

*Let's,
move together...*





Let's move
together!



Let's move together

In varietate concordia

"In varietate concordia" (United in diversity) is the official motto of the European Union. It encapsulates the spirit of the people of the EU working together for peace and prosperity, their many different cultures, traditions and languages combining to the benefit of all.

The motto was first coined in 2000, the same year in which the "EUROMOVERS" brand was launched to the public. EUROMOVERS sprang from like-minded European movers who wished to cooperate with others whose standards, vision and direction would be enhanced by coming together under the same banner.

The network became a reality.

"Let's move together" is the official motto of EUROMOVERS. It stands for Citizens of the World, for People, Families, Children, Clients, Partners, and Friends, all with their own different cultures, traditions and languages.

People form both the focus of our work and our best asset.

About EUROMOVERS

Our strong network

EUROMOVERS International, with its head office in Luxembourg, comprises a group of leading international moving companies.

The capable network comprises more than 70 experienced and reliable moving companies, located in Europe and overseas.

The Group provides a full range of moving activities and ancillary Services such as domestic and international household goods moving, military moves, project moving, long term storage, facility and logistics services, special transport and specialized crating of high value items.

One of the organization's major strengths is the successful and friendly cooperation found in the Member-to-Member partnership, the "Powerlane" Linehaul traffic, the port and airport Service centers, and the centralized access into its European Relocation Service Providers network.

Our furniture was packed and loaded to our utmost satisfaction. The crew was excellent. Thank you for the great service.

Velda, from Giessen (GE) to Beek (NL)





Contact us

Initial contact

In establishing initial contact - which can be made via email, phone or fax - our customer service team selects a coordinator who will be your single point of contact throughout the relocation process.

Your coordinator will be available for your initial questions, will open a file containing your basic data and will select a premove assessor, an experienced representative who will be in touch with you within 24 hours of the initial contact.

The assessors will then arrange an appointment at your convenience. They provide individual and thorough advice and will perform comprehensive measuring-up of your goods.

A follow-up report reflecting the content of the assessment will then be submitted within a short time, together with an individual quotation.

Our online tracking system provides convenient access to information on your shipment's progress for your added peace of mind.

Your coordinator will also be available to you for arrangement of all relevant information.





Move Management Process

Origin Service:

The origin EUROMOVERS Company will contact you on the pre-arranged dates. If wished, they will pre-deliver cartons and packing material. The professional packing crew will arrive at your home at an agreed time. They will provide all required materials, and employ proven techniques for European or international shipment.

During the pre-pack and packing process the crew will take particular care of your high value items. In accordance with our ISO-certified quality management system these items will be documented and the cartons sealed as an additional security measure.

You can assist the crew during the origin service by making sure they have space to work and that items to be packed are clearly identified. We would recommend removing items that are not to be packed to a separate area. Be sure to keep important documents, such as your passport or birth certificates, with you. Also please keep with you any items that are not covered by insurance such as jewelry, etc.



Member Company,
ISO 9001 certified



Origin CREW
Trained & qualified



Transport Service:

Once your goods have been packed and your furniture disassembled, your goods will be loaded into a van or truck, or alternatively into a shipping container if shipment is to be overseas.

The origin crew or the pre-selected EUROMOVERS "Powerlane hauler" will take your shipment either to one of our modern warehouses or, if pre-arranged, will initiate transport directly to the destination.

Overseas shipments will be taken directly to the port of departure for loading onto an oceangoing vessel.

Customs may inspect your shipment during transit. Please make sure you submit all required customs documentation to your coordinator prior to the date of pickup.



Destination Service

At destination a EUROMOVERS Company or network partner will deliver your goods to your new residence. The delivering crew will unload the transport unit and place your goods into the appropriate rooms. They will re-assemble your furniture where this has been previously agreed, and will unpack all goods packed by EUROMOVERS.

All our crews are trained, qualified, motivated and friendly.

Every EUROMOVERS company is ISO 9001 certified.



Destination CREW

trained & qualified



Value added services

Integral quality assurance

Throughout the entire move process, an appointed quality control inspector (QCI) represents your interests in our organization.

The QCI evaluates your move process and whether the services are provided to your convenience and satisfaction.

The name and availability of your assigned QCI will appear in our internet tracking system, to which you will have 24 hour access.

Our integral quality assurance forms a component part of our ISO certification.

Insurance cover

For every shipment appropriate insurance cover will be provided. Full value protection covers the replacement cost should you need to purchase a replacement item at your destination. Depreciated value protection covers goods at their current market value. Please ask us what options we recommend to ensure your comfort and peace of mind.

Claims management

Claims will be processed quickly and transparently in accordance with the legislation of the country in which the insurance cover was originally provided.

Our customer service team will be available for any "after move" questions you may have.





EUROMOVERS "World Class Service"

Total Quality Management

For EUROMOVERS, quality takes more than simply a word and the knowledge necessary to obtain certification. Quality isn't "done" just by mailing and evaluating questionnaires. For us, certification means more than just documenting our business procedures.

"Total Quality Management (TQM)" allows us to determine in advance where problems may arise and so take preventive measures. We use a variety of methods to obtain a measurable assessment of the quality of our services.

This system, which has stood the test of time, allows us to prove that our member companies provide "world-class service".





Services

Our services:

- Domestic European Move
- International Move
- Overseas Move
- Relocation Services
- Storage Solutions
- Shipment of Fine Arts
- Company Moves
- European Linehaul Traffic - Powerlanes

Summary

Our Clients can depend on our commitment to:

- Provide seamless and extended ISO 9001 certified moving services worldwide
- Assign a Customer Service Coordinator as the single point of contact
- Provide 24-hour move tracking via the internet
- Assign trained and experienced Pre-move Assessors, Member-Companies and Crews
- Continually update all parties involved
- Assist the families of relocating employees with the difficult transition into a new country



Your EUROMOVERS Network Partner:



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