

EXPERIENCE THE ROYAL MOVE

A dark, almost black background with a bright, glowing yellow-orange light streak that curves from the left side towards the right, positioned below the text. The light has a soft, ethereal quality with some internal texture and a slight gradient of color from yellow to orange.

## CONTENTS

---

This is the Royal Move

### ☐ **Our Company**

About Us

Quality You can Trust

Insurance Guidance

### ☐ **Our Expertise**

Your Royal Experience Begins Here

Getting Ready to Move

Your Move Day

First Class Shipments

Arrival at Your New Home

Office Relocations

### ☐ **Our Inspiration**

Your Satisfaction is Our Inspiration

Contact

---

# THIS IS THE ROYAL MOVE

Relocating is always a task that most would try to avoid, but not for us. We at Royal Relocations are always prepared to serve you. It's our job to make things as simple and as easy for you when you move to your new location.

We guarantee you a successful and hassle free relocation, regardless of your shipment size or the distance being covered. You can also expect only the best administrative control throughout the entire relocation process.

We'll deal with the finer details, while you enjoy peace of mind. These are great measures we take to ensure that our customers are always satisfied.

**EXPERIENCE THE ROYAL MOVE**  
HASSLE-FREE AND PEACE OF MIND

AGANSI PENGANGKUTAN ANTARABANGSA

ROYAL RR RELOCATIONS

RR Global Solutions (M) Sdn. Bhd.

25, Kompleks Selatyang, Batu 8 1/2, Jalan Ipoh, 68100 Batu Caves, Selangor Darul Ehsan, Malaysia

ROYAL RR RELOCATIONS

international mover

ROYAL RR RELOCATIONS



RELOCATIONS

ROYAL Move!





# ABOUT US

Royal Relocations first began its operation in March 2002 and is fast becoming one of the leading relocation companies in the region. We specialize in International and Domestic relocation services for homes, offices, pets and storage.

The Royal team is reputable for its swiftness and efficiency in relocating. We strongly believe that by keeping in regular contact with our clients, we are able to understand and meet, if not exceed their expectations and standards.

## ▣ Professionalism

We perform our services in the best possible manner to achieve high satisfaction from our clients.

## ▣ Reliability

We do not incur hidden costs in our charges because we believe that honesty is the best policy.

## ▣ Responsibility

We honour our duty to serve you and we pledge to go beyond the expectations of our customers.

"A service beyond customer's expectation is important to us as we aim to achieve a service that cannot be measured only with money but sincerity and integrity as well."

Jason Y., Marketing Manager

"Efficiency is one of the elements for an excellent relocation service that creates customer's satisfaction. It motivates us to go a step ahead from others."

Nic L., Removal Consultant

"With over 17 years of experiences in this industry, I strongly believe that team work and experience is the key to success in our service."

Vicky M., Operations Manager

We strive to provide high quality services and professionalism to achieve our vision

# "THE WORLD'S LEADING RELOCATION CHOICE"

# QUALITY YOU CAN TRUST

At Royal Relocations, you can trust us to go all out to satisfy our customers. From the moment you contact us for a pre-move survey, until your arrival at your new home, we are always by your side. Our relocation efficiency can certainly work to your advantage. The quicker you move, the faster you'll settle in your new environment. You can expect only the best from us, because we take pride in what we do for you.

Only the highest quality packing materials are used to ensure that your items get the protection they deserve. Custom crating services are also available for your priceless items.

Your relocation worries are over once our team of specialists are assigned to handle all your tasks and belongings.



# OUR ASSURANCE TO YOU

Royal Relocations operates with complete facilities that are custom designed for the security of your items. You can count on us to safe keep your possessions while it's being transported or stored.

# TRANSPORTATION MODE



A fast way to transport your items internationally within the shortest time.



A cost-effective way to transport your heavy or large items to worldwide destinations.



A common way to transport your items domestically





# INSURANCE GUIDANCE

Upon confirmation of your relocation, our consultant will discuss transit protection options with you. Transit protection is essential in the event of any unforeseen circumstances such as vehicle accidents, mishandling in sea or airports, or other damages that may occur to your goods during transit.

Sufficient coverage for your possessions is important and it is vital that you value your items based on the replacement value at your destination country.

The coverage offered by our appointed insurance company is an 'All-Risk' Marine insurance policy that covers your household items for every mode of transportation. This policy covers for 60 days from your current address and 60 days upon arrival at your new destination. It includes the period prior to shipment, during transit, vessel arrival, storage, and delivery to your new residence.

For additional security purposes, you may take photos of your priceless items and create a separate inventory for your own reference.

## Mechanical and Electrical Derangement Coverage

The standard insurance policy only covers damages as a result of evident physical injury to mechanical or electronic items.

Mechanical and Electrical Derangement Coverage is recommended if you wish to protect your television, computer, refrigerator or similar items against malfunction. All items must be proven to be in working condition before packing.

## Lump Sum Cover

The Lump Sum Cover policy is a simple and convenient process as you can insure your possessions in a lump sum instead of item by item. It utilizes a value that has been assessed to be the minimum amount you insured your possessions for, multiplied by the total weight of your shipment.

## Pair and Sets Coverage

The Pair and Sets Coverage protect items that either come in a pair or a set. Such notable items are normally expensive crystalware, tea sets, ornaments or limited edition items. Standard insurance policy will only pay for each article which is damaged. If it is from part of a set, for example a cup from a six pieces tea set is broken; the Pair and Sets Coverage will pay for the whole six pieces tea set.

## Mold and Mildew Coverage

The standard insurance policy does not cover damage caused by mold and mildew (atmospheric or climatic conditions). The Mold and Mildew Coverage would be practical especially if you're moving to a new destination with a very humid climate.

Please complete the Insurance Application Form and pass it to your Royal consultant before your relocation day, to ensure the coverage for your items is in effect when the relocation commences.





ROYAL



RELOCATIONS™

*Experience the ROYAL Move!*

International mover



# Your Royal Experience Begins Here



## Preparation

*Getting Ready to Move*



## Relocation

*Your Relocation Day*



## Arrival

*Arrival at Your New Home*

# GETTING READY TO MOVE

Our Royal consultant will conduct a pre-move survey prior to your move. They will carry out an estimate for the volume of items and provide answers to all your questions. In addition to that, our consultants will take note of items that require special care, casing or crating. Most importantly, the whole moving process will be explained to you. This includes the packing and loading process, timelines, and your personal moving guide.

Your quotation will be ready once the estimate is completed. We solely base our price on an estimate for the volume of items, transportation options, timelines and special requirements.

We will provide you the confirmation form upon your agreement. You will need to complete the confirmation form. We will contact you to further discuss, plan and confirm your packing and relocation timeline.

After confirmation, we will appoint a team of Royal movers led by a consultant for you. Our Royal consultant and movers are highly trained and experienced in the logistics of move management. They will guide you through the whole relocation process.

## YOUR QUOTE

### Volume via Sea Shipments

Quotations for sea shipments will be calculated based on the total volume of the cargo, commonly measured in forms of Cubic meters (CBM) or Cubic Feet (Cuft). There are two methods in sending shipments by sea.

- LCL, Loose Cargo Load – suitable for smaller shipments. The LCL will be fitted into customized wooden liftvans for added protection to your items.
- FCL, Full Container Load – suitable for bigger shipments. This shipment utilizes a whole container and comes in 3 sizes. The 20', 40' and 40' High Cube.

### Moving Rates

Moving rates differ depending on:

- Peak/off-peak months.
  - Peak period falls between May – August as it is summer time in Western countries and is the most preferred moving months.
  - Peak period for Australia and New Zealand falls between November – January as these countries are situated at the Southern Hemisphere and experience summer time during a later period of the year.

### Weight via Air Shipments

Quotations for air shipments will be calculated based on the total gross weight of the cargo, commonly measured in Kilograms (KG) and Pounds (LBS).







Experience the ROYAL Move!

ROYAL RELOCATIONS

No. 15, Kompleks Selangor, Batu 8 1/2, Jalan Ipoh,  
43000 Batu Caves, Selangor Darul Ehsan, Malaysia  
Tel: 03-4126 8967 Fax: 03-4126 8968  
Web: www.royalrelocations.com  
Email: admin@royalrelocations.com

MALAYSIA



HANDLE WITH CARE



Experience the ROYAL Move!

ATIONS



Experience the ROYAL Move!

ROYAL RELOCATIONS

No. 15, Kompleks Selangor, Batu 8 1/2, Jalan Ipoh,  
43000 Batu Caves, Selangor Darul Ehsan, Malaysia  
Tel: 03-4126 8967 Fax: 03-4126 8968  
Web: www.royalrelocations.com  
Email: admin@royalrelocations.com

MALAYSIA



Experience the ROYAL Move!

ROYAL RELOCATIONS

Kompleks Selangor, Batu 8 1/2, Jalan Ipoh,  
43000 Batu Caves, Selangor Darul Ehsan, Malaysia  
Tel: 03-4126 8967 Fax: 03-4126 8968  
Web: www.royalrelocations.com  
Email: admin@royalrelocations.com





# YOUR MOVE DAY

We understand it is not easy to move into a new area. Therefore, with our highly trained team, unique relocation system, and premium quality packing materials, you can afford to relax and settle down the hassle free way. This is a part of the Royal experience.

## YOUR ROYAL MOVERS

With the unique relocation system based on a pre-planned moving guide, our team of Royal movers will set aside items according to moving priority that ensure your packing and loading takes place smoothly. In order to further safeguard our promise to you, the entire relocation process will be closely monitored.

### Packing Techniques

We use premium packing materials to wrap your items as it deserves maximum protection. These special packing materials will protect your belongings (especially fragile items) during each phase of the move to further assure you peace of mind.

Our packing techniques will be based on the size and weight of each item.

### Inventory Cross Check

Each carton, furniture or separate article will be marked accordingly by a unique numbering system. Our movers will then check and mark off the items before loading it into the container.

The unique numbering system will be used to help identify our customer's belongings to avoid any misplacement of shipment during relocation process.

This is to ensure that all items are well taken care of.

### Loading

Upon the loading process, you will be required to handover copies of your passport and visa to your Royal consultant in order to settle the necessary procedures.

Then, you will need to complete the moving contract, questionnaire, and custom forms to avoid any delay.

Your movers will then check the packed items based on the stacking list to ensure all your belongings are ready to move.



### TO SEE IS TO BELIEVE!

To further illustrate the quality of the packing materials and procedures for packing your items, kindly view our Corporate Video

## HIGH QUALITY PROTECTION





# FIRST CLASS SHIPMENTS

It is important for your items to travel safe. This is why our Royal consultant will recommend the best option that suits your needs.

## Overland Shipments

All overland shipments are usually for Domestic relocations. Your items will be secured in high quality carton boxes and transported by our Royal trucks.

## Sea Shipments

Sea shipments are highly effective method of moving large quantities of non-perishable goods. Whether there is a need for consolidated or direct sea service, our expert professionals are ready to route your goods.

## Liftvan

A liftvan is a high quality protective wooden case exclusively designed to safely transport household items.

If required, your items will be loaded into liftvans at your home and will remain in these containers throughout the entire transit. This comes as an excellent option when storage is required.

## Air Shipments

All air shipments are specially packaged and containerized into specially designed shipping containers. These tri-walled reinforced cardboard freight containers are special containers approved by the airlines standards.



# YOUR PRIORITY

## Important Belongings

Your Royal insurance policy only provide coverage for household items and will not cover your money or jewellery.

It is also recommended that you pack your passport (International relocation) and important documents to avoid any difficulties in trying to locate these items.

Besides that, you can assist your Royal movers by setting aside your personal belongings so they will know which items need moving.

## For Children

Customers with children are advised to leave their kids to play at a friend's, neighbour's or day care centre.

Reason being, children normally can't stand being separated from their toys and they might get the wrong idea when they see it being packed into the cartons.



# ARRIVAL AT YOUR NEW HOME

Our appointed Royal consultant will notify you once the shipment has arrived at its destination. However, if you can't attend to your shipment, we are offering you free storage in Malaysia and International destination for sufficient period of time. You can feel free to adapt to your new area as your shipments are in safe hands with us.

When you're ready to accept your shipment, our movers will transport your items directly to your doorstep without any hassle. Our Royal consultant will pass you a copy of the inventory list. You may then check the labeled cartons against the list as the movers unload them. If you have any children, you can always check with Royal Relocations for assistance in babysitting services (subject to availability) for the duration of the delivery and unpacking process.

## Pick-up Point

When your belongings arrive at its destination, we will be responsible in handling it to our office for custom clearance and custom inspection.

As a professional and experienced relocation company, we will check and ensure that your belongings are in good condition and ready to be sent to your new home.

## Claims

You can meet with your Royal consultant if you discover that your belongings were being damaged during the relocation process. They will explain the entire claiming process to you and will assist you further in making a claims report.

## Delivery

Our movers will remove your household items from the packing materials, unwrap and unpack your belongings. Then, it will be placed according to your instruction.

## Additional services

Royal Relocations offers you homemaking services to help you settle down at your new home easier and quicker. Our cleaning services will leave the inside and outside of your new home spotless.

- Valet Unpacking Service.
- Maid Service.
- Handyman Service.

\*Please consult your Royal consultant for more information concerning the above services.





# OFFICE RELOCATIONS

Whenever office relocation is mentioned, it puts a smile on our face. Royal Relocations is one of the leading and most advanced office mover in the region. We have successfully planned relocations for organizations above 1,200 staffs. You can be assured of a hassle free office relocation experience with us.

## Relocation Plan

Our Royal consultant will conduct a pre-move survey to do an estimate of the volume of your items and determine the size of your move. An office relocation plan will then be drafted out to ease the entire relocation process.

Please provide your Royal consultant with all the necessary information such as sitting floor plan, staff figures and location. This will ensure that the delivery of items meet your intended date of arrival at your new office.

## Office Relocation Procedures

We recommend that all employees pack their own documents and files to prevent any loss of important data, while office equipments, automation and other items will be handled by our Royal movers.

Special packing materials and equipments are used to protect your office items during transportation. What's more, our trucks are customized to give an additional protection during the transportation process. These are extra steps taken to ensure our customers a swift and successful office relocation.



## Colour Coded Locating System

Royal adopts a Colour Coded Locating System to increase the efficiency and safety in office relocations. Through this system, the movers will identify the boxes and deliver them to specific areas of the office. This locating system will facilitate you in arranging the items you wish to move or leave behind.







### **ACCESSIBILITY**

Access to over 150 countries worldwide.



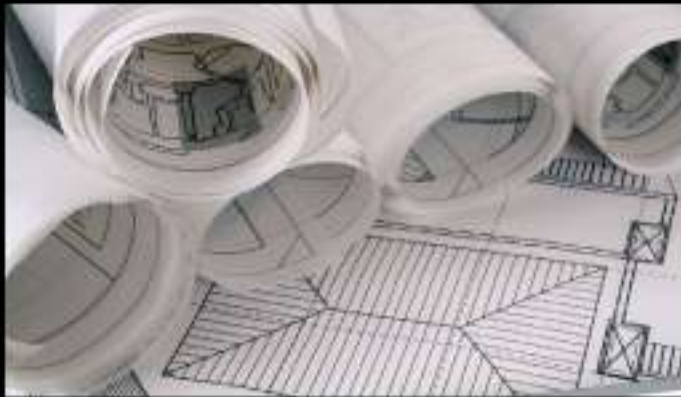
### **EXPERTISE**

Ongoing staff training and innovative packing and handling of materials and techniques.



### **PROFESSIONAL**

Experienced Royal consultant will coordinate the whole relocation process from start to finish.



### **SYSTEMATIC**

Comprehensive move management and communication during each process.



### **QUALITY**

Highest quality export grade materials and flexible packing arrangements.



### **CARING**

Advice on shipping regulations, required documentations, restricted items and local customs.



### **RESOURCEFUL**

Affiliated with the most trustworthy, safe and reliable airlines and shipping lines.



### **EFFICIENT**

Mover perform task with the least waste of time and effort using requisite knowledge and skill.



### **INFORMATIVE**

Destination country profiles and other useful information.



# YOUR SATISFACTION IS OUR INSPIRATION

We at Royal Relocations strive to bring you the best moving experience ever;  
a goal committed and dedicated by our team daily.

'Professionalism', 'Reliability' and 'Responsibility'  
are our core business values to ensure we make ends meet.

Most importantly, everything we do revolves around you,  
as we take challenges and opportunities to ensure your satisfaction is our inspiration.

**It's more than an objective, It's a promise!**



"Royal Relocations has provided the perfect planning for us to move and your professionalism and positive outlook are truly something to behold."  
Mr. Tony Fernandes - AirAsia Berhad

"Excellent service and outstanding staff. We are extremely happy with all aspects of this service and have recommended Royal to our friends."  
Mr. Christophe Murray - British American Tobacco

"Timely service, efficient and punctual."  
Mr. Dennis E.C. Knight - Mandarin Oriental Hotel Group

"Will definitely use Royal Relocations again and recommend their excellent services to friends."  
Mr. Mark Harvey - Expatriate Lifestyle

"Very smooth and fast delivery. Good to see the same guys who also did the original packing."  
Mr. Thomas Kothuis - Zed Mobile Malaysia Sdn Bhd

"Superb is how I describe the team efficient service in completing the job on time. Pleased and happy is how I feel with the service."  
Mr. Giuseppe Leo - Zuellig Pharma

"Very Good Royal Experiences. I will recommend RR to all and everyone."  
Mr. Bill Silcock - BAT Aspac Service Centre Sdn Bhd

"Very efficient and friendly with professional manner. Team was very accomodating and good follow through. Thank You!"  
Mr. John and Mrs. Stephanie Randall - Watson Wyatt

#### **RR GLOBAL SOLUTIONS SDN. BHD.**

7, 8 & 9, Kompleks Selayang, Batu 8 ½, Jalan Ipoh,  
68100 Batu Caves, Selangor Darul Ehsan, Malaysia.  
tel : 03 - 6120 8903 fax : 03 - 6120 8906  
email : admin@royalrelocations.com

Contact our Royal team  
**+6 03 6120 8903**

Log on our website for more information  
**www.RoyalRelocations.com**





[WWW.ROYALRELOCATIONS.COM](http://WWW.ROYALRELOCATIONS.COM)