

Book Your Furniture Moving

If the contract is successfully completed, the deposit and moving fee are paid:

- Book before 10:00am on a working day in Australian time, the furniture can be delivered on the second working day.
- Book After 10:00am on a working day in Australian time, the furniture will be delivered on the third working day.
- Book on non-working days in Australian time , furniture is divided into several parts for delivered.

****Please notify the service company at least 2 working days in advance**

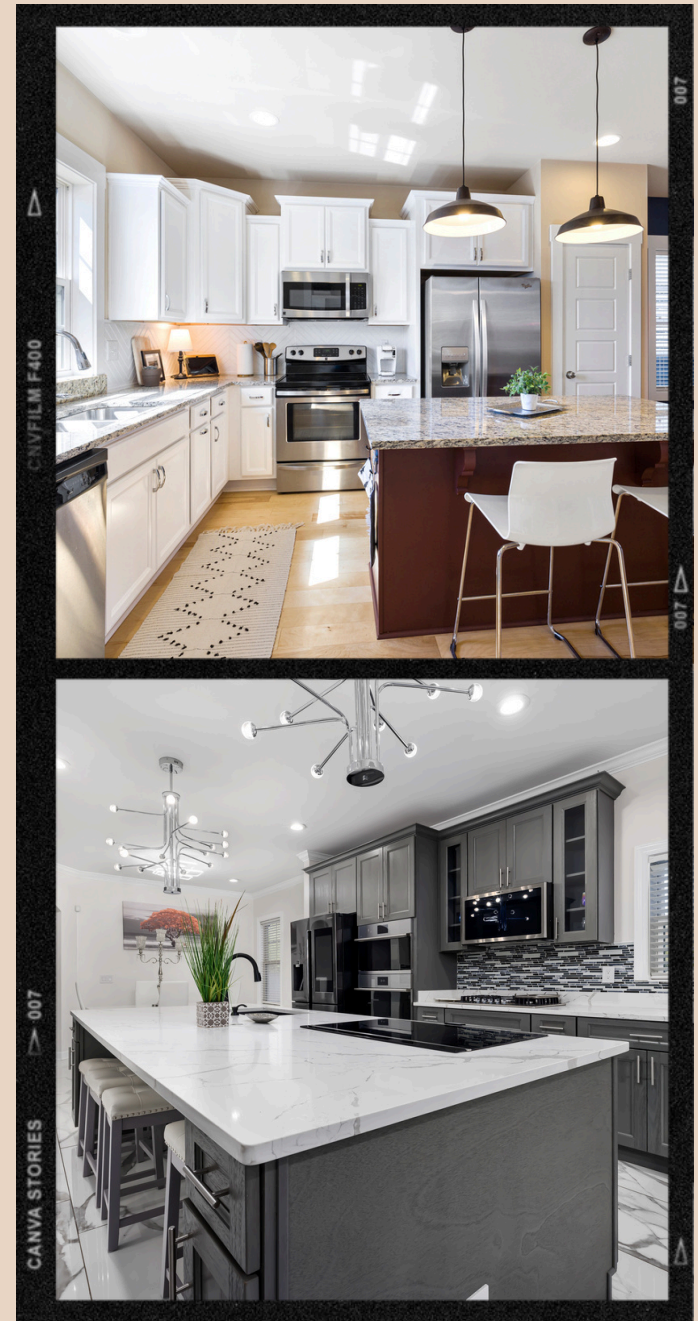
If there is an URGENT order:

Upon receipt of the leasing report (for which furniture moving is needed) on the same day as the contract is issued and the tenant moves in,

- Please ensure to contact Joanne (0288 701 416) from the service company before Admin prepares the contract to confirm if the furniture can be delivered on time.
- If the full furniture delivery is not possible on the same day and only part of the furniture (mattress) can be delivered, with the rest requiring an additional 2-3 working days for delivery, please communicate with the tenant to confirm if they agree to this arrangement.

For apartments in City that involve elevator reservation and elevator deposit:

After the tenant signs the contract, pays the deposit and moving fee, and schedules key collection, tenants should proceed to the LIFT BOOKING. Tenants are also REQUIRED to pay the moving deposit and inform the service company before 2 working days of the moving booking time.**



KOALA SERVICE PTY LTD

ABN : 8362 4914 334

FURNITURE DELIVERY & INSTALLATION

The old furniture will be delivered all at once when the tenant moves in.

The Furniture Company will deliver the brand new furniture to the tenant in two separate parts, each delivered individually.

- Furniture Part 1: Refrigerator, washing machine, sofa, bed frame, and mattress. Furniture Company will contact the tenant in advance to confirm the quantity and delivery time, and the items will be installed upon arrival.
- Furniture Part 2: 1 dining table, 4 dining chairs, study desk and chair, round coffee table, and round bedside table. These items will be delivered by IKEA logistics and will require the tenant's signature upon receipt. Please pay attention to phone calls and messages, and the tenant can assemble them using the simple tools provided by the Furniture Company.

If the tenant need assistance from furniture company's technicians for assembly, the fees are as follows:

- Complete set assembly fees for new IKEA furniture:
- 1 room: \$120 + gst
- 2 rooms: \$140 + gst
- 3 rooms: \$160 + gst
- Individual IKEA furniture assembly fee: \$20 + gst



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FURNITURE CONDITION REPORT/ MAINTENANCE & REPAIR

Thank you for choosing our furniture service. We kindly request that you provide a status report on the furniture within 7 days of its arrival.

If you find any furniture items that require repair or replacement, or if there are any damages or stains that cannot be removed, please provide a detailed report as follows:

- Please take photos and organize them in a Word or PowerPoint document for clearer presentation of the issues. In the document, please include the following information: ☐ Location (e.g., Master Bedroom)
- Part (e.g., Right Bed Leg)
- Description of the issue (e.g., Crack)
- Furniture condition report

We would like to remind you that according to the leasing agreement, you are required to keep the furniture clean and in normal working condition. The furniture company will be responsible for maintenance work to ensure that the furniture remains in a reasonable state considering its lifespan and expected longevity.

If you find any issues requiring repair, please notify us immediately in writing via email at support@koala-service.com. If the damage to the furniture is caused by you or allowed by you, you will be responsible for arranging and paying for the repair costs.

We appreciate your cooperation and look forward to receiving a detailed report on the furniture condition. If you have any questions or need further assistance, please feel free to contact us at any time.

TALK TO US

+61 288 701 416

support@koala-service.com



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