



## Move Day Expectations

When you went to bed last night, the following scene was laid out before you: The available parking reserved and marked, clear pathways for the movers to use on move day, well labeled cartons, furniture clear of all small items and a stack of personal items set aside for transport in your own car.

### Now it is move day.

- ✓ Our professional uniformed crew will arrive on time. The crew foreman will introduce himself and the other crewmembers. They will do a quick survey of your home and begin immediately to plan and implement the loading process.
- ✓ You will immediately see the Beltway **SmartPack® Move System** at work. **Floor runners** will be put down to protect surfaces. Upholstered pieces will be **wrapped in plastic** for added protection. **CrushProof Containers**—our very own custom packing containers—will be brought in to pack and move fragile and/or bulky items such as large pictures, mirrors and lamps. Lamps ride securely when they are in a CrushProof carton. Each lamp fits snugly in a pre-cushioned cell.—Fast, effective, safe—just what you want for your treasured belongings.
- ✓ **Clothing wardrobes are standard on every van.** You have right up to move day to decide if you want to make use of them for your hanging clothes and draperies. Remember: the rental price is less than it will cost to have one ruffled suit dry cleaned and they hold 2-3 feet of hanging clothes.
- ✓ Utilizing Beltway's unique **2 floored van system**, the crew can immediately begin selecting items from throughout your residence for safe, fast loading. Heavy items will be loaded on the van floor while fragile, legged items will most often be placed on the higher tier of the van.
- ✓ After your possessions are safely loaded on the van, the crew foreman will confirm the second address with you—by number, street and area. He will also confirm the approximate arrival time at the second address.
- ✓ Upon arrival at your new residence, Beltway's **SmartPack®** containers will be unpacked, as the van is unloaded. Because these special containers are recyclable, there will be less boxes or paper left behind.
- ✓ About thirty minutes prior to completion of unloading, the crew foreman will alert you so that you can inspect each room to ensure that items are placed to your satisfaction. You can now request any changes. At this time the crew will begin assembling beds, etc. You will be asked to inspect the van to ensure that all items have been unloaded. You have exclusive van rights on local moves so there should be nothing left on the truck except Beltway's equipment. The crewforeman will go



over the contract with you and answer any question you may have about the move.

- ✓ You will be asked to complete a [customer comment card](#). We monitor feedback from our customer's with the goal of consistently exceeding even the most discerning individual's move day expectations.

**We are pleased to have the opportunity to provide you with information, which we know, will prove helpful as you plan your move. The more you understand about the move process the less stressful it will be for you.**

**Need More Help?**

**Ask to speak to a move consultant.**

**Virginia, call 703-971-3550**

**Maryland, call 301-340-2310**