

FAQ

What time does the staff arrive at my home? Answer: The ordinary time is between 07.00 AM and 09.00 AM, depending on traffic. Be prepared that our staff can arrive at your home already by 07.00 AM. We can only promise to be at your home between 08.00 AM and noon or between 13.00 PM and 16.00 PM if your removal is less than 10 m³. How does Alfa Quality Moving estimate the volume of my household goods? Answer: Our trained salesmen use the latest portable computer to do the estimation. Take into consideration that this is only an estimation, and 99% of the estimations have a miscalculation of 5%. Both the salesman and the customer go through the record before they sign it. It's important that you decide which furniture you want to bring with you in the removal and which of it you want to leave behind, before the salesman arrives for the survey. How long time before I wish to move, shall I book the removal? Answer: During low season, our recommendation is to book the removal at least 4 weeks before the date you wish to move. Last week every month is always the most popular, and it often gets fully booked very fast. During high season, from mid-June to the end of August, we recommend that you book even earlier since some of the weeks get fully booked very fast. I have received an offer from Alfa Quality Moving for a combined loading within Europe, what is combined loading? Answer: Combined loading means that your removal will be loaded on a truck together with another removal. This is the most economical and environmental friendly way to transport removal goods. We plan the removals to meet as many wishes concerning the removal dates as possible. This normally means loading and unloading on Wednesdays to Fridays and loading and unloading the week after at destination. It's Alfa Quality Moving in cooperation with the customer that decides which day the combined loading can be performed.