

Frequently Asked Questions

Here we have listed the questions our customers most frequently ask with our answers. Just give us a call if you want to know more.

How can I be sure that A-Trans is a reliable and professional removal firm? We have demanding customers. Staff members of the Embassies of Argentina, Bolivia, Chile, Columbia, Dominican Republic, Ecuador, Honduras, Peru, Spain, Venezuela etc. have made recent use of our services. We can supply you with their references. We are one of our insurance company's favourite clients, because we very rarely have to report an event of damage or loss of any importance. If you want to be on the safe side, ask our insurance agents: they will be pleased to tell you that we are classified as very low-risk. We can give you further details in four languages on request – in English, French, German and Spanish. To be sure that we understand your needs. How long before a removal should I get in touch with A-Trans? It's best to call us as soon as you are considering a move. The best way to ensure a perfect removal is to plan carefully, to act circumspectly and to decide in good time. Our experience tells us that you should reckon with about three months to prepare for a long-distance move. How long does a removal take? Every removal is different, but here are some guide-lines: From packing to unpacking, a removal takes as a rule… · 1 day within the same town or city · 1 &ndas 2 days within Germany · 1 week within Europe · 1 week by overseas air freight · 6 – 8 weeks by sea freight. How much will the removal cost? Again, that depends on the quantity, the packing arrangements and the distance, so we can only give some rough guides, but you will get a precise offer before you decide to make your move with us. · The transportation of goods packed on IPPC pallets costs approximately € 600 per cubic metre to the overseas port of destination. · The transportation of a 40 cubic metre container, packed for shipment with approximately 30 cubic metres of removal goods costs between € 3,000 and € 10,000 to the overseas port of destination. · At the port of destination, further costs due to customs duties and the costs of transportation to your front door are inevitable. We can only calculate them on an individual basis. What is better for smaller removals? Air freight or sea freight? Smaller quantities of household goods between 0.5 and 2 cubic metres can often be transported more cheaply by air freight, because the minimum tariffs for sea freight are relatively high. We will be pleased to compare the prices for you and tell you the most inexpensive method. Which documents do I need for customs clearance? Household goods and personal effects are usually duty-free. The customs may check that the declaration is correct. Alcohol and foodstuffs can generally not be imported to the country of destination, so you must leave them behind. The German customs requires the following export documents: · A photocopy of the passport of the owner of the goods and the packing inventory. · On import, the German customs requires in addition the freight documents (Bill of Lading, copy of the Express Bill or the AWD), the Customs Form 0350 as well as a certificate of registration from the registration authorities at the place of destination. · German citizens returning from residence abroad must present a certificate from their hitherto employer stating the length of their employment. · Citizens of other countries are required to produce their contract of employment with a German company. NB: For your removal, you are allowed to use only IPPC pallets. They must be marked accordingly. It is best to use the particularly light-weight INKA pallets to reduce costs. We will be pleased to answer your queries about which removal documents will be required by the customs authorities at your destination. How is a packing inventory compiled? Every single object must be noted down on the packing inventory: furniture, appliances, large toys etc. Each packed case should be numbered and its contents written on the outside: Books, clothes, crockery etc. Make a note of the number and the contents of each packing case on your packing inventory. As a final step, note the value of the individual items on the right-hand side of the packing inventory. How can I safeguard valuable goods? Particularly valuable items must be described precisely and listed individually on the packing inventory: each separate part and pattern of Meissen china, for example, or the size, technique and artist of your masterpieces etc. Boxes containing valuable or fragile goods must be marked accordingly. How can I reduce removal costs? Take the time to decide what you really want to take with you. Put everything else into storage (A-Trans can arrange that for you), sell it or give it to your friends. Pack your goods yourself. A-Trans will give you advice in that respect. We can also provide you with packing material. Load your container yourself. We will be pleased to tell you what you must pay particular attention to. How can I calculate the volume of the goods to be transported? The cost of a removal largely depends on the volume of the removal goods. With the aid of our removal check-list you can estimate the volume yourself. If you want to transport your goods on a pallet, stack the packing cases one on top of the other on a surface measuring 1.20 m x 0.80 m. Measure the height of the stack and add 0.20 m. By multiplying these three figures together, you have the volume of the pallet. Will A-Trans advise me if I decide to do the packing myself? That goes without saying. Just give us a call if you need advice. Where can I get packing material from? A-Trans can supply you with the necessary packing material on request. DIY superstores sell packing cases, adhesive tape and light-weight filling material. In Frankfurt and Berlin there are removal stores where you can buy everything you need. They also sell second-hand packing cases at reasonable prices. How can I transport my pet? We ensure a safe, friendly and speedy transport by air-freight in special boxes appropriate to each species. A-Trans will find out about any special immigration requirements (vaccinations, veterinary certificates) to which your pet may be subject on immigration. How can I transport my motor car? A-Trans will take care of safe transportation by container. How is my removal insured? If something should go wrong contrary to expectation, A-Trans is liable to the tune of € 620.00 per cubic metre according to § 415 g HGB (German Trade Law). In the case of damage or loss of individual items, we replace the current or market value. We can arrange for transport insurance at a reasonable price: for a small fraction (between 1% and 2.5%) of the declared total value of the removal goods with an excess of € 200.00, the current or replacement value of the goods is insured against loss or damage.