



Client Name:
Date:

<b>BEFORE THE MOVE</b> Did your remover:	<b>Circle Yes/No/N/A as appropriate</b>		
Make you aware of the BAR Code of Practice?	Yes	No	N/A
Give you a clear description, price and timetable for the work to be carried out?	Yes	No	N/A
Draw your particular attention to the contract terms relating to:			
a) Liability for loss or damage	Yes	No	N/A
b) Time limits for making claims	Yes	No	N/A
c) Cancellation/postponement rights and charges	Yes	No	N/A
Explain your insurance or other protection options?	Yes	No	N/A
Make you aware of the procedure for making claims and to whom complaints should be referred?	Yes	No	N/A

<b>DURING THE MOVE</b> Did your remover:	<b>Circle Yes/No/N/A as appropriate</b>		
Did the crew keep you informed of any delays incurred on route?	Yes	No	N/A
Arrive with all tools and equipment required for Removal?	Yes	No	N/A
Provide the Removal service as booked to a satisfactory Standard?	Yes	No	N/A
Remove all Packing Debris after Removal?	Yes	No	N/A
How would you rate the performance/Skills of the removal crew (please tick correct box)			
Very Professional <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/>			

<b>AFTER THE MOVE</b> Did your remover:	<b>Circle Yes/No/N/A as appropriate</b>		
In the highly unlikely event that you made a claim or complaint, was this Handled seriously and promptly? (If you did not make a claim please circle N/A)	Yes	No	N/A

Would you recommend Hedleys? YES / NO

Comments:
-----------

Signed:	Date:
---------	-------

Thanks for your time, please fill and return to: 3 St Leonard's road, London, NW10 6SX-

Tel: + 44 (0) 20 8965 8733-

Fax: +44 (0)20 8965 0249-

Email:London@hedleysfineart.com



**LAPADA**  
THE ASSOCIATION OF  
ART & ANTIQUE DEALERS