

**Your rights
explained**

Looking to Move?

Feel confident when you
see this logo



Things to check prior to moving home

To prepare and plan for a smooth and efficient move to your new home, you:

- Should look for removers displaying the BAR/OFT Approved code logo. These companies are members of the British Association of Removers (BAR) and follow its code of practice which has been approved by the Office of Fair Trading (OFT).
- Should plan your move well in advance. Contact your local BAR member up to one month before you hope to move even if you don't know exactly when the big day will be. They will tell you what they offer and the areas you need to think about. This way you can plan your time and concentrate on the essentials.

- Should consider using professional packers. If you can afford to have your packing done professionally, do so. BAR members use a range of appropriate packing materials and employ fully trained staff who will pack and unpack your things professionally and safely.
- When using professional packers discuss insurance arrangements, or other protection options as no matter how much care is taken with packing and handling, accidents do sometimes happen. Unless insurance or other protection is obtained, BAR members limit their liability if loss or damage occurs to a maximum of £40 an item. All member companies must have insurance which meets BAR standards and it is strongly recommended that you discuss this with them.
- Should avoid moving on Friday. If you can, avoid Fridays as this day is always busy. Some moving companies may even offer a discount if you move in the middle of the week.





Using a BAR member

All BAR members have signed up to a stringent code of practice that protects and promotes consumers' interests beyond the basic requirements of the law.

Members who display the BAR/OFT Approved code logo are offering you peace of mind and reliable customer service.

The advantages to you if you use a BAR member are:

- Reassurance. BAR members must comply with on-going site inspections during their membership.
- BAR members are professional companies committed to a required standard of service dictated by the code of practice.
- Customer prepayments are protected in the event the BAR remover cancels or experiences financial difficulties (subject to the BAR pre-payment protection plan terms and conditions).
- A free independent conciliation service and low cost arbitration scheme.
- On-going monitoring of customers' satisfaction. Members must provide evidence of quality of service to BAR and the OFT.

To find out more

For more information on the Consumer Codes Approval Scheme and a list of BAR code members who are licensed to display the OFT Approved code logo please visit **www.oft.gov.uk/codes** or contact the British Association of Removers (BAR).

The British Association of Removers (BAR)

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Call **0800 389 3158** for more free copies of this publication or to request a different format.

Published by the Office of Fair Trading
Printed in the UK on at least 50% recycled paper
Product code OFT1163
Edition 01/10
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www.oft.gov.uk