

YOUR HOME  
IS PRECIOUS.  
LET US TAKE  
CARE OF IT.



## We are GB Liners

“Since 1923 we’ve been moving customers smoothly, without fuss and to the highest standards. We take huge pride in the fact we get so much of our business from repeat customers and 98% of people who have moved with us would recommend us to a friend.”

Robert Bartup, Chairman, GB Liners

We are a third generation, family-run removal business. For many years we have been taking care of moves all over the UK and the world, so no matter how far or complex your move might be, we have the experience and expertise to make it happen.

Our goal is to be the world's best removal company and we work hard every day to live up to this ambition and deliver a flawless customer experience.

We believe it's our people that make us different; people who have been with the company for many years, are highly skilled and above all else care about our customers. Many of them are shareholders in the Company and all of them have been trained at our in-house training centre (we are one of the few removal companies in the country to have our own training facility).

We are also long-standing members of the British Association of Removers. Every move we undertake is carried out according to their strict Code of Practice, meaning you receive the best service and levels of reassurance.

# IT'S ALL IN THE PLANNING

- ✓ Free, personalised survey
- ✓ Easy to follow quote and competitive prices
- ✓ Everything confirmed in writing
- ✓ Dedicated, friendly removal coordinator
- ✓ Specialist vehicles and packaging options
- ✓ Packing and Moving Guides
- ✓ Secure, 24/7 monitored storage

Whether you're moving near or far, we believe planning and experience are the keys to a successful and stress-free move. Over the many years we have been in business, no move has ever been exactly the same and that's why we tailor our service to each and every customer.

It all starts with a free, personalised survey which can be done either face to face or via a video link if that's more convenient. All of your requirements are carefully noted meaning firm and competitive prices can be quoted at an early stage. Once you've booked, nothing is left to chance; all dates, times and arrangements are confirmed in writing.

On booking, your dedicated removal coordinator will be in touch to confirm all the final details and make sure our crew arrive with all the necessary equipment, materials and transport. Your coordinator will be available throughout the process to answer any questions and make sure you have everything you need.

We'll send you our free Packing and Moving Guides before the big day, to ensure you know exactly what to expect and the steps you can take to make the process as smooth as possible. If you need to put anything into storage before your move, we can help. Our storage facilities are secure and competitively priced.



# YOUR MOVING DAY

From the moment your GB Liners removal foreman and the team arrive on moving day, you'll know you're in safe hands.

Your foreman will walk round your home with you to ensure all your needs and instructions are clearly understood. Our specialist removal team will then get to work moving your belongings (including dismantling any furniture where specified) with great care and little fuss.

On arriving at your new home, our team will carefully unload everything to your chosen location. If you have chosen our unpacking service, we will get to work unpacking the boxes and reassembling any furniture we have dismantled, leaving you to get your new property feeling like a home as soon as possible. Remember if you haven't chosen our unpacking service we will happily collect any unused packaging for recycling when we next have a vehicle in your area.

Finally, we'll ask you for feedback to make sure you've been happy with every aspect of our service. This feedback is really important to us and means we can continue to improve and provide the very best service to all our customers.

## Here are just a few of the ways we keep everything safe:

- ✓ Your hanging clothes will be hung in special transit wardrobes
- ✓ Any glassware, china and other delicate items will be individually wrapped in clean white paper and boxed in fibre-board cartons
- ✓ Your books will be packed into reinforced book boxes
- ✓ Large pictures will be wrapped and boxed
- ✓ Your mattresses will be placed in bespoke mattress bags to keep them clean and safe
- ✓ Three-piece suites and flat screens will be put into padded protective covers
- ✓ We can provide custom-made crates for any delicate items that need additional protection
- ✓ We only use specialist removal vehicles driven by highly trained drivers



# MOVING OVERSEAS

A move overseas might seem like a daunting prospect, but at GB Liners we have the experience and expertise to make it happen. Our network covers over 180 countries around the world and we only work with tried and trusted removal partners.

Our dedicated international removal team will advise on every aspect of your move, including packing techniques, protection of your belongings in transit, customs regulations and storage options. You'll have one point of contact throughout your move, giving you the reassurance that everything is happening as it should.

We offer removals by air or sea, depending on your budget and timings. You can opt for space in a shared container (often the most cost effective) or an exclusive container for bigger moves. If time is of the essence then air is often best for smaller and lighter items (although typically the most expensive).

We have an excellent record of keeping everything safe regardless of the destination, but in the unlikely event of loss or damage we also offer protection for the full value of your belongings. Finally, our membership of the British Association of Removers Prepayment Guarantee gives added peace of mind.

## YOUR OPTIONS

### BY AIR

- The quickest option
- Designed for the essentials that you need straight away
- Bespoke air freight cases used

## YOUR OPTIONS

### BY SEA

- A slower but more cost effective option
- Choice of your own shipping container or shared space
- Container delivered door to door (subject to customs' regulations)



# MOVING TO EUROPE

We have been helping people and businesses move to and from Europe since the 1960s using our own vehicles and crews.

We offer three levels of service for European moves depending on your needs and budget:

- 1** You choose specific collection and delivery dates
- 2** You choose a specific collection date but the delivery date is chosen by GB Liners within an agreed date range
- 3** Our part-load service where both collection and delivery dates are set by GB Liners

As with all our international removals, we support our customers from start to finish, taking care of any customs requirements and making sure we get you settled as quickly as possible.

“GB Liners arranged our move from France to England at short notice. They were always courteous and helpful on the phone and the removal team were friendly and efficient. After a couple of months in storage our furniture was delivered to our new home and we were pleased with the help we received, sometimes beyond the call of duty. We wouldn't hesitate to recommend GB Liners to others.”

A B Smith,  
moved from Limoges  
to Middlesbrough





## SAFE AND SECURE STORAGE

Whether it's short-term storage while you're between homes, or something longer-term, we've got it covered.

We use a containerised storage system to keep your items safe and secure (all our warehouses also have intruder alarms). We bring the containers to your door inside our vehicles and pack and load your furniture in your presence. We take a detailed inventory of what is inside to give you added peace of mind.

On arrival at our warehouse, the container is forklifted off and carefully placed into position. The location is logged into our computer system. These containers effectively keep out dust and dirt while the goods are in store. Items like sofas are individually wrapped, labelled and placed on racks to avoid any pressure damage to fabrics. Items too large for our containers (like carpets or ladders) are labelled and stored separately.

When you want your items out of storage the full container is loaded into a van and brought directly to your new home.

- ✓ Short or long-term storage
- ✓ 24/7 security
- ✓ Protective packaging
- ✓ Access to your items by arrangement





Hopefully you now have a good understanding of GB Liners and what we can offer. We take a huge amount of pride in delivering a stress-free removal experience to our customers and we hope to be able to help you in the near future.

If you'd like to read some independent customer reviews of our service these can be found at [referenceline.com](https://www.referenceline.com) or [trustpilot.com](https://www.trustpilot.com).

And if you have any questions about us or the removal process, just give us a call at your nearest branch and we'll be happy to help, or go to [gbliners.com](https://www.gbliners.com).

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