



39 offices
31 in countries



For over 25 years, Move One has provided seamless international logistics solutions, corporate relocations, moving and storage, and pet shipping services across the globe. A leader in emerging and frontier markets, we understand our customer requirements and difficulties they face operating in challenging environments.

Move One has provided project logistics in support of the military, humanitarian organizations, and the energy sector throughout the developing world. With operations in Eastern Europe, the Balkans, Central Asia, the Middle East, and most recently the African region. Move One has the necessary experience, local knowledge, and resources to execute on any logistic project. We are not just a logistics company, nor a moving company but we are Move One.

More than 600 Employees
Speaking 40+ Languages

Over 238 Certified Agents
Worldwide

Commitment to Quality



Move One is dedicated to quality and safety excellence. Many of our offices were among the first to be awarded FAIM certification - the supreme seal of quality in the international moving industry. FAIM is exclusively designed to keep the level of certified, international movers high as they undergo annual reviews, compliance procedures and on-site audits. In order to maintain our FAIM certification, we must continue to show strength in the following areas: financial health, insurance coverage, quality management, service processes, compliance with local laws, responsiveness as well as the high level of performance of all our equipment, facilities, technology and staff. Move One strives to remain a leader in the industry and takes part in regular audits of all offices to ensure these high standards are constantly aligned.

Move One is also one of the only international relocation companies holding the following ISO accreditations:

9001, 14001,

ISO 9001 Quality Management System

ISO 14001 Environmental Management System

ISO 18001 Health and Safety Management System



Planning an international move, with or without your family, is daunting and challenging. An experienced moving company can help ease the transition and ensure the process becomes more predictable and stress-free.





Moving Services

Delivering more than just a promise

Our moving services are divided into three categories:

- **Local** moving
- **International** moving
- **Office** and **Business** moves

While there are many common components involved in each of these moving services, Move One is experienced in the unique aspects of each so that the shipment and storage of your personal belongings or commercial goods are handled professionally and carefully.

International Moving

Moving to a foreign location is a difficult decision and often a stressful experience - especially if not well planned out. Whether you are a seasoned expatriate who has moved many times in your career or this is your first overseas relocation, Move One can make the process easier.

Meticulous planning and preparation are key to ensure a smooth and trouble-free international move. Move One's international move team can provide you with a moving plan customized to your personal specifications and budget. Your dedicated Move Coordinator will review transit options, customs procedures and prepare all required documentation so that your belongings will swiftly move through each stage of its transit until arriving at the final destination.

In addition to transporting your personal belongings or commercial goods, Move One can even handle relocating your family pets, shipping your vehicles and assist with all your immigration or relocation needs.

Packing & Unpacking

Packing your belongings for an international shipment is not a straightforward task. Move One has the expertise and experience to pack your goods for the stressful journey they will endure over longer distances by sea or air. International sea and air shipments can have an adverse effect on furniture, artwork and especially antiques due to the changes in temperature, climate and humidity levels. Our packing teams are trained to a standard well above industry norms and are experts at safely packing and handling oversized or odd shaped pieces to ensure their safe arrival. Our Move Coordinators will help you plan for what items can go and which items must stay behind in order to adhere to the stringent shipping requirements and heightened security measures that continuously arise.

Move One offers a range of packing options which your Surveyor or Move Coordinator can discuss with you and also advise as to the best options to meet your requirements.



Packing Options

Full Pack – This is our standard packing service for any international shipment. We like to leave the packing, dismantling of furniture, proper padding and customized crating to our team of packing experts in order for your belongings to be properly protected during your entire move. Any breakables such as china, glass or crystal will be individually wrapped prior to packing while clothing and linens will be packed in special flat cartons that can lay flat or upright wardrobe cartons depending on your needs but also what will work best in your container.

Part Pack – Depending on your budget and your final destination, this can be a good option. If you are moving within the same region and the means of transport require little on/off loading, packing part of your belongings on your own may work better for you. In this case, our team of expert packers will still assist you with the packing of your breakable and fragile items. Wooden crates can be custom built for larger, fragile items such as marble, large glass table tops, TVs, antiques, artwork and other bulky or delicate items requiring extra protection.



Packed by Owner (PBO) items cannot be insured for damage or loss.

Unpacking Options

Full Unpacking (including Maid Service)

If you are well organized and know exactly where you would like everything in your new home, this is the best service for you to get settled more quickly after a big move. During the packing service, we will work with you on labeling every box or item so they will enter your new home in an organized manner. Our team will reassemble furniture and organize for a maid service so that your personal belongings can be put away as per your instructions.

Unpacking Onto Surfaces Only

You may not have decided exactly where you would like all your belongings. If you select this service, our team will unpack all your items and leave them on surfaces in the appropriate rooms so you can later place them in the appropriate drawers, cupboards, closets, etc. We will remove all empty boxes and debris from your property to leave your home as clutter free as possible.

Self Unpacking

This is a popular option because it allows you to unpack at your own pace. Our team will unload all the boxes and furniture into your new home and let you do the rest.



Insurance

Understanding Your Options

Our packers are the best in the industry and while we take every precaution to care for your goods accidents can and do happen. It is unlikely that your home owners insurance will sufficiently cover your goods during the moving process, so we encourage you to discuss our coverage with your Move Coordinator. Move One works with global insurance companies all backed by Lloyds of London, like Wells Fargo and AXA as well as local providers to cover local moving and storage requirements. Everyone from your Surveyor to your Move Coordinator is well trained to understand your needs and offer a variety of coverage to fit any budget.

Protection Options

Full Replacement or All Risk Coverage

This type of insurance protects your belongings against all risks of physical loss or damage from any external cause occurred during the moving process. This is available only on door-to-door movements packed and unpacked by Move One or our partners. We offer two options:

Valued Inventory Option (Door-to-Door)

Requires you to list all items to be shipped and attach a replacement value for each item. This is ideal for larger moves especially with higher value

Lump Sum Option (Door-to-Door)

This option still covers your entire shipment against loss or damage but no need to fill out a valued inventory (except for goods over \$1,000 value). Coverage is based on a fee per pound of your total shipment using a fixed valuation based on the overall volume or weight of your shipment.

For full information on the costs and coverage, please visit www.moveoneinc.com/insurance

It is strongly recommended that you carry the following type of goods that have high financial or sentimental value as these goods cannot be covered under insurance or trading terms and conditions:

- Jewellery
- Precious Stones & Metals
- Watches
- Coin & Stamp Collections
- Money, Securities and Deeds
- Data on any type of storage drive
- Tax Returns



If your goods will be stored for more than 90 days you will need to extend your coverage. Ensure you notify your Move Coordinator in writing of any claims within 30 days of delivery.

Restricted Goods

For transportation and storage

Many goods are hazardous on their own or in combination with other materials and therefore prohibited from being shipped or even put into storage. Prohibited and restricted items are those deemed to be potentially harmful to the community. Many items which appear harmless in everyday use can pose dangers on air, road and/or sea transport and are consequently forbidden for transport.

Move One will inform you on all the regulations surrounding storage, transit as well as import/export restrictions to help you avoid possible delays, additional costs or even rejection of your shipment.

Explosives & Firearms

- Ammunition
- Fireworks
- Flares & Fuses
- Weapons – including decorative replicas or deactivated firearms

Aerosols & Compressed Gases

- Aerosol Cans
- Air Fresheners
- Body Sprays
- Cigarette lighters
- Fire Extinguishers
- Scuba Diving Tanks
- Camping Stoves / Gas Cylinders

Flammables

- Charcoal
- Butane & Propane
- Lighter Fluid
- Methylated Spirits
- Oxygen Tanks
- Petrol & Oil
- Household Cleaning Products
- Perfumes & Aftershaves

Corrosive Substances

- All battery types
- Bleach
- Drain Cleaners
- Acids & Alkalis
- Mercury Thermometers

Animal Products

- Animal Skins
- Furs
- Live Animals

Perishables & Live Plants

- Fresh Flowers
- Meats
- Plants & Seeds
- Fruit & Vegetables
- Other Food Items

Pesticides & Insecticides

Tobacco & Tobacco Products



Additional Services

We understand a relocation is much more than just moving boxes. Move One is an industry leader in providing many supportive services that will ensure you and your family will not be delayed or overwhelmed during your transition.

Pet Transportation • Home Search and Real Estate
School Search and Registration • Immigration and Permit
Departure and Settling in Services



These are examples of some prohibited items. Prior to your move, your Move Coordinator will advise you on which items will not be allowed with your belongings depending on your destination.



Need Storage?

Affordable and Convenient UAE Storage

Move One's new **"One BOX"** storage system is new to Dubai and offers a convenient alternative to transitional self-storage.

What is One BOX?

One BOX is the name we call our safe and secure storage containers. We are very proud of our One BOX portable storage solutions that can be conveniently delivered to your home or office allowing for easier and more cost-effective loading and storage. This is the perfect solution for short and long-term storage.

We Pick It Up
Store It
Bring It Back

The Perfect Size - We did our homework and took our time in designing the perfect storage container especially designed to handle the harsh conditions of the Middle East. Each wooden container is made of breathable, treated plywood sealed to ensure a dust-free and pest-free environment within each One BOX.

Our Warehouses

Prior to storage, each One BOX will be locked and only you hold the key. Your One BOX will then be taken to our own secure warehouse for storage until you are ready to access it or have it delivered to your required destination within the UAE. Each Move One warehouse is climate-controlled and outfitted with modern fire and security systems.

The Process



www.moveoneinc.com



MOVE ONE

International and Local Moving | One BOX Portable Storage | Global Relocations | Pet Transportation
Immigration | Vehicle and Spare Parts Shipping

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