

D O R E E
BONNER
INTERNATIONAL GROUP



**The purr-fect move
across the world**



www.doreebonner.co.uk

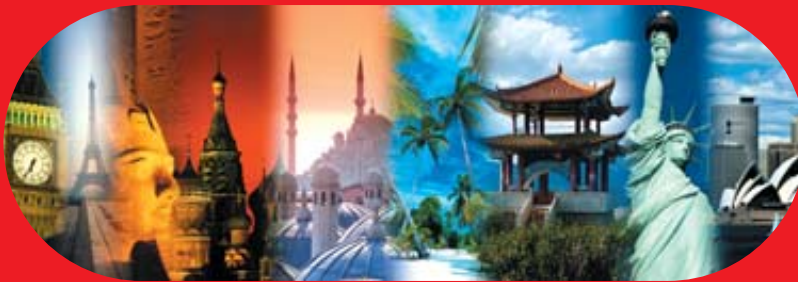
Worldwide Experience



Doree Bonner International is truly an International Mover and can deal with any destination in any country, however distant, using our network of reputable and professional agents who have been 'handpicked' because we believe they can provide a service at destination to match the high standards we strive to achieve in the UK.

Remember we have been an established International mover for over 90 years.

In the UK, the Doree Bonner International Group has branches stretching from Glasgow and Edinburgh in Scotland to Canterbury in East Kent across to Bath in Somerset and numerous places in between. It's Consolidation Centre in Dartford is ideally situated for ports such as Felixstowe, Dover, Tilbury, Folkestone and is at Junction 1 of the M25, giving easy access to the motorway networks of the British Isles and the near continent. It is also only 20 minutes from the centre of the country's capital.



Making the right decision

At Doree Bonner, we understand that moving abroad is a time of mixed emotions. All too often the great excitement and anticipation of choosing a new home and learning about your new surroundings is over shadowed by anxiety, stress and worry. We understand this. That is why as a professional Moving Company, we at Doree Bonner aim to take the strain where we can, leaving you to savour the excitement.

Ask yourself:

- Will the mover truly understand our needs?
- Will our effects be handled with care?
- Can we rely on them to be flexible and accommodating?
- Has the mover got a proven track record?
- Are your Movers FIDI, FAIM accredited?
- Is your Mover directly authorised by the F.S.A to sell insurance?



We would like to help you make that decision.



Your Move



From your first call to Doree Bonner, our fully trained coordination and sales staff will ensure that your move runs smoothly from start to finish. Remember that we've been moving people like you for 90 years and our uncompromising commitment to traditional values such as respect, courtesy and punctuality has set us apart.

We will arrange for a member of our sales team to visit your home to ensure that your move is made as individual as yourself and that you receive a comprehensive estimate based on your own requirements, from moving the largest piece of furniture or your car, to making a special case for your smallest, prized possession.

Come moving day, a team specially chosen from a front-line staff of over 150 qualified removers and packers will commence wrapping and packing of your goods using the highest quality packing materials.

Sit back and relax, the team have been assessed by T.M.I (The Movers Institute) and have also been

security cleared by the Ministry of Defence. Staff at Doree Bonner International are regularly trained on their skills and techniques, completing courses developed by B.A.R. (British Association of Overseas Removers). We also have "in-house" training courses including professionally produced videos detailing and explaining all aspects of packing and wrapping.

In 2002 Doree Bonner became a FIDI FAIM Mover. FIDI FAIM certified Movers have passed a gruelling quality compliance procedure and so earned the right to be a part of the FIDI network. The compliance procedure is examined externally by Ernst & Young every two years to prove that they can deliver services of the highest quality. FAIM is unique as it is the only quality standard for the international moving industry. There are approximately 500 companies in 100 countries who have attained FAIM worldwide. Visit their website at www.fidi.com

Once your goods are packed and on their way, you can be rest assured that Doree Bonner will have selected only the most reputable of International carriers and of course our nominated agents will work to the high standards you will have enjoyed in the UK.



Insurance

It may seem odd to mention insurance at this stage and although Doree Bonner will take every care to protect your goods in transit and storage, due to circumstances beyond our control, the unthinkable can sometimes happen so we recommend to all of our customers that their treasured possessions be insured. We can offer insurance that will not only cover replacement of goods, but also cover the cost of moving.

From the 14th January 2005 it became illegal for a Removal Company to offer or sell Insurance unless they are authorised by THE FINANCIAL SERVICES AUTHORITY (F.S.A). The F.S.A regulates the selling of Insurance, principally to protect and ensure that the public are treated fairly. We are directly authorised by the F.S.A and you can check this on their Register by visiting their website: www.fsa.gov.uk/register or by contacting them on 0845 6061234. Our F.S.A name and number are Kelerbay Ltd. No. 301922.

You may be offered a product called Standard or Extended Liability. This is not Insurance and the legal complexities of this product could leave you and your family severely disadvantaged.

Our policy includes the following:-

- Comprehensive door to door cover.
- No excess in the event of a claim.
- Free storage insurance at origin and destination (Maximum 60 days).
- Provision for insuring your shipping charges in the event of a total loss.
- Step-by-step proposal form designed to more easily achieve a realistic replacement value of your belongings.
- Very competitive rates as result of our very low claims experience.



FSA®



"THE PURR-FECT MOVERS"

D O R E E
BONNER
I N T E R N A T I O N A L

We care for our customers possessions whilst in our hands so that after the move they are still there for you to enjoy.

Careful Packing

Our Experienced team will carefully prepare and pack all your possessions to ensure trouble-free transport to your destination.



Fragile items and glassware are individually wrapped and protected, then packed into larger reinforced cartons (where specified).



Delicate furniture and valuable items are carefully wrapped and packed into custom built cases for optimum protection (where specified).



Paintings, pictures and ornate mirrors are carefully wrapped and placed into the custom made crates for their added protection and safety (where specified).





We only use the highest quality packing materials and have a vast range to suit any requirements you may have.



All our materials are recyclable, ensuring we can do something, no matter how small, to protect our planet for generations to come!



We have our own case-making facility and make crates/cases for the smallest pieces of art to large motorcycles and machinery.



We really care for your possessions whilst in our capable hands so that after the move they are still there for you to enjoy.



Choosing the right method

Choosing the correct method of transport is vitally important and it can affect cost and transit times involved. You can use any one of the methods listed below or a combination depending upon your requirements.

International



Sole Use Container

Your goods will be loaded into a steel shipping container which will be carrying only your goods. Where access allows, it will be loaded and sealed at your residence before being returned to the port of exit for loading to the next available vessel to your destination country. This method provides the fastest transit time as there are no delays waiting for other shipments to fill the container.

Cased Container

For shipments where a full container would not be economical. Your goods will be loaded into purpose made shipping cases at our International Centre and then will be loaded inside a steel shipping container by carriers who we know offer only the best and most reliable services to your final destination.

Shared Use Container

This service is provided by Doree Bonner to the most frequently serviced destinations worldwide. Several shipments to these destinations are consolidated at our International Centre prior to loading into a shipping container. Because freight costs are shared we are able to pass these savings on to you, these saving often outweigh the longer transit times that may occur because of the need to wait for other shipments to complete the container load.

Air Freight

Although air freight as a general rule is more expensive than sea freight, it may be worth considering sending a small shipment of essentials in advance of your sea shipment. Many people send anything from baby's cot and toys to vital work related documents and equipment.

Europe



Direct Load

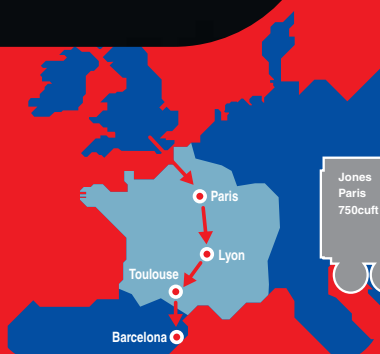
When time is of the essence, a Direct Load means that you can choose the collection and delivery dates to suit your busy schedule. We can arrange for your goods to be transported directly to your new residence in a vehicle dedicated to your move.

Shared Load

If you have economy in mind and your moving dates are flexible, then our shared load services across Europe will suit you. The cost of the vehicle's journey across Europe is shared on a volume and destination basis.

The diagram shows a typical journey, the vehicle loaded in a way to enable deliveries to be made on route to it's final destination.

Possible drop off route



Return Loads

The above services are also available to customers moving back to the UK from Europe.



Destination Services

Having chosen the right method of transport it is now important for you to choose the Destination services best suited to your requirements and budget.

Customs Clearance and Delivery(CC&D)

- Transit of consignment from arrival port-payment of port handling charges at most destinations
- Customs clearance formalities and assistance
- Delivery to residence of normal access
- Unwrapping and positioning of furniture
- Unpacking of cartons on to flat surfaces
- Unpacking of cartons into cupboards is available at an additional cost (where applicable)
- Disposal of used packing materials on day of delivery
- Valet service available upon request

Customs Clearance and Handout (CC&HO)

- Transit of consignment from port of arrival to destination Agents Warehouse
- Payment of port handling charges at most destinations
- Customs clearance formalities and assistance
- Handout charges for customer to collect from warehouse

Port Arrival Only (PAO)

- Doree Bonner only work with Agents who have been specifically chosen because of the quality of service they provide
- However some of our clients prefer to make their own arrangements at destination
- Doree Bonner accept this and can therefore organise transit to Port of Arrival only excluding all destination services and the charges these services attract

We would only ask you to ensure that you are totally aware of your obligations with regard to customs documentation and procedures to avoid delays and any additional charges this may incur.

Kerbside Delivery (Airfreight only)

- Customs clearance formalities and assistance
- Payment of Airline handling charges
- Transfer of consignment to arrival residence
- Excluding unpacking

Storage

If for any reason you cannot take immediate delivery of your consignment, storage can be arranged in the UK or at the destination.

- Rates can be obtained from any of our Agents worldwide
- Rates for storage may vary depending upon the size of your consignment and the estimated period of storage required
- We only use Agents with Storage facilities that rate amongst the best in their particular country
- Doree Bonner prides itself on the relationships it has around the world with its destination Agents who we see as an extension of the Doree Bonner Group of Companies



These Agents have been chosen because of their excellent facilities, customer service history and financial stability.



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EXPRESS
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INTERNATIONAL

GLASGOW

MONTGOMERYS
REMOVALS
INTERNATIONAL

GLASGOW

EXPRESS
REMOVALS
INTERNATIONAL

EDINBURGH

LEA & W
REMOVALS & STORAGE

NOTTINGHAM

DYMOCKS
INTERNATIONAL

LUTON

JAMES
A & S.G.
INTERNATIONAL

HIGH WYCOMBE

GARDNER'S
INTERNATIONAL

HIGH WYCOMBE

BONNER
INTERNATIONAL

BATH

BONNER
INTERNATIONAL

DARTFORD

S&R REMOVALS
& STORAGE

AYLESBURY

JORDAN & JARRETT
INTERNATIONAL

CANTERBURY

DODDS
INTERNATIONAL

ASHFORD

RICHMAN RING
INTERNATIONAL

LONDON

CHAPMANS
REMOVALS & STORAGE

KENT & SURREY

JOHN DUNCAN
REMOVALS & STORAGE

EDINBURGH

KELLYS
REMOVALS & STORAGE

NEWCASTLE

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LONDON

The art of being local nationwide



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