



## **MOVE PREPARATION**

**Q: Can I schedule a move on the weekend?**

A: Yes. Keep in mind though that it is more expensive to move on the weekend.

**Q: Do you require a deposit?**

A: No.

**Q: I understand that Move It Now offers a full service move but is there anything I should do before the movers arrive?**

A: Yes. The single most important thing you can do is to be as organized as possible. You should make sure that:

- All items that you are taking personally should be separated, placed out of the way or in your vehicle and clearly marked “DO NOT MOVE”
- Items that you want packed together should be located in the same area.
- Refrigerators and freezers are fully defrosted.
- Washers, dryers and ice makers are disconnected.
- Lawnmowers and similar tools have had all the gasoline emptied from their tank. An exception to this is riding mowers; leave enough fuel in the tank so that it can be loaded and unloaded with it’s own power.
- All propane tanks are detached from grills.
- Any items attached to walls or ceilings have been removed.

**Q: What time will the movers arrive and when can I expect them to leave?**

A: As the circumstances from move to move vary, so does the start and finish times. Typically, the crew will arrive at your residence between 8:00 – 9:00 am. When your move finishes is determined by the scope of your individual move. While small moves require only a part of the day, large moves can take up most of the day. Keep in mind that your move is scheduled to be completed in a given span of time. Because of this, our crews may need to continue working later into the day to ensure these deadlines are met. Be sure to explain your situation with



your **Move It Now** representative. We work around your schedule so your life is disrupted as little as possible.

**Q: Do I or someone representing me need to be present while the packing, loading and unloading is being done?**

A: Yes. Someone needs to be present to let the crews in and show them around. Moving day can be hectic and often, questions arise that can only be answered by someone familiar with your residence.

**Q: What should I do if the movers haven't arrived by the scheduled start time?**

A: If for some reason the crew is not at your residence by the scheduled start time, please contact your Move It Now move coordinator and inform him/her of the problem. They will be able to contact the driver to determine the problem and give you an updated start time.

**Q: Are there any items that I should transport myself?**

A: Yes.

- Important documents such as wills, insurance papers, birth certificates and stock/bond certificates.
- Pets
- Plants
- Firearms
- Stamp and coin collections
- Important photos.

**Q: What if it rains or snows on my move day?**

A: Not a problem. Since all of your furniture will be protected prior to being loaded, snow or rain will not damage it. It is important that you realize you are responsible for making sure your driveway and all walkways are clear of mud, snow, ice and other hazards when your crew arrives.

**Q: Can I cancel my move to reschedule?**

A: Yes. **Move It Now** will make every effort to reschedule your move. Please keep in mind that we require at least 24 hour notice on cancellations and reschedules.



## **PACKING**

### **Q: Can I do the packing myself?**

A: You can do as much or as little of the packing as you like. Be sure to show your Move It Now representative exactly what you would like us to pack/not pack so that he/she can provide you with an accurate estimate. Please note however that you are liable for all items packed by you when the box arrives at your new residence without visible damage. We are liable for all items packed by us.

### **Q: Where can I find packing materials if I want to pack myself?**

A: **Move It Now** carries a full line of boxes and packing supplies at competitive prices. We can even deliver them to your house.

### **Q: Are there any items that the packers cannot pack?**

A: Yes.

- Aerosol cans such as hair spray.
- Flammables such as gasoline, lighter fluid and propane tanks.
- Perishable foods. Canned and boxed food is OK.
- Paints, thinners, bleaches or other toxic and poisonous liquids.
- Explosives such as ammunition, firecrackers and matches.

### **Q: Will the packers use any of my original cartons when packing.**

A; If the original cartons are placed near the objects and all of the original packing materials (Styrofoam, cardboard cutouts, etc.) are still in the box the packers will use them. If the use of the original carton requires the disassembly of any object (pressboard furniture, large toys, etc.) the packers will not use it. Small figurines and breakables should be packed in their original cartons and then packed in a larger box.

### **Q: How many people will pack my items and will those same people load them onto the van?**

A: A typical packing crew has three people. The exact number may vary due to the scope of your pack job. In most instances, the crew that packs your house is



the same crew that loads your belongings. Your move coordinator will inform you ahead of time which crew will be assigned to your packing and loading.

**Q: Do the packers mix items from room to room?**

A: No. The packers will pack each room separately.

**Q: How will the boxes be labeled?**

A: When showing the packers around your residence for the first time, let them know how you want each room labeled. Each box will be labeled to your instructions.

**Q: Can your movers unpack my boxes?**

A: Yes. **Move It Now** movers are happy to unpack your belongings. Each item in the box is unpacked and neatly placed on a nearby flat surface. The movers can even remove the packing materials if you would like. Please note there is an additional charge for this. Your **Move It Now** representative will be happy to discuss this with you.

## **MOVE PROCESS**

**Q: How long can I expect the movers to take when packing, loading and unloading my belongings?**

A: Since households vary in size, the time needed to complete your move will also vary. Apartment and small home moves can be accomplished in as little as four hours. Larger homes require more time and can take up to two – four days. Keep in mind that if our packing crews will be packing your belongings, they typically do this job the day before your move. Factors such as long carries, shuttles and bad weather may cause your move to run slightly longer than normal. Once your **Move It Now** representative has surveyed your residence, he/she will be better prepared to answer this question.

**Q: Will there be a supervisor for my move?**

A: Yes. Every crew has one lead person who will introduce himself/herself to you upon arrival. Any concerns you have should be relayed directly to him/her.



Should you have an issue with this individual, do not hesitate to call your **Move It Now** move coordinator.

**Q: Is any care taken to protect my furniture during the move?**

A: Yes. All fabric furniture will be wrapped in your home prior to being loaded. All wood furniture and televisions will be padded in your home prior to being loaded.

**Q: Will any of my household goods be disassembled for the move?**

A: Items will only be disassembled if they cannot be easily handled or won't fit through the door. **Move It Now** will disassemble your beds and remove mirrors from dressers at no additional cost to you.

**Q: Will the movers reassemble the furniture they disassembled?**

A: Yes. **Move It Now** will reassemble all furniture that was disassembled at no additional cost to you.

**Q: Do I need to empty the dresser drawers?**

A: No. As long as the items contained in the drawers will not break or spill, they do not have to be emptied. The movers will transport your dressers with the drawers in them. Small, loose items should be placed in a baggy. The baggy can then be stored in a drawer.

**Q: Will the interior of my residence be protected while the move is going on?**

A: Yes. **Move It Now** provides protection for your carpets and hardwood and tile floors both at your old residence and new residence. In addition, we will pad stair railings and banisters. This is at no additional cost to you.

### **SPECIAL ITEMS – THIRD PARTY SERVICES**

**Q: What types of items does the third party handle?**

A: Grandfather clocks, pool tables, washers, dryers, ice makers, ceiling fans, chandeliers, exercise machines, swing sets, jungle gyms and other playground equipment to name just a few. They disassemble at origin and reassemble at



destination. They also provide crating services for fragile items. **Move It Now** handles all the coordination of this so you don't have to worry about it.

**Q: Are plants allowed on the moving van?**

A: Yes and No. Outdoor plants cannot be transported under any circumstances. Any move traveling interstate or requiring storage cannot contain plants. The moving of indoor plants is a courtesy **Move It Now** extends to its customers. Every effort will be made to safely transport your plants but the final decision is up to the crew supervisor. Please note however that Move It Now cannot accept responsibility for the condition of any plants after the move has been completed.

**Q: Are your movers qualified to handle items such as grandfather clocks, pool tables and fine art?**

A: Yes. **Move It Now** hires only professional movers to transport your household goods including items such as grandfather clocks, pool tables and fine art. However, a third party specially trained to prepare those items for transport works closely with our movers to ensure their safe delivery. This ensures the job is always done properly and allows our crew to devote their time to the move itself. Point these items out to your Move It Now representative so he/she can be sure to include it in your estimate.

**Q: Are my belongings insured while they are being moved?**

A: Yes. Included in the price is valuation protection in the amount of .60 cents per pound per article. This means that if an item weighing one hundred pounds was damaged, you would receive \$60.00 for that item. Since many items are worth more than .60 cents per pound, **Move It Now** offers increased protection at competitive prices with varying deductibles. Your **Move It Now** representative would be happy to discuss this in detail if you are interested.

**Q: If my household goods are left on the moving van overnight, will they be secure?**

A: Absolutely. The doors on a moving van are ALWAYS locked when not in use.

**Q: If I require storage will the crew that loaded my household goods be the same one that delivers them?**



A: Yes. **Move It Now** will make every effort to schedule the same crew if you desire. Please notify your Move It Now move coordinator as soon as possible so this can be scheduled.

**Q: If a certain crew was recommended to me can I request them for my move?**

A: Yes. **Move It Now** will make every effort to satisfy your crew request. Please notify your Move It Now move coordinator as soon as possible so that this can be scheduled.

## **POST MOVE**

**Q: If I decide to unpack myself, will you come back and remove the cartons?**

A: Yes. Please notify your **Move It Now** move coordinator and we will be happy to schedule a time to remove any unwanted moving material.

**Q: How do I pay for my move?**

A: When the move is completed, you can pay the driver with cash or check. We would be happy to accept your credit card as well. Credit card payments need to be authorized the day before your move date.

**Q: What do I do if something gets damaged during the move?**

A: If the damage occurs while the moving crew is still there, notify the crew leader immediately. If you discover the damage after the crew has left, call your **Move It Now** customer representative as soon as possible. They will explain the claims process to you.

**Please call your local Move It Now representative for further questions.**