

How does FINK pack the goods that are stored in its warehouses?

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 do I retrieve some of my things from storage? For example, one box containing one clothing item / Christmas tree / toy?

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 pick it up. If the client so desires, we can also offer delivery service to the place requested, on the preferred day and time.

Do I need to go in person to retrieve an item from storage?

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

May I add items to my storage?

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.

Can I access my goods freely?

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 one armchair which is storage, but in the inventory list there's two chairs.

How will I identify them?

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.