



**Can you afford to gamble with the safety of all your personal belongings?**

**All companies claim to provide a quality service, but just how many can actually prove it?**

**BS EN 12522** is the first and only recognized quality standard specifically aimed at furniture removals for the benefit of the private individual. Certified companies operate to clearly defined standards and the procedures are designed to benefit you, the customer at every stage of your move.

All certified removals companies are assessed annually on staff services, administration and procedures to ensure they continue to meet the high and exacting standards required.

By choosing a removals company that is accredited with BS EN 12522 you can be sure that they have demonstrated their ability to provide a professional service on a daily basis

So when you select a removals company be sure to look out for the QSS quality symbol.

QSS: A guide to the principles of the Quality Standard, specifically designed with you in mind.

### Management & operational staff

- Staff will be competent and have defined training for all aspects of your move.
- Staff will be motivated and know what is expected of them.
- Should the company be unable to provide in-house staff, only fully vetted sub-contractors will be used who will be competent, trained and work to set standards.

### Products & services

- Vehicles, tools and equipment will always be in good working order.
- Correct materials will always be used and in sufficient quantities.
- Additional services, such as packing, unpacking, furniture dismantling and re-assembly, will be made available if required.
- Services will be continually monitored, assessed and improved.

### Communication & administration

- You will be provided with a written quotation outlining the service required.
- You will be provided with written details before your move takes place, so that you have an opportunity to check the timetable is correct and that special instructions and packing needs have been correctly interpreted
- You will be given the opportunity to check and approve the service once the goods have been packed and loaded ready for transport and again on completion of the move.
- You will be invited to appraise the service and any question, issue or complaint will be handled quickly and effectively.

For more information go to

[www.bar.co.uk](http://www.bar.co.uk) or [www.guardianremovals.co.uk](http://www.guardianremovals.co.uk)