

Please find this information as my evidence as to the lack of service by "FURNITURE REMOVALIST SERVICES" Job: Brisbane to Sydney.

Find below my evidence as to a service not provided. As you can see from the quote also attached I was quoted for 18 cubic metres and paid for same. This is what I got.



This is the truck that came. I booked 18 cubic metres of space on the truck. This trucks measurements were 2.4 metres wide and 2.9 high. this means for 18 cubic metres of space I should have had 2.6 metres in length. Top to bottom filled also.



Images of the truck filled with my belongings. Note, the truck is just over half filled.



Left Image shows tape measure and how much of the truck I was allocated.

Right Image shows close up of tape measure showing to the edge of timbers (Doors close at the timbers) Distance is 1.8 metres (1800mm). This shows if my belongings were filled to the roof I would have had 12.5 cubic metres on the truck.



These Images shows that more space was taken off my total. .3 metres x 2.4 metres x2.9 metres = appoort 2 metres cube. this leaves me with only 10.5 cubic metres. As you can see the truck is only approx 2/3 high with my belongings. so it can be safe to say that that I only had 7 Cubic metres on that truck. I paid for 18 cubic metres.

As a consequence my total belongings did not arrive as promised by the company.

The company continually demanded they had allowed me the 18 cubic metres on the truck. They also told me I had 35 cubic metres of items on the property. They insisted there was 15 cubic metres on the truck. They also informed me that they would not take the rest of my belongings unless I paid them at least \$1000.

After much negotiations they did agree to bring 10 cubic metres of my belongings down but again told me I had more than what I had booked and I would be charged \$100 per Cubic metre.

As I did not have a pleasant experience with the company and I also felt racially discriminated by the companies employees due to the way they were talking in a foreign language.

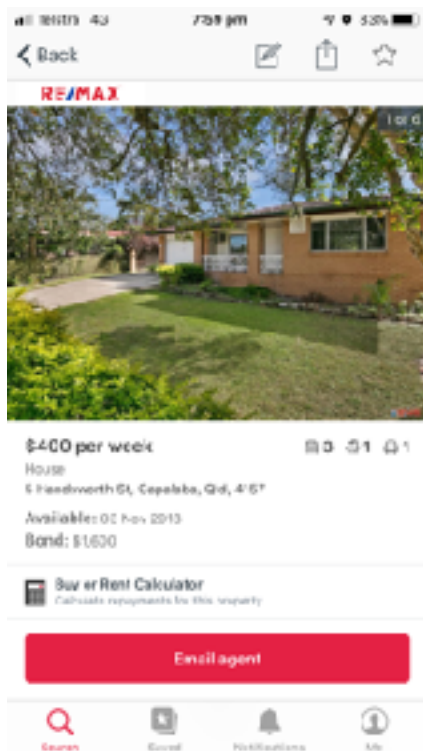
I decided to complete the job myself, I have attached a letter I sent to the company explaining the reasons I did it myself.



I hired a small truck that was a one way rental. The truck was the same size truck I had been originally quoted. A 20 cubic metre truck.



These images show I only just half filled this 20 cubic metre truck. I am not a professional truck packer so the truck could have been packed so much better by “Professionals”



This image shows the date the property had to be vacated as there was a tenant organised but fell through due to the property not being vacated on time.