

amc removals

Removals Storage and Distribution



Carbon
Neutral
Organisation

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About us...



At AMC Removals, we realise no two moves are the same, which is why as a quality removal company we cater for all types of removals whether a one bedroom flat or a large country property to a complete corporate headquarters we can individually tailor each move to suit the client's requirements and easily accommodate any special requests to make your move hassle free.

AMC Removals emphasis on very careful staff selection, coupled with a comprehensive and on-going staff training programme ensure a very high standard of home removals.

Our staff are very helpful, friendly and in uniform and are always willing to go that 'extra mile' for our customers. Quite often, returning customers will request the same moving team.



Our friendly office staff are always on hand to offer advice, help and support providing local knowledge and taking care of you during every stage of your move. We will plan your move, spot any issues before they arise and find solutions to any difficult obstacles. Our staff handle literally thousands of moves every year and have the experience to deal with almost anything.

Why AMC Removals?

AMC Removals have been approved and accredited by the British Association of Removers (BAR) in addition to being endorsed by Which? Trusted Trader. In choosing a dual endorsed removal firm, our clients can be confident they are selecting the best company for their move.



Carbon Neutral Certified Company

Since January 2017, all AMC Removals operations have been carbon neutral. For a small charge, our clients can opt to ensure their removal is carbon neutral thus reducing the impact of moving home on the planet.

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About The British Association of Removers (BAR).



The British Association of Removers is dedicated to promoting professional excellence in the removals industry

BAR is the recognised voice of the removals industry. It is at the forefront of developing and maintaining standards and services

For the benefit of the consumer, BAR...

- Sets professional standards for the industry
- Provides expert training for the removal industry
- Provides professional information and advice to consumers
- Offers a dispute resolution service for residential consumers

Peace of Mind

BAR works with Members to ensure full compliance with its strict Membership Criteria and the Code of Practice. We expect you'll be delighted with your move, but we're here to help resolve any issues.

AMC Removals has been awarded ISO 27001, BS EN 14873, BS 8522, and BSEN 12522 after a very strict independent audit and will be audited annually. BS EN 14873 encompasses the provision of removal and storage of furniture and personal effects for private individuals. This gives our clients peace of mind **AMC Removals** warehouse and storage facilities have been independently audited and approved.



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Which? Trusted Trader.

AMC Removals are delighted to be endorsed for the second year running as an accredited trader by Which?



Who makes the grade?

Those who don't make the grade don't get endorsed. Due to the high demands of the assessment, not all businesses that apply get through the assessment process. Only those who meet our high standards can become Which? Trusted traders.

If things go wrong

An extra benefit of using Which? Trusted Traders is that we have an independent Alternative Dispute Resolution service, Dispute Resolution Ombudsman, on hand should something go wrong. This problem solving service provides peace of mind for both consumers and traders.

How Which? Assessed AMC Removals

Which? Trusted Traders is an endorsement scheme run by Which? that recognises reputable traders who successfully pass an assessment process carried out by our trading standards professionals. Not just anyone can become endorsed. The assessment process includes:

Credit report

This is obtained to validate the financial health of AMC Removals.

Customer Satisfaction

The Which? Trusted Traders endorsement team checked a selection of customer references from ten domestic customer details chosen at random by the assessor.

Business procedures

A thorough examination of business and administrative procedures to ensure that AMC Removals have consumer interests in mind.

Interview and assessment

Our standard assessment includes a face to face visit and interview carried out by a Which? trading standards professional to fully understand all aspects of how the applicant runs AMC Removals.

Report

AMC Removals received a report of the assessment, providing valuable feedback from our experienced assessors to ensure that they meet our high standards.

Endorsed Trader

Having passed all these checks, **AMC Removals** is now able to choose to join the scheme, agreeing to abide by the terms and conditions, code of conduct and pay the membership fees. They can now show their customers that they are an endorsed Which? Trusted trader.



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Carbon Neutral Certified Company

AMC Removals Ltd has offset their total organisational emissions footprint (73 tonnes CO2e) by supporting the VCS certified Solar Power project in India, which will reduce carbon emissions via the displacement of fossil fuels. This helps to combat climate change and sustain our environment for future generations. AMC Removals is absolutely committed to retaining its' carbon neutral status. We are all faced with the need to reduce carbon emissions globally. To become carbon neutral, AMC Removals first reduced all possible emissions and impacts and then contribute to a measured reduction elsewhere to balance the rest. Currently AMC Removals are the only Scottish removal company to proudly achieve carbon neutral status.

Corporate Social responsibility

AMC Removals participate voluntarily in the 'Career Ready Programme' from national charity Career Ready. This voluntary programme links High School students with working people and workplaces to develop the students understanding of careers and the right attitudes and professional skills needed to gain employment. This is a time intensive programme involving AMC Removals visiting the student in their school, organising visits to workplaces and supporting a paid internship with AMC Removals during the summer break. For each student, AMC Removals commit to a two year programme of support and help.

AMC Removals also visit local primary schools to give information talks on a broad range of topics. This is always very much enjoyed by our staff and of course the primary school pupils.

Environmental responsibility

AMC Removals are absolutely committed to reducing our carbon footprint. 40% of our fleet are Euro 6 compliant. Euro 6 is currently the highest environmental standard for vehicles available. AMC Removals have further committed to increasing our electric fleet to 11% of the total number of vehicles by 2019, 22% by 2020, 33% by 2022 and 66% by 2024. Our forklift vehicles are now 100% electric and we have been using 100% renewable electric for our office heating and lighting since 2018.

Contact us...

Once your property is up for sale, quite often the next step is to get a fixed price quotation for moving house. We will normally arrange for a specialist home removal consultant to visit your house and complete a full survey in order to fully assess your own individual requirements and to ascertain the correct size of removal lorry and packing materials and of course to offer free advice and answer any questions you may have. This survey is free of charge and will be at a time and date to suit you.



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Packing & unpacking...

Full house pack

The most tedious part of moving house is packing. If you have chosen AMC Removals to complete a full house pack, then just relax. There is nothing else for you to do. Our packing team will arrive the day before the move and professionally pack your entire house contents all ready for the arrival of the removal lorry the next day. Free packing cartons will be delivered free of charge the week before to allow you to pack your own personal items prior to the arrival of the packing team. This option is popular with our clients that have work commitments. Our disclosure checked crews will work unsupervised and on completion of the house pack will secure your house on departure, dropping keys at a work place or neighbour. This removes the inconvenience of organising a day off work.

Fragile pack

However, rather than have a full house pack, some clients will opt for a fragile pack. The packing teams will pack all fragile items including pictures and mirrors allowing you more time for organising the house sale and purchase process. This is a very popular option and allows your fragile items to be well cared for and professionally moved by movers that genuinely care about you, the customer. This is typically half the cost of a full house pack.



Self Pack

Should you decide to pack your house contents, then you can be confident AMC Removals have all the packing materials required at very competitive prices. Delivery is next working day, free and always will be at AMC Removals. Choose from a wide selection of packing cartons, bubble wrap, tape, packs of packing paper and wardrobe cartons always held in stock.

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Booking your removal

Once you are happy with your fixed price removal quotation, it is normally best to book as soon as possible to ensure your choice of removal date is available.

There is the easy option to book on-line with your username and password.

Once you have booked on-line, the same username and password will access your account where you can check invoices, your balance due and request changes.

Don't panic, choosing **AMC Removals** will ensure a stress-free removal day. Our lorries and teams are equipped to handle any last-minute changes. Our professional moving teams will be on hand to offer help and assistance in any way they can. At your new property, they will place carpet protectors if required and will always place everything into the rooms and positions of your choice.

If you have asked for dismantling and reassembling of wardrobes and beds, then relax. Every one of our moving teams are specially trained to offer this service making your home move easy and stress free. Our teams are specialists in moving large and awkward furniture as well as pianos. Your house move is in very safe hands.

Removal day...



Our specialist built removal lorries are large enough to cope with just about any size of removal and are all equipped with transit covers and ties to ensure safe transportation of your treasured belongings. All our vehicles are equipped with sat-nav, vehicle trackers and mobile phones to further enhance the efficient moving of your home. If there is a delay with access to your new house, don't panic. Our crews never finish at 5 pm leaving you without possessions, they will work very late or during weekends to ensure minimal disruption in case of any delays.

Storage...



In today's home moving market you may require affordable storage for a few days, weeks or even years. Our bright modern containerised storage warehouse offers the safest environment to store your treasured furniture and belongings. With the utmost care, your possessions will be packed into specialised built storage containers before being sealed shut and transferred to our warehouse for secure storage.

Our warehouse is fully protected by a 24 / 7 monitored alarm by ADT incorporating heat and motion detectors in conjunction with a sophisticated CCTV system.

Customer inspection of the warehouse is always welcomed.

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**And Finally, perhaps
most importantly....**

Customer reviews.

In today's competitive removal market, more than ever, the use of independent websites for unbiased customer feedback on their house move has increased in significance. Our great customer service, competitive prices and our versatile packing expertise has given us a great relationship with our customers. **AMC Removals** have used, and continue to use [reviews.co.uk](https://www.reviews.co.uk) for independent unbiased customer feedback on their house moving experience. You may visit [reviews.co.uk](https://www.reviews.co.uk) and view our feedback. **AMC Removals** have the highest number of positive reviews in Scotland. And these reviews come from around Scotland and beyond.

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