

# CARTERS

REMOVALS & STORAGE



## THE COMPLETE REMOVALS AND STORAGE SOLUTION



**CALL FREE 0800 783 4673**

Email: [cartersremovals@gmail.com](mailto:cartersremovals@gmail.com) Web: [www.allenbcarter.co.uk](http://www.allenbcarter.co.uk)

**FREE QUOTES**



Swansea: 01792 459596  
Llanelli: 01554 746822  
Carmarthen: 01267 232244  
Ammanford: 01269 594084



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FREE QUOTES



# Thank You

*for asking us to provide a quotation  
for your removal*

Carters Removals and Storage are a long established family business and we have an excellent reputation for care and courtesy.

Our vehicles operate throughout the U.K. and the services we provide can extend to the packing and removal of every single item from your old address to your new home.

We are a highly reliable company and do our best to accommodate all our customers on the dates they request. We suggest booking your move with us as early as possible to avoid disappointment in choosing the most suitable date for your move.

Please return your 'acceptance form' to us as quickly as possible to enable us to schedule your booking. The earlier you respond, the more likely it is that we can reserve your preferred removal date.

Please don't hesitate to contact us if you need any further information. Should you receive a more favourable quotation elsewhere we are always open to negotiation but we will never compromise on the quality of our work.

Yours sincerely,

*Carters Removals*



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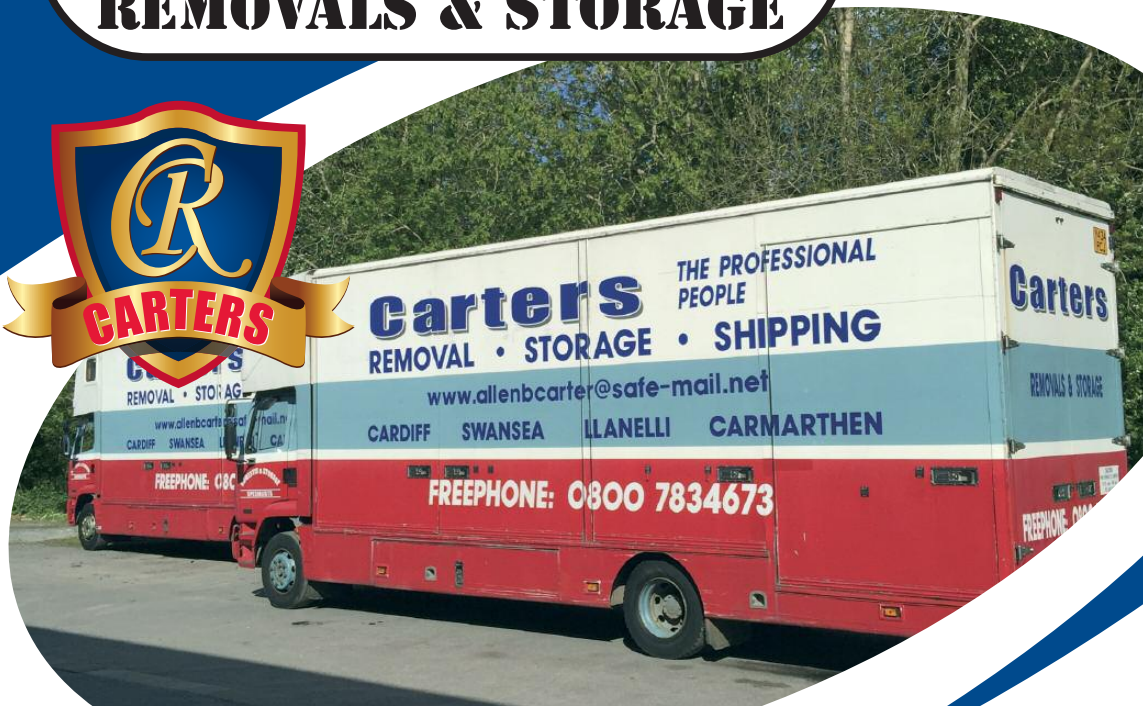


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## Our Services

### Removals

We are highly reliable and pride ourselves on the quality of our workmanship

- Free Quotations
- Comprehensive Insurance
- Relocation of Professionals
- Local & Long Distance
- Part or Full Loads
- Piano Specialists (Grand & Upright)
- Single Item to Full Contents
- Handyman & Cleaning Service
- Domestic, Office & Commercial
- Full Packing Service Provided

### Storage

We have large modern warehouse facilities and are able to meet all your storage requirements at very reasonable rates.

- Free Estimates
- Containerised Storage
- Free Standing Storage
- Dry Secure Heated Warehousing
- Full Inventory Taken
- Comprehensive Insurance
- House Clearance

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Group Head Office: Unit 14, Betws Park Industrial Estate  
Park Street, Ammanford, Carmarthenshire SA18 2ET

**AMMANFORD**

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**SWANSEA**

**01792 459596**

**LLANELLI**

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**CARMARTHEN**

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# PACKING MATERIALS

## Price List



### SMALL PACK SIZE – £50

Small Box	Medium Box	Large Box	Brown Tape	Fragile Tape	Bubble Wrap
10	10	5	1	1	1 Small

*Suitable for average 1 bedroom properties*



### MEDIUM PACK SIZE – £75

Small Box	Medium Box	Large Box	Brown Tape	Fragile Tape	Bubble Wrap
15	15	10	2	2	1 Small

*Suitable for average 2 bedroom properties*



### LARGE PACK SIZE – £135

Small Box	Medium Box	Large Box	Brown Tape	Fragile Tape	Bubble Wrap
20	20	20	4	4	1 Large

*Suitable for average 3 bedroom properties*



### EXTRA LARGE PACK SIZE – £175

Small Box	Medium Box	Large Box	Brown Tape	Fragile Tape	Bubble Wrap
30	30	20	6	6	2 (Small & Large)

*Suitable for average 4+ bedroom properties*

**CARDBOARD WARDROBES – £9.99 each**



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## PACKING GUIDE

### WHICH BOXES TO USE?

#### Use Modular Boxes

Always use removal boxes that have been specifically designed for domestic house removals, moving, shipping and storage. Packing boxes and removal boxes should be modular (stackable), so that when loading a removal vehicle or storage unit they can be built up together, just like using building blocks, which minimises wasted space, enhances box strength and makes handling easier, safer and more efficient.

#### Small Packing Box

Small packing boxes should be used for packing smaller heavier items such as tinned food, books and also delicate items and electrical items.

#### Medium Packing Box

Medium packing boxes should be used to pack general house items such as pots, pans, kitchenware and ornaments.

#### Large Packing Box

Large packing boxes should be used to pack larger yet lighter items of general household goods such as lamps, lampshades, kitchenware, soft furnishings, toys etc.

#### Wardrobe Boxes

Assemble the wardrobe box and insert the hanging rail supplied, hang the contents of your wardrobe and seal the wardrobe box with packing tape when full. Wardrobe boxes are excellent to use as temporary wardrobes if you have moved from a house with built in wardrobes to a house without built in or free standing wardrobes.



## BOX ASSEMBLY TIPS

#### Packing Box Assembly

1. Identify the bottom of the packing box.
2. Fold two opposite flaps inwards.
3. Fold the remaining two opposite flaps inwards.
4. Seal along the joint and at least six inches down the sides with packing tape.
5. For additional removal box strength, seal the box seams in an H pattern with packing tape.
6. Do not stretch the tape as this will weaken the tape and cause it to peel away from the removal boxes.
7. Do not interlock the flaps as this will weaken the removal box.
8. Once packed, fold two smaller opposite flaps inwards, fold the two remaining larger opposite flaps inwards and seal the joint across the top of the removal box with packing tape.
9. Mark boxes for your recognition, destination at your new home, un-packing priority, contents and your name and removal box number if going into storage.
10. Do not overfill boxes or leave items protruding from the top, as this will make them harder to handle and increase the risk of damage to contents and other items.
11. Do not make removal boxes too heavy (you may need to move them yourself once the removal men have gone).
12. Packing boxes with breakable contents should be clearly marked "FRAGILE".  
Rule of thumb **"The heavier the item, the smaller the box it should be packed in"**.



## PACKING FRAGILES

### How To Pack Breakables

In the bottom of the empty removal box, place a layer of screwed-up packing paper approximately two inches thick to act as a cushion. Then place a layer of strong or heavy packed china across the bottom. Add another layer of screwed up packing paper. Add another layer of china, each piece separately wrapped in a sheet of packing paper. Continue until the removal box is almost full, fill in gaps etc. with small wrapped items such as small cups and lids. Then add another layer of screwed-up packing paper approximately two inches thick across the top of the removal box Seal the fully packed removal box with packing tape and mark as fragile and also contents and destination at your new home.

### Glassware

Wine glasses, champagne flutes etc. should be wrapped using packing paper or our specialist glass wrapping sheets and packed into removal boxes a layer at a time with sheets of screwed up packing paper to act as a cushion between each layer. Alternatively you can use a cardboard divider which is easier than wrapping each individual item and offers additional support to the packing box.



### Plates

Plates should be packed one on top of the other with a sheet of packing paper around each. Place the crockery in the corners of the box with the largest at the bottom and work upwards. Wrap cups, mugs, bowls etc. and place in the centre and in any gaps of the removal box.

### Spouts & Handles

Jugs, teapots and items with handles and spouts should have extra padding around spouts and handles and be packed upright, fill in gaps, under and around the packed spouts and handles with packed lids and other small pieces of crockery or screwed up packing paper.

### Cutlery

Cutlery should be wrapped in small bundles with packing paper or corrugated wrapping cardboard, all sharp knives should be facing the same direction.

## MOVING APPLIANCES

### Fridges and Freezers

Weeks prior to your removal you should try to dwindle any freezer stocks, defrost and drain the day before your removal. Wrap with bubble wrap to protect against knocks and scratches during handling, moving and storage.

### Cookers and Fires

Disconnect gas and electric cookers and replace fittings with appropriate plugs and caps, seal hoses to the appliance with zip ties. Your removal company will be able to do this for you if you wish.

### Washing Machines and Dishwashers

Un-plumb and drain the day prior to your removal, your removal company will be able to do this for you if you wish. Wrap the items with bubble wrap to prevent damage during handling and moving.

### Irons, Fryers, Tea/Coffee Makers

Empty, drain and dry out prior to your removal day and pack into removal boxes.

### The Kettle

Do not pack the kettle, cups etc., as removal men often work a lot more efficiently when supplied with tea and coffee at regular intervals. Use a Bitz box to pack these items last and unpack them first.

## MOVING FURNITURE

### Wardrobes

The contents of free standing and built in wardrobes such as suits, dresses, shirts and blouses should be packed into wardrobe boxes or folded and packed in linen boxes. Alternatively, take 5 or 6 items on hangers, cover with a bin liner with the hooks poking through the bottom of the plastic liner and secure the hanger hooks with packing tape or zip ties to form a manageable bundle of hanging garments.

### Bedding

Linen, blankets, pillows and bedding should be packed into bedding sacks and linen boxes.

### Unnecessary Packing

It is not necessary to unpack chests of drawers or ottomans if contents are not breakable or heavy e.g. books. Secure drawers with handy wrap or removal van ties prior to removal to avoid damage to drawers and doors or walls and door frames during handling and movement. (however, some specialist removal company insurances may void the goods in transit cover if drawers etc. are still full, you should clarify this with your chosen remover).



### Hi-Fi, DVD and Computer equipment

The drawers should be empty of all disks, as when re-started, they may jam. Record players should have the turntable and playing arm secured. Wrap the item with bubble wrap to prevent damage.

### Lamp Shades

Once removed from their fittings they should be packed as breakables into packing boxes, plastic liners can be used for ordinary shades.

## HOME FURNISHINGS

### Carpets

Tacks should be removed and the carpet then rolled up, try to avoid bending the carpet as this will make it more difficult to relay, secure roll ends with packing tape. Advise your removal company if you are taking any or all of the carpets.

### Wall Hangings

Mirrors and pictures should be taken off the wall and wrapped in bubble wrap or removal transit blankets and packed into removal box. Our mirror and picture boxes are an excellent way of packing pictures and mirrors to create a sturdy transportable package. Clocks should be wrapped in bubble wrap.



### Fuel Filled Items

These should be emptied prior to your removal and packed separately and marked with caution, many removal companies are not allowed to carry such goods due to insurance clauses, these may include paint, petrol canisters, gas bottles (full or empty) garden chemicals or anything flammable. These items should be packed into a removal box and may need to be carried separately.



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## WHO TO NOTIFY CHECKLIST

When you're moving house, it's important to inform the relevant people of your departure. Use our handy checklist to ensure no-one is forgotten

### Services and Utilities

- ☐ Water
- ☐ Gas
- ☐ Electricity
- ☐ Telephone
- ☐ Post Office
- ☐ Cable/Satellite/Internet
- ☐ TV/Video rental companies
- ☐ TV Licensing

### Health

- ☐ Doctor
- ☐ Dentist
- ☐ Optician

### Motoring

- ☐ DVLA
- ☐ Breakdown recovery
- ☐ Vehicle registration
- ☐ Vehicle insurance

### Financial

- ☐ Banks
- ☐ Building societies
- ☐ Credit card companies
- ☐ Council tax department
- ☐ Premium bonds
- ☐ Your employer
- ☐ Insurance companies
- ☐ Pension companies
- ☐ Inland Revenue
- ☐ Social security
- ☐ Solicitor

### Others

- ☐ Friends and relatives
- ☐ Subscriptions
- ☐ Milk delivery
- ☐ Newsagent
- ☐ Sports club
- ☐ Library
- ☐ Schools/colleges



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## WHO TO NOTIFY CHECKLIST

Our handy moving guide will help ensure nothing is forgotten

### 2-4 weeks before your move

- **Packing** ~ If you are planning on doing this yourself, begin at least two weeks before your move. Label boxes with the details of their contents and the room in which they are to be placed at the new address. Pack heavy objects with the lighter ones: do not overstrain boxes or backs. Sort out rubbish. Sell unused items, or give them away.
- **Car** ~ get it serviced, particularly if you are going on a long journey.
- **Bank** ~ Notify your bank of your change of address and consider transferring your account to a branch nearer to your home. Don't forget any items that are retained by the bank for safe keeping.
- **Credit/Store Cards** ~ Fill in the change of address section of your statement when returning it with your payment and also notify any card protection insurers that you may have.
- **Standing Orders** ~ Give your new address to companies with which you have a hire purchase agreement or a loan.
- **Schools** ~ Notify your child's school of their leaving date and advise new school as soon as possible.
- **Inland Revenue** ~ Notify your local tax office quoting your reference number.
- **Premium Bonds** ~ Write to the Bonds and Stock Office quoting your bond number (form available from the Post Office)
- **National Insurance/DSS Benefits** ~ Write to your local DSS office, giving your full name, date of birth, and full National Insurance number.
- **Pension** ~ Advise your local Post Office or private scheme of your change of address.
- **Insurances** ~ Notify your broker or individual insurance companies: motor, household contents, life and other insurances.
- **Driving Licence** ~ Complete section 1 on your licence and return it to DVLC, Swansea, SA99 1BN.
- **Stocks and Shares** ~ Notify your stock broker or each individual Company Registrar.
- **Landlord/Tenant** ~ Give appropriate notice to quit or advise tenants of any change of landlord.
- **Doctor/Dentist/Optician** ~ De-register if you are moving away and research alternatives nearer to your new address. Liaise with hospital if undergoing regular treatment.
- **Post Office** ~ The Post Office prefers at least seven days notice for the redirection of your mail. This can only be done over the counter at the Post Office.
- **TV Licence** ~ Contact TV Licensing in order to transfer your licence to your new address, by calling 0870 242 3349 or visiting [www.tvlicensing.co.uk/moving](http://www.tvlicensing.co.uk/moving).
- **TV Rental** ~ Sets can normally be taken to your new address when renting from a large company and your records will be transferred to their nearest branch.
- **BUPA/Private medical** ~ Advise change of address and /or research new schemes.
- **Subscriptions** ~ Notify all organisations/clubs/charities to which you subscribe of your new address.
- **Printers** ~ If required, arrange for the printing of change of address cards, with your new postcode.
- **Hotels** ~ If you need hotel accommodation during the removal, book your hotel well in advance, especially if the move occurs during the summer months.
- **Carpets/Curtains** ~ If you are ordering these new, confirm the correct delivery dates.
- **Telecommunication/Mobile Phone Providers** ~ Contact providers including Internet account and advise your change of address and the date from which you wish your new number to operate. Give at least two weeks notice.
- **Council tax** ~ Notify relevant authorities in both your current area and the area to which you are moving.
- **Motor Vehicle Licence** ~ Send the appropriate section of your Vehicle Registration Document to the Vehicle Licensing Centre, Swansea, SA99 1AB.
- **Pets** ~ Make arrangements to book pets into kennels/cattery etc. or for friends/relatives to look after them during the move. Arrange for the transfer of your pet's records to the new vet.

*Continued overleaf...*



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### 1 week before your move

- **Electricity** ~ Contact your existing company and advise your new one of when you are to move into your new home. Give at least a 48 hours notice.
- **Gas** ~ The gas market is now open to competition and you can choose your supplier. If you want British Gas, contact their Homemovers Advice Line on 0645 555 408 as soon as you know your moving date.
- **Water** ~ At least 48 hours notice is required by both your existing and your new authority to arrange for disconnection and re-connection of supply.
- **Items on Loan** ~ Return borrowed items to your friends and neighbours.
- **Milk/Papers** ~ Settle outstanding accounts and cancel supplies.
- **Dry Cleaning** ~ Collect all remaining items.
- **Children** ~ If possible arrange childcare on removal day.

### 3 days before your move

- Pack a bag with a change of clothes and essential toiletries. Include a survival kit for the other end: light bulbs, toilet rolls, candles, screwdriver and pliers, matches, paper towels, cash and a note of important telephone numbers. Put this box in the boot of your car.
- Do last minute laundry. If you plan to store for an extended period, keep back clothes for the opposite season.
- Ensure that the keys for your new home are going to be available.

### 2 days before your move

- Empty, defrost and dry out your fridge/freezer if you are planning to store for any period of time. Food stuffs cannot be moved into storage.
- If we have quoted to move your freezer with contents (over a short distance), place the contents in polythene bags so that they can be lifted out quickly to facilitate the movement of the freezer.
- Make sure any packets, bottles or jars are sealed with tape to prevent spillage.
- Pack valuables and documents and put in a safe place.
- Resolve parking problems. Sort out lift access if you live in flats.

### 1 day before your move

- Arrange for refreshments for the next day, bearing in mind that your cooker may be disconnected. Moving is hungry work, so pack a carton of tea and coffee, UHT milk, juice cartons, biscuits, fruit, cheese, and something easy and filling like Cornish pasties. Also include plates, cups, serviettes, cutlery and sharp knife. Don't forget the kettle, a saucepan and a frying pan.
- Plan the evening meal for move day. It may be easier to eat out.
- Prepare plants for travel.
- Get a good night's sleep.

### Moving day

- Make sure you have the keys to your new property so that the removals company have full and complete access to your new house.
- Settle the children with their carer. If they are staying with you, organise a room with their toys and a few treats. Older children may want specific tasks, like packing their own personal box.
- The team leader will introduce himself and his crew to you. Show the team leader around the house.
- Keep the kettle boiling and the biscuits flowing so that everyone is refreshed.
- Strip the beds. Keep the linen in a box that travels with you so you can pull it out for the first night.
- Once the van is loaded, walk around the house with the team leader to ensure all items to be moved have been placed in the vehicle.
- Write down the electricity, water and gas meter readings to inform the utility companies.
- At your new home everything is unloaded and placed in the appropriate rooms and if quoted for, unpacked and unwrapped by the moving team.
- Once you are satisfied that everything has been delivered and positioned in appropriate places, you will be asked to acknowledge this by signing the team leader's delivery sheet, writing any comments you may wish to make.



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## Relocation Guide and FAQs

### ALWAYS AT YOUR SERVICE

**We cover UK, Swansea, Cardiff, Llanelli, Pembrokeshire, Carmarthenshire and all of west Wales**

The following questions are those which, over the years we have most frequently been asked, and feel that the information provided will be of assistance to help your move go smoothly.

1. Established in the Removal business for over 25 years and a member of the Road Haulage Association, Membership No. 23853.
2. A Fleet of Vehicles to suit all Removals. Single item to a full House.
3. Our vehicles are purpose built with sleeping facilities on board so there is never a need for the loaded vehicle to be left unattended.
4. We have Goods in Transit Insurance cover up to £25,000 for each vehicle (PLEASE ASK TO SEE OUR POLICY) and comprehensive Employers and Public Liability Cover.
5. Our vehicles are covered by a Goods Vehicle Operators Licence from the Department of Transport and maintained to a high standard.
6. Packing materials – Supplied in most cases free of charge, but if your date changes and we cannot carry out your move materials must be paid for.
7. We'll deliver Packing Materials (for a small charge) as soon as you book the Move.
8. We will also when possible collect and remove used packing materials.
9. Portable Cardboard Wardrobes on the day of your move – returnable please.
10. If you mark all boxes – lounge/bedroom/kitchen etc. – we will place accordingly room by room and furniture where directed.
11. We will dismantle and reassemble beds and wardrobes if agreed.
12. Chests of drawers and blanket boxes may be left full if strong enough.
13. Floor coverings to protect carpets and flooring will be provided.
14. All furniture is protected on the vehicle by our furniture blankets.
15. Large Pictures and Mirrors will be taken down by our staff.
16. All contents – garden furniture, pots, sheds, kennels etc.
17. UNDER NO CIRCUMSTANCES CAN WE MOVE PAINT, ALL INFLAMMABLE MATERIALS OR GAS BOTTLES.
18. We will disconnect, at owners' risk, all white goods (18a) and reconnect where . . . . permissible.
19. Self assembly furniture cannot be insured.
20. Attic contents may be moved subject to agreement.
21. Carpets will be rolled and taped where agreed.
22. Specialist Piano Removers – Uprights and Grand Pianos.
23. Uniformed Employees, experienced in all aspects of the Removal trade.
24. Once you confirm your booking you can Rely on our Service.
25. PAYMENT: on the day of your Move but 7 days prior to move from Store by Cheque, by Debit or Credit Card. Surcharges apply to Credit Cards.
26. Job cancellation and key waiting time waivers available. Please ask for further information.
27. Bridge Tolls (Severn) must be paid in advance in cash.
28. Access for delivery at new property – Low bridge or narrow access. IS THERE A LONG WALK TO THE PROPERTY?
29. Full Packing Service if required close to the date of your Move.
30. It is the customers sole responsibility to provide suitable access/parking information for HGV vehicles. (e.g. suitable terrain, access space, parking permits etc.)

### STORING YOUR GOODS

31. Our premises are Safe, Dry, Secure, Alarmed and Insured.
32. We will supply inventory sheets for you to complete.
33. Container Storage is our main activity, but we also have secure racked storage which can accommodate items too large for our Containers.
34. Removal to Store charges are One Way only.
35. STORAGE OPEN TO INSPECTION
36. As all professional removal companies, we operate under the working time directive for Large Goods Vehicle.

Please visit our website for further information on any of our services:

**[www.allenbcarter.co.uk](http://www.allenbcarter.co.uk)**





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# TESTIMONIALS



★★★★★ We have moved many times and can honestly say that Carters provided the best service that we have ever had. Nick and his team were exceptional... they couldn't do enough for us. This was a particularly difficult and emotional time for us and all the lads were so supportive and helpful that it really helped to settle us both down. PLEASE use this this firm if you're moving... you won't find better.

★★★★★ We couldn't recommend Carters highly enough.  
They recently moved us from the Swansea Valley to Cardiff and it was a pretty big job.  
They were brilliant. Nothing was too much trouble. They were helpful, hard working, reliable and all round lovely people. Made our moving day very stress free.

★★★★★ Superb service from Nick and the boys, nothing was too much trouble – everything was treated with great care – throughout the move. We have moved about 10 times over the years and this last move was due to retirement and I was dreading the move – but I shouldn't have, Carters ensured it was the best removal for us ever.

★★★★★ What can I say? Carters were absolutely brilliant. I genuinely cannot praise them enough. They were punctual, courteous, considerate and professional. The team that moved us were some of the hardest working people that I have ever met. They worked until 8 in the evening without a single complaint and no mention of extra charges. I would 100% recommend Carters.

★★★★★ Carters were brilliant. The team that arrived were absolutely first class and took the stress away from my wife and myself and went far beyond what was required of them. The move itself was very professional and done with courtesy and respect. It took all day and the team were excellent. Would thoroughly recommend this attentive family firm.

You can read many more testimonials from our satisfied customers at [www.yell.com](http://www.yell.com)



## WE HAVE AN EXCELLENT REPUTATION FOR CARE & COURTESY

*Never again, it just isn't worth it – seemingly that's the misery of moving house!*

**We can't guarantee to remove all the trauma but we do Promise to smooth the way**