

Frequently Asked Questions – Commercial

Move Preparation

Q: Can I schedule a move on the weekend?

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

Q: Do you require a deposit?

A: No. But placing a deposit will “lock” in your move dates, guaranteeing the dates you need.

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

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

- Any items not going should be mark “DO NOT MOVE”.
- If you are packing yourself, be sure all packing is completed.
- If you and your employees are doing the color coded labeling, ensure that has been completed.
- Confirm all third party services needed are scheduled and or completed (IT services, utilities, construction contractors)
- Any refrigerators/freezers should be fully defrosted.
- Generally, be ready for the move day as outlined in your detailed move process plan.

Q: Do I or someone representing my company need to be present while packing, loading and unloading?

A: Yes. Someone needs to be present during all aspects of the move. Preferably the main contact person that has dealt with the **Move It Now** relocation consultant and is aware of the details of the move process.

Q: Are there any items I/we should move ourselves?

A: Yes. Any personal possessions employees have such as:

- Money
- Sentimental family photos
- Personal documents

Q: Can I cancel my move to reschedule?

A: Yes. **Move It Now** takes pride in our flexibility, please keep in mind that a commercial move takes many weeks of planning and organizing. The detailed planning required to produce a successful move is considerable, cancellations and rescheduling a commercial move should be done as far in advance as possible.

Packing

Q: Can I do the packing myself?

A: Yes. At **Move It Now** we can tailor our packing services to meet your needs and budget. You can do as much as or as little of the packing as you feel up to. Our relocation consultants will work with you to design the plan that best fits your needs.

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

A: At **Move It Now** we have the right combination of services and materials to do the job properly should you decide to pack yourself, whether it is traditional cartons or reusable plastic crates. Your **Move It Now** relocation consultant will outline all of those materials and services for you.

Q: Can your movers unpack my boxes?

A: Yes. We would be happy to unpack for you. Your **Move It Now** relocation consultant will be happy to discuss any and all of our services with you.

Q: How will the boxes be labeled?

A: As with the furniture, a color coded inventory tag will be placed on each carton by the person doing the packing. The color coded inventory tag tells the movers what office or room the box belongs in at the new location.

Move Process

Q: Will there be a supervisor for my move?

A: Yes. Every crew has a Crew Leader that directs and takes part in the moving process. Any concerns you have can be directed to him/her and or your relocation consultant. Your relocation consultant will most likely be on the job site the morning of the move to “jump start” the move process.

Q: Will the crew protect our building against damage?

A: Yes. As outlined by your relocation consultant during the planning phase, the crew will protect flooring, doorways, elevators and most importantly your office furniture. This will be done at the existing and new office locations.

Q: How long will the entire move take?

A: All relocations depending on the size of the move and the locations involved vary from job to job. Your **Move It Now** relocation consultant will have formulated a detailed plan and prepared

an accurate estimate based on industry standards and the particular aspects of your actual move.

Q: Will the movers reassemble the office furniture they disassembled when the move is done?

A: Yes. Any and all items **Move It Now** disassembled will be reassembled by the crew the day of the move. We do not leave the job site until the office is back in full operational mode.

Special Items

Q: Are your movers qualified to handle items such as special electronics, fragile and delicate items and fine art?

A: Yes. At **Move It Now** our employees are specifically trained to transport specialty items. However, a third party specially trained to prepare those types of items for transport works closely with our movers to ensure safe delivery. This ensures the job is always done properly and allows our crew to devote their time to the move itself.

Q: Are our belongings insured while they are being moved?

A: Yes. Included in the price is a released valuation protection in the amount of \$.60 cents per pound per article. We also offer increased valuation protection at competitive prices with varying deductibles. Your **Move It Now** relocation consultant will be happy to discuss this in detail with you.

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

A: Yes. In the unlikely event your move requires that we do not finish up before the day is over, the doors to the moving van are ALWAYS locked when not in use.

Post Move

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

A: Yes. If the service we provided included cartons that you unpack, we will be happy to schedule a time to come back and pick up the empty cartons. Your **Move It Now** relocation consultant will coordinate a pick up time that is convenient with you.

Q: How do I pay for my move?

A: When the move is complete, the Crew Leader will complete the bill of lading with a total amount due. Your **Move It Now** relocation consultant will have pre-arranged your terms for payment. We accept checks, credit cards and with prior authorization we can bill your company for services rendered.

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

A: If damage occurs while the moving crew is still there, notify the Crew Leader immediately. If you discover damage after the crew has left, call your **Move It Now** relocation consultant as soon as possible. They will explain and start the claims process for you.

Please call you local Move It Now representative with further questions.

