BEFORE YOUR MOVE

What's included, what's covered

A move without nasty surprises starts with clear rules: what our team always protects, what else you can hand over to us, and what the insurance covers. This guide summarises our General Terms and Conditions; it does not replace them.

1

Your furniture and fragile items are protected

Blankets, film and covers for furniture, pictures, mirrors, screens and mattresses: included in every move.

2

Whoever packs is responsible

If you pack a box and it arrives intact, we cannot be responsible for what is inside. Let us do the packing: we know how each item was protected.

3

Transport insurance included

Your belongings are insured at their declared value: CHF 500 per m^3 by default, or the value you enter in the quote.

At a glance

Always included

- ✓ Standard furniture protection (blankets, film)
- ✓ Covers for pictures, mirrors, screens and mattresses
- ✓ Simple dismantling and reassembly needed for transport (beds, tables)
- ✓ Loading, transport and placing items in the right rooms
- ✓ Transport insurance, at declared value (CHF 500 per m^3 by default)

Optional, as per your quote

- **Full packing** of your whole home
- **Fragile packing** only: crockery, glasses, decorations
- Dismantling and reassembly beyond simple jobs
- Disconnecting and connecting appliances (standard installation)
- Removing and fitting light fixtures by a qualified technician
- A higher declared value for your precious items

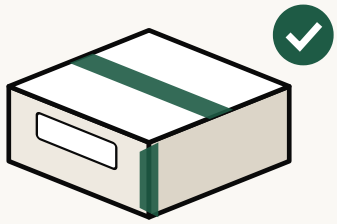
Your job, unless you add an option

- ✗ Packing, closing and labelling your boxes (max. 25 kg)
- ✗ Emptying furniture and keeping screws and fittings together
- ✗ Emptying, defrosting and drying the fridge and freezer
- ✗ Fitting the washing machine's transport bolts
- ✗ Keeping jewellery, cash, documents and keys with you

Good to know: the price of each option is shown in your quote. An option not ticked in the quote is not carried out on moving day.

2 Who packs, who is responsible?

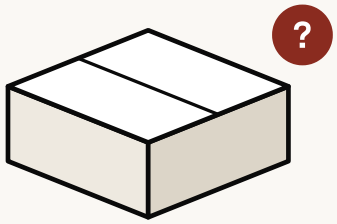
An item broken inside a closed box may have broken before the move, because of the packing, or during transport. If we saw neither the item nor the packing, we cannot know what happened.



We pack

Full or fragile packing

- ✓ The right materials for each item: paper, bubble wrap, crockery boxes, wardrobe boxes
- ✓ We see the condition of the item before packing it
- ✓ We know how it was protected, and we are responsible for it as our own work



You pack

Your box, your packing

- ✗ We see neither the item, nor its condition, nor how it was protected
- ✗ Box intact on arrival: its contents are not covered
- ✗ We may refuse a box that is open, unstable, too heavy or poorly protected

Three situations

A vase packed by our team arrives broken.
We assess it as damage linked to our work.

Assessed, covered if our fault

Your box was dropped and arrives crushed.
The handling is visible: we assess the damage.

Assessed

Your box arrives intact, with a broken glass inside.
Nothing shows a problem during transport.

Not covered

Never covered, even if we packed it: wear and tear, an internal defect, an old repair, a breakdown without impact, data loss, or a material breaking solely because it is fragile.

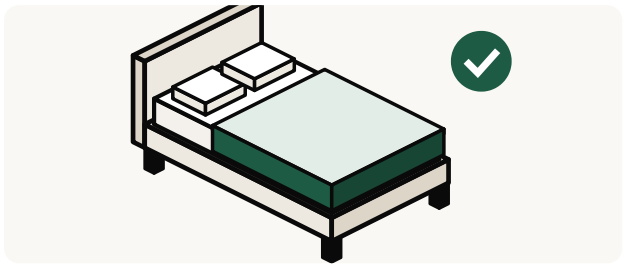
The simplest solution: leave the fragile items to us

You pack books and clothes; we take care of crockery, glasses and decorations. Ask for the option in your quote.

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3 Dismantling and reassembling furniture

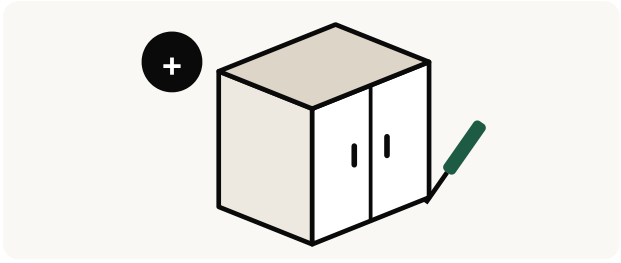
We dismantle what is needed to get through doors and travel safely. Anything else depends on what your quote includes.



Included: simple dismantling

In every move

- ✓ Beds, tables, removable legs and tops
- ✓ Anything that must be taken apart to fit through a door or stairway
- ✓ Reassembly on arrival, in the room you choose
- ✓ Your mattress travels in a protective cover: we take care of it

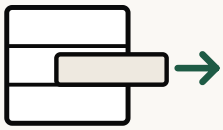


Optional: complex furniture

As per your quote

- Wardrobes, walk-in closets and large flat-pack furniture
- Loft beds, bunk beds or beds with a mechanism
- When it is in the quote, time and tools are planned: on moving day, the team keeps going

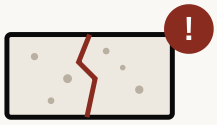
Before moving day



1 Empty your furniture: drawers, shelves and wardrobes.



2 Dismantling yourself? Put screws and fittings in a closed, labelled bag taped to the furniture.



3 Tell us about chipboard, MDF, glued, repaired or unstable furniture.



4 Keep the instructions for flat-pack furniture if you still have them.

Three situations

Our team scratches a table while carrying it.
This is damage linked to our handling.

Assessed, covered if our fault

You dismantled the bed and a screw is missing on arrival.
The bag was neither closed nor labelled.

Your responsibility

A chipboard wardrobe splits during reassembly.
With no handling error, the panel gave way on its own.

Not covered

Chipboard and MDF: tell us before the job. These panels do not cope well with repeated assembly. A handling error by our team is still covered; a panel that gives way solely because it is weak is not.

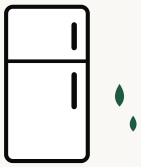
Win back your first evening

With dismantling and reassembly of complex furniture in your quote, you sleep in an assembled bed and put your clothes away on the very first night.

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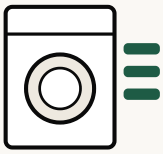
4 Appliances and light fixtures

An appliance travels empty, dry and secured. Unless your quote includes the option, preparing and connecting it is your job.



Fridge, freezer

- Empty and unplug it the day before
- Defrost, clean and dry the inside
- Leave the door ajar to avoid odours



Washing machine, dishwasher

- Drain any remaining water (filter and hoses)
- Washing machine: fit the **original transport bolts**
- Without bolts, the drum can be damaged in transit



Screens and computers

- Back up your data before the move
- Keep the original box if you have it
- Data loss is never covered

We can do it

Optional, as per your quote

- ✓ Disconnecting and connecting appliances on a **standard installation**: existing water supply and drain, existing socket
- ✓ Removing and fitting light fixtures on an existing electrical point, by a DL Company **qualified technician**

We never do it

Call in a specialist

- ✗ Any work on gas
- ✗ Work on the fixed electrical installation: new point, fuse box, wiring
- ✗ Any work that the law reserves for a licensed professional

Three situations

The fridge arrives with a dented door.
The impact is visible: we assess the damage.

Assessed, covered if our fault

The washing machine travelled without bolts and the drum is damaged.
Preparing the appliance was your job.

Not covered

The dishwasher no longer starts, with no sign of impact.
Nothing shows a problem during transport.

Not covered

An appliance that stops working with no sign of impact is not covered. A breakdown can come from the appliance's age or its preparation. Test your appliances before the move and, if possible, photograph them running.

Arrive, plug in, ready to go

With the appliances option, we disconnect the washing machine and dishwasher before the move and connect them on arrival. With the light fixtures option, your rooms have light on the first night.

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5 Special items

Declare before we quote

- Any item worth over **CHF 5,000**
- Any item weighing over **100 kg**
- Pianos, safes, billiard tables, aquariums
- Artworks, antiques, collections
- Professional instruments and equipment

We plan the right equipment, packing and insurance. Without a declaration, we may refuse the item on moving day.

Keep with you

- ✕ Cash, cards and means of payment
- ✕ Jewellery and watches
- ✕ ID papers and important documents
- ✕ Keys and essential medicines
- ✕ Hard drives and data storage media
- ✕ Irreplaceable keepsakes

Not moved without written agreement

- ✕ Flammable, explosive, toxic or corrosive products
- ✕ Fuels and gas bottles
- ✕ Live animals
- ✕ Any prohibited or regulated goods

Your quote, box by box

Before accepting your quote, check that these options match your move. An option not ticked is not carried out on moving day.

☐ **Full packing**
You have nothing to prepare. Ideal if you work until the day before or are moving a large home.

☐ **Fragile packing**
Crockery, glasses and decorations packed by us, so covered as our work. The best balance of cost and peace of mind.

☐ **Extended dismantling and reassembly**
Wardrobes, walk-in closets, loft beds: assembled on arrival, ready to use the first night.

☐ **Appliances**
Washing machine and dishwasher disconnected and connected on a standard installation.

☐ **Light fixtures**
Removed and fitted by a qualified technician, on existing electrical points.

☐ **Your declared value**
Enter the value of your precious items in the inventory: screen, painting, designer furniture. Otherwise, CHF 500 per m^3.

Three situations

On moving day, we find a piano nobody told us about.
The team has neither the equipment nor the time planned to carry it.
May be refused

A watch was left in a chest of drawers.
Jewellery and watches remain in your care.
Not covered

A CHF 8,000 painting, declared at its value in the quote.
Suitable packing and value known before the move.
Covered as per the policy

A question about your quote?

Tell us what you would like to hand over to us: we add the option and send you an updated quote.

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6 Insurance, made clear

Included in the price

Included

- ✓ Moves, transports (heavy items and pianos included) and international moves
- ✓ Your belongings are insured during **loading, transport and unloading**
- ✓ Premium of **0.4% excl. VAT of the declared value**, included in the quote price

NOT COVERED BY THIS INSURANCE

- ✗ Clearance, packing only and cleaning
- ✗ Storage: it has its own monthly insurance

The declared value

Default or yours

- ✓ By default: **CHF 500 per m³** of each item's volume, or the value stated in the quote (heavy items, pianos, valuables)
- ✓ You can declare **a different value, item by item**, in the inventory of your online quote
- ✓ It is the compensation limit for each item

ABOVE CHF 50,000 PER MOVE

1. We have the cover extended by our insurer
2. You can sign the quote
3. The order is confirmed after our written approval
4. Without an extension, cover stays at CHF 50,000 and you can withdraw free of charge

What difference it makes

EXAMPLE	VOLUME	DEFAULT	IF YOU DECLARE YOUR VALUE
Three-seater sofa	2 m³	CHF 1,000	**CHF 2,500**
Television	0.2 m³	CHF 100	**CHF 1,200**
Signed painting	0.05 m³	CHF 25	**CHF 5,000**

Maximum amounts covered. Volumes and values are examples only. A higher value increases the premium; a value lower than the one in the quote does not reduce the price.

Nothing is refunded automatically. If there is damage, each case is assessed: the insurer asks for proof of value (invoice, photos) and an explanation of the damage. It always prefers repair; if repair is not possible, it pays compensation up to the declared value. The policy's excesses and exclusions still apply.

7 If something is damaged

On site

- Report it before the team leaves
- Note it on the end-of-job document

3 days

- Damage found later: write to us within 3 days at the latest

Evidence

- Photos of the item and the packing
- Invoice or proof of value if requested

Keep everything

- Do not repair or throw anything away until we agree

Report it online at **dlcompany.ch/en/report-damage**, photos included, or write to sinistre@dlcompany.ch with the **damage claim form**. Our movers can record damage, but only our written reply counts as a decision.

Your move, with no surprises

Packing, furniture, appliances, insurance: tell us what you would like to hand over to us and we will add it to your quote.

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