | |
| Cot | | | |
| Cupboard | | | |
| Playpen | | | |
| Pram | | | |
| Pusher/ Stroller | | | |
| Table, Change | | | |
| Toybox | | | |
| LAUNDRY | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Basket | | | |
| Basket, Linen | | | |
| Brooms etc. | | | |
| Buckets | | | |
| Clothes Airer | | | |
| Clothes Dryer | | | |
| Cupboard | | | |
| Ironing Board | | | |
| Table, Kitchen | | | |
| Trolley (fold up) | | | |
| Vacuum Cleaner | | | |
| Washing Machine | | | |
| Column 4 Total: \$ | | | |

| Name: | | | |
|--|-----|-------------|-------|
| Column No. 5 | Qty | Description | Value |
| STUDY | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Bookcase | | | |
| Books, Large Quantity | | | |
| Bookshelf | | | |
| Boxes, Cartons | | | |
| Cabinet, Filing | | | |
| Chair | | | |
| Computer | | | |
| Desk (Other) | | | |
| Shelving | | | |
| GARAGE/ SHED | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Antenna ext. | | | |
| Bicycle | | | |
| Boxes, Cartons | | | |
| Camping Gear | | | |
| Canoe | | | |
| Chairs | | | |
| Chest, Tool | | | |
| Esky Large | | | |
| Esky Small | | | |
| Footlocker/ Trunk | | | |
| Fridge, Car | | | |
| Golf Bag/ Clubs | | | |
| Hose | | | |
| Ladder | | | |
| Lawn Mower | | | |
| LPG Gas Cylinders | | | |
| Mower, Push | | | |
| Pool, Wading | | | |
| Pots, Garden | | | |
| Refrigerator | | | |
| Shelving | | | |
| Surfboard | | | |
| Swing (dismantled) | | | |
| Table, Kitchen | | | |
| Table, Tennis | | | |
| Tarpaulin | | | |
| Tools | | | |
| Tricycle | | | |
| Wardrobe | | | |
| Weedeater/ Whipper snipper | | | |
| Weight Bench | | | |
| Wheelbarrow | | | |
| Workbench large | | | |
| Workbench/Workhorse | | | |
| | | | |
| | | | |
| | | | |
| Column 5 Total: \$ | | | |

| Name: | | | |
|--|-----|-------------|-----------|
| Column No. 6 | Qty | Description | Value |
| UNUSUAL ITEMS (Special packing/Handling) | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Books, Large Qty | | | |
| CD/DVD Collections | | | |
| Clock, Grandfather | | | |
| Hobbies | | | |
| Paintings H x W x D | | | |
| Record Collections | | | |
| Oversized items | | | |
| | | | |
| | | | |
| PACKABLE ITEMS OF VALUE | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Cameras | | | |
| Cameras, Video | | | |
| Computer Games | | | |
| Crystal Items | | | |
| Encyclopedia | | | |
| Laptop/Notebook | | | |
| Paintings | | | |
| Playstation/Xbox | | | |
| Stereo Components | | | |
| VCR/DVD | | | |
| | | | |
| PATIO/OUTDOOR AREA | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| BBQ Large Trolley | | | |
| BBQ Portable | | | |
| BBQ Webber | | | |
| Compost Bins | | | |
| Dog Bed | | | |
| Dog Kennel | | | |
| LPG Gas Cylinders | | | |
| Outdoor/Garden Set | | | |
| Pool, Wading | | | |
| Spa Bath, Portable | | | |
| Trampoline | | | |
| ADDITIONAL ITEMS | | | |
| Estimated \$ value of items in this room to be packed into cartons | | | \$ - |
| Freight Items | | | |
| Column 6 Total: \$ | | | |
| TOTALS | | | |
| Column 1 total | | | \$ |
| Column 2 total | | | \$ |
| Column 3 total | | | \$ |
| Column 4 total | | | \$ |
| Column 5 total | | | \$ |
| Column 6 total | | | \$ |
| GRAND TOTAL | | | \$ |

Note: Additional pages 1-4 as per below are not included in the final total columns above.

List any additional household items on pages 5-8, if they have not been listed on pages 1-4.

| Items | Comments | Qty | Size | Value (\$) | Age |
|-------|----------|-----|------|------------|-----|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |
| 7. | | | | | |
| 8. | | | | | |
| 9. | | | | | |
| 10. | | | | | |
| 11. | | | | | |
| 12. | | | | | |
| 13. | | | | | |
| 14. | | | | | |
| 15. | | | | | |
| 16. | | | | | |
| 17. | | | | | |
| 18. | | | | | |
| 19. | | | | | |
| 20. | | | | | |

Total inventory value ONLY for items listed here on page 5

\$

| Items | Comments | Qty | Size | Value (\$) | Age |
|--|----------|-----|------|------------|-----|
| 21. | | | | | |
| 22. | | | | | |
| 23. | | | | | |
| 24. | | | | | |
| 25. | | | | | |
| 26. | | | | | |
| 27. | | | | | |
| 28. | | | | | |
| 29. | | | | | |
| 30. | | | | | |
| 31. | | | | | |
| 32. | | | | | |
| 33. | | | | | |
| 34. | | | | | |
| 35. | | | | | |
| 36. | | | | | |
| 37. | | | | | |
| 38. | | | | | |
| 39. | | | | | |
| 40. | | | | | |
| Total inventory value ONLY for items listed here on page 6 | | | | \$ | |

| Items | Comments | Qty | Size | Value (\$) | Age |
|--|----------|-----|------|------------|-----|
| 41. | | | | | |
| 42. | | | | | |
| 43. | | | | | |
| 44. | | | | | |
| 45. | | | | | |
| 46. | | | | | |
| 47. | | | | | |
| 48. | | | | | |
| 49. | | | | | |
| 50. | | | | | |
| 51. | | | | | |
| 52. | | | | | |
| 53. | | | | | |
| 54. | | | | | |
| 55. | | | | | |
| 56. | | | | | |
| 57. | | | | | |
| 58. | | | | | |
| 59. | | | | | |
| 60. | | | | | |
| Total inventory value ONLY for items listed here on page 7 | | | | \$ | |

| Items | Comments | Qty | Size | Value (\$) | Age |
|---|----------|-----|------|------------|-----|
| 61. | | | | | |
| 62. | | | | | |
| 63. | | | | | |
| 64. | | | | | |
| 65. | | | | | |
| 66. | | | | | |
| 67. | | | | | |
| 68. | | | | | |
| 69. | | | | | |
| 70. | | | | | |
| 71. | | | | | |
| 72. | | | | | |
| 73. | | | | | |
| 74. | | | | | |
| 75. | | | | | |
| Total inventory value ONLY for items listed here on page 8 | | | | \$ | |

| GRAND TOTALS (INVENTORY VALUES) | |
|--|-----------|
| Pages totals 2-4 | \$ |
| Page totals 5 | \$ |
| Page totals 6 | \$ |
| Page totals 7 | \$ |
| Page totals 8 | \$ |
| GRAND TOTAL PAGES 2-8 | \$ |

Request for Relocation of Motor Vehicles, Motor Bikes, Boats, Caravans, Trailers etc. for Defence Personnel

SECTION 1: DEFENCE PERSONNEL TO COMPLETE (all boxes must be completed)

Read our [Easymove Guide](#) to plan your removal.
Please call us if you need assistance on **1800 819 167**.

First name: _____ Last name: _____

Rank: _____ Employee ID: _____ Posting WEF Date: _____

Who should we contact to keep you informed throughout your removal? Please call us if contact details change.

Name: _____ Email address: _____

Contact number: (Home) _____ (Work) _____ (Mobile) _____

Uplift Address (address moving from)

Street: _____ Suburb: _____

City: _____ State: _____ Post code: _____

OR if the vehicle is to be taken to the Depot, indicate which City/Town: _____

Contact person's name at Uplift (if different from above): _____

Contact number: (Home) _____ (Work) _____ (Mobile) _____

Requested Dates Uplift date: day / month / year Delivery date: day / month / year

Delivery Address (address moving to)

Street: _____ Suburb: _____

City: _____ State: _____ Post code: _____

OR if the vehicle is to be taken to the Depot, indicate which City/Town: _____

Contact person's name at Delivery (if different from above): _____

Contact number: (Home) _____ (Work) _____ (Mobile) _____

Vehicle Type

Year of Manufacture: _____ Make: _____ Model: _____ Colour: _____

Registration no.: _____ Value: \$ _____ If motor cycle, CC capacity: _____

If vehicle type is a Trailer, Caravan, Boat give dimensions including Trailer (L x W x H) _____

Other details ie. fibreglass/ aluminium: _____

Is the vehicle registered? Yes No (Insurance will not apply) Is the vehicle driveable? Yes No

Is the boat/trailer towable? Yes No **NOTE: Please ensure no personal items are left in the vehicles.**

Important: Please read

I agree with the Terms and Conditions in Toll Transitions Easymove Guide under which my removal will be arranged. This includes Section 2 Removal of Motor Vehicles information contained in the Easymove Guide.

Print name _____

Customer's signature _____

Date day / month / year

SECTION 2: DHA TO COMPLETE

Contact name: _____

Client organisation code: _____

Internal order no. _____ DHA Patch I.D. _____

Reason code: _____ Work phone: _____ Mobile: _____

Fax: _____ Email address: _____ Discharge/Separation date: _____

Date received from Defence Personnel

Authorising Officer _____

Signature _____

Date day / month / year

Notice of Loss / Damage Details

You should complete Sections 1 to 4 (Please refer to the back page for advice on how to complete this form).

| 1. Details of items from your inventory | | | | 2. Full Description of Items | 3. Full Details of Loss / Damage |
|---|----------|-----|-------|------------------------------|----------------------------------|
| Pg No. | Item No. | Age | Value | | |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | | | | | |

If insufficient space, please complete an additional notice of loss / damage form.

When Lodging a Notice of Loss or Damage

Provide as detailed a description as possible of the item that is lost or damaged. Describe the damage to any item and tell us the exact location of the damage on that item.

Toll Transitions, subject to the terms of the Warranty, will make good removal related loss or damage to your personal effects. Where practicable, damaged items will be repaired and returned to the condition they were in at your uplift. For items lost or unable to be repaired, we will offer to replace them with an item of similar type, age and condition, or compensate you based on those replacement costs.

Packed by Owner (PBO) items or those you elect to unpack yourself are not covered by the Warranty, except in the case of loss of or obvious damage to the carton, caused by the removalist.

We will review your Notice of Loss or Damage and give you the option of either having us arrange repair or replacement or you doing this yourself. If we make the arrangements, a Toll Transitions employee or one of our repairers will contact you to make the necessary arrangements with you.

Disallowed Items

Where an item has not been accepted due to lack of physical damage or other evidence indicating the item may have been damaged during the removal (e.g. crushed or wet carton) you may choose to arrange and pay for your own assessment of the item. If the assessment and its supporting evidence indicate that the damage was removals related then Toll Transitions will reconsider the item. If we then accept the item the assessment costs will be refunded to you.

When you completed this form, please post or fax to:

**Toll Transitions
PO Box 15294
City East QLD 4002
Email: wmc@tolltransitions.com.au**

**Phone 1800 819 167
Fax (07) 3026 0240**

Notes

Notes

