

FAQ's

Frequently Asked Questions

When should I contact Avalon Overseas Movers ?

Contact us now to be allocated your personal Move Manager, who will arrange for a pre-move survey or an on-line quotation, accordingly.

Last minute move? Don't worry! As part of a larger organisation, Avalon Overseas Movers, are able to handle late bookings, easily. However, we advise that if you're even thinking of moving, you should be thinking of arranging a quote.

What is included within the quotation?

Our quotation will include for us to pack your effects into cartons, wrap or export wrap your furniture, transport them to your chosen destination and then deliver, unpack, unwrap and take away the packing materials on the day of delivery. Parking permits, handyman/electrician/maid service and other additional charges will be included, but separated out from the moving costs. Our quotation will reflect your move, and be tailored to your specific requirements.

What do I need to do?

Our moving checklist can be downloaded in the "Moving" section of our website.

How will my goods be shipped?

There are different ways of moving household goods depending on where in the world they are being moved to. Airfreight, Road freight, FCL (Full container load), LCL (Less than container load) or Groupage container. Your personal Move Manager will let you know which is the best option based on the results of your pre-move, or on-line survey.

Will VAT be charged on top of my move?

VAT is charged only on moves in and between countries within the European Union.

Can I reclaim any VAT?

You are entitled to a full VAT refund on most new household purchases, as long as you are:

An EU resident and have been within the EU for more than one calendar year, within the last two years before you buy the goods, and are going to a final destination outside the EU for at least 12 consecutive months.

-Or-

An overseas visitor and have not been in the EU for more than 365 days in the two years before you buy the goods and intend to leave within three months of the date you buy them for a final destination outside the EU.

Remember that the goods need to be delivered direct from the manufacturer/shop, to our warehouse WITHOUT going via your home. Full details will be available upon request.

Where can Avalon move to?

Avalon is pleased to say that we can move your household goods anywhere globally.

Can Avalon store my belongings?

Avalon offer a range of global storage facilities and warehousing options, ranging from traditional storage in dedicated storage vaults to the latest 'fire safe' containerised computer operated facility and commercial archive storage. We provide cost-effective storage solutions with a variety of containers and flexible rental periods to suit all needs. In locations with extreme weather conditions, air conditioned and heated storage is utilised.