

Follow the instructions below to ensure that your belongings can be stored quickly and safely:



Make a list

Make a detailed list of the items you are going to store. If you want to use our return service, this will make it easier for you to tell us exactly what items you need.



Make sure your items are well packed

Use bubble wrap, wrapping paper and other packing materials to protect fragile and sensitive items. **We are not responsible for goods damaged in transit due to inadequate packing.**



Pack all your belongings in moving boxes (not bags)

Smaller items should be stored in moving boxes as much as possible. If you use our pickup service, our staff **cannot take loose bags or damaged moving boxes.**



Pay attention to the weight of your belongings

For heavier items, use smaller boxes. Please do not place too many heavy items in the same box. Please let us know in advance if you have heavy items that cannot be lifted by two men.



Make sure that mattresses, carpets and televisions are covered

For hygienic reasons, we kindly request that all mattresses and carpets are stored in a sealed bag or wrapped in plastic. Our drivers are only allowed to pick up mattresses or carpets without a cover, if we package them for you in our warehouse. **In this case, we will charge a fee.** For televisions we recommend protecting them with protective wrapping foil or a blanket around them.



No food or hazardous items

It is forbidden to store food and other perishable items. Of course, it is also prohibited to store illegal items, such as explosives, weapons, drugs and other dangerous goods.



Ready for transport

Make sure all your belongings are ready for pickup so that our staff can load your items immediately. Our staff will not help you pack or disassemble items. **Please make sure that our driver can park within 20 meters walking distance of the pickup location.**

Thank you very much!

Need help?

Contact our support team for any of your questions.

Tel: **1800 921 265** | Email: au.info@boxie24.com

Office hours: MO - FR 09:00 AM - 06:00 PM