



pioneer**movers**

OUR PHILOSOPHY

Our philosophy is simple:

**Stay personal but professional: pack them right,
offer the best possible service at an affordable price but
above all, get them there in “one” piece.**

When you move with us, you will be dealing directly with the management and can be assured of flexibility and prompt responsiveness to most changing circumstances, should the need arise.



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OUR PEOPLE

- At Pioneer Movers, we believe our strength lies in our people, and we continually stress on training, teamwork and professionalism among our personnel in order to cultivate a work ethic that is inline with providing our customers with the best possible service ,quality and trustworthiness. In line with the above, we have always strived to overcome the common anxieties associated with moving that clients may have.

Pioneer Movers has:

Experienced and highly-trained multi-national personnel, selected for their skills, judgement, sensitivity, discretion and professionalism; who are thus able to fully appreciate the position requirements, and operate effectively.

- Efficient processes as well as our commitment to quality.
Regular communication and updates to clients on progress of the relocation.

Well equipped warehousing facilities and quality packing materials.

Flexibility in response to the ever-changing and increasingly demanding needs of our clients based on their circumstances.

But above all, a commitment to provide a standard of service that not only meets, but exceeds our clients' expectations at all times.

OUR SERVICES

We offer a comprehensive range of services:

- **Household Removals**
 - International Relocation, Import & Export
 - Domestic Moves
- **Office Removals**
- **Commercial Packing and Removal Services**
 - Special Transportation for Vehicles and Pets
 - Commercial Packing
 - Customized crating for fragile items and antiques
- **Fine Art Handling and Packing**
- **Warehousing Services**
 - Transit Storage
 - Long Term Storage
- **Distribution Service**
 - Home Delivery and Installation of Furniture
- **Logistics Project and Exhibition Management**
- **Insurance**
 - All risk marine insurance
- **Information & Relocation Assistance**
 - Handyman Services



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THE RELOCATION PROCESS

- Moving! Probably one of life's more stressful occasions. To ensure a smooth
 - Transition in your move, it is important that you understand and familiarize
 - Yourself with the general process of relocation as listed below:
- **Pre-move survey**

An appointment will be scheduled at a time convenient to you for our sales consultant to conduct a pre-move survey of your premises. To start off the survey, It would be advisable to walk our representative room by room so he can make a thorough assessment of your household goods that need to be shipped out. During the survey, it will be helpful if you could identify and point out the household items that you would like to be sent via air, sea or stored in our warehouse. Our trained and experienced sales consultant is ever ready to assist you should you have any doubts on the mode of shipment or need any other advice pertaining to your move e.g. Special requirements for fragile items, antiques, etc. Please schedule at least an hour for the survey.
 - **Quotation**

An estimated quotation will then be sent to you based on the preliminary survey. Besides rates comparison, we have enclosed a performance report which we hope you will find useful in your evaluation and selection of moving companies.
 - **Confirmation of Quotation**

Once you have selected Pioneer Movers for your move, please indicate your confirmation by filling in the original acceptance form and return to us by fax or mail. In appointing us as your choice mover, you can be rest assured of our unflagging commitment to providing our customers with the best of service and quality.
 - **Documentation**

Even though great care is taken to ensure that your goods are treated with utmost care and attention during packing and loading, damage or loss may still occur in the process of shipment to your destination. To ensure that your entire shipment is fully protected, it is recommended that you take up an **"All Risk"** insurance coverage, which will compensate you substantially in the event of any loss or damage during transit.



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- **Packing and Loading**

Please make sure that someone who has been debriefed on your moving requirements is present on the day of the move. A supervisor with his team of packers will meet you at your residence to pack and load your goods as per your requirements and instructions, agreed upon with our sales representative earlier on. However, feel free to discuss with the supervisor should you need further clarification or information on your move.

A label, which includes your name, job number, mode of transport, destination and item number, will be placed on each item that is packed. These items are recorded in your Packing List, of which a copy will be given to you upon completion of the job. You can be rest assured that only the highest quality packing materials are used on your goods. Should you have any items packed personally by yourself, please do not seal the boxes so that the supervisor can inspect them in your presence.

We suggest that you keep with you all your important documents i.e. passports, plane tickets, bank details, photo negatives, etc. prior to packing day to avoid them being misplaced or accidentally packed. Jewellery/ Valuables which can be packed as usual are however, strongly recommended to be hand carried. Please be informed that new purchases within six months prior to moving are dutiable at destination.

- **Customs Clearance**

Upon completion of packing, Pioneer Movers will make arrangements for customs clearance of your shipment.

- **Shipment**

Upon complete clearance and release of your items by customs, your shipment will be subsequently delivered to the terminal for loading onto the first available carrier, i.e. ship or airplane, to your destination. Whilst we can monitor your shipping status and update you accordingly, we cannot, however, guarantee the shipping schedule which is beyond our control.

- **Destination Delivery**

Upon arrival at your destination, please contact our carefully selected agent over there immediately to avoid delays which may result in the incurrence of additional costs for demurrage or storage, etc. Our agent will have your itinerary form and shipping documents by then to assist you in your transition.

- **Customer Feedback**

We at Pioneer Movers has always valued our customers' views/feedback. In order for us to serve you better, we would appreciate if you could spare a few moments to fill out our performance report after the completion of your move and return it to us.



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OUR CLIENTS

At Pioneer Movers we support our customers globally for local, international and worldwide range for:

- Corporate Accounts
- Individual Accounts
- Embassies
- International Schools
- International Corporate Agents



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FROM OUR CLIENTS....

- This was a first class service. Pioneer Movers made me feel like a valuable customer. I would definitely recommend and use Pioneer again...
Mr. A Johnson (Weatherford Solutions Sdn. Bhd.)
- All very well coordinated and efficient....***Ms. Yusaini Mohd Yunus***
- A Very professional team until was led very well...***Mr. Ian Leonard***
- Excellent, professional service, courteous, considerate staff!!....
Mr. Clayton Grindle (American Embassy, Kuala Lumpur)
- Great move – made it very it very easy for us.....***Mr. Hugh James Batley***
- They have perform their job very good and I am very happy...***Mr. Adnan***
- They are Very co-operative and doing a satisfying services...***Mr. Halim***
- Will tell everyone about the excellent work – Everyone should use Pioneer Movers – Thank you...***Mr. & Mrs. Vaughan (Shell)***
- I was very happy with responsibility and understanding the sensitivity of my needs.....***Mr. Sivaprasad***
- The crew were very courteous and helpful....***Mr. John Allen Burton***
- The best so far in regards to service and PR, a job well done. Keep it up. We will recommend...***Ms. May Koay (Penang)***
- The supervisor is very responsibility individual...***Mr. Farshid Frank Ghalili***
- Overall very satisfied with the delivery of all items ... ***Mr. Goh Hsien Ming***



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FROM OUR CLIENTS....

- Excellent and professional service. Staffs were polite and friendly. Will definitely recommends to friends!...**Mr. Kola Agbebi**
- Everyone was polite and professional. Definitely recommend to my friends.... **Mr. Matthew Lawrence Jones**
- Always very happy with your excellent service and staff.... **Mr. Cedric Clouzeau/Monin Asia KL Sdn Bhd**
- I will be happy to use Pioneer service again in future....**Mr. Merryn Machado**
- Job very well done, professional, very pleased....**Mr. Juan Jose**
- Shipment arrived in good order. Many thanks for a job well done and especially thanks to the guys who built and packed the crates....
Mr. Nicholas John Barton-Grimley
- The team are very helpful and responsible. We would definitely recommend their services in future.....**Mr. De Souza Michael Lawrence**
- Best customer service we experienced in Malaysia...**Mrs. Saleema Fadil Dilman**
- Looking forward to do the business with your company again, thank you for your services...**Mr. Mohd Nahar Bin Othman**
- I want remark that they did on excellent, fast and efficient work ...**Mr. Eduardo Calleja**
- Congratulation on a job well done! **Datin Kanagam**

We are associated with below organization:



CERTIFICATE NUMBER: JQS-19-0247

EQA IMS Certified Management System

ISO 9001 : 2015 Certificate No: JQS-19-0247



FIDI - The FIDI Global Alliance

FIDI – FAIM Plus 2019 – Confirmation of Quality Assurance



IAM - International Association of Movers



IAMX – IAM Mobility Exchange



PAIMA – The Pan American International Movers Association



Euro Movers - Euro Movers International



IMA - International Mobility Alliance