

### **How does FINK pack the items for storage?**

We only store objects/furniture packed by FINK. The packing is the same as for an international move, thus ensuring maximum protection. The packing crews are trained yearly, to ensure the quality of the packing service according to the standards for international packing of LACMA – FIDI (Latin American and Caribbean International Movers Association – FIDI Latin America).

### **How can I make a partial removal ? For example, only one box containing clothes / a Christmas tree / toys?**

Just identify the piece in the inventory and request the removal by e-mail. We separate the requested piece and make it available so that the client only needs to come to FINK to get it. If the client so desires, we can also offer delivery service at the place, day and time indicated.

### **Do I have to go personally to retrieve a piece?**

No. Through previous authorization and indication by the owner of the goods, we can deliver the items to someone duly identified.

### **May I add goods to the ones already stored?**

Yes. The piece must be packed by FINK, and the cost will be estimated according to the piece. The client may bring the piece personally, or have it picked up by FINK. It is necessary to book in advance so we can provide the packing crew.

### **Do I have free access to my goods?**

Yes. By booking the handling visit, the client will have access to all the pieces in storage. A handling rate will be charged according to the number of lifts handled.

### **I need an armchair that is in storage, but there are two listed in the inventory.**

#### **How can I identify the one I want?**

We can receive your visit and show the items. In case you wish and authorize it, we can photograph both armchairs and send the photos via e-mail or WhatsApp – whichever you prefer – so you can identify the armchair without leaving your home.