



Planning For A Successful Move Day

How can you plan for a stress free move day?

- 1. Ask Questions!** While it is not your responsibility to know about the moving industry, it is your right to question the procedures and receive advice from the experts. Asking questions will enable you to understand how you can facilitate your move and will assure you that you are receiving the professional services you need.
- 2. Get things in writing.** The most common complaint from customers is that the services provided did not meet their expectations. This type of misunderstanding can be avoided by obtaining a full written estimate and a written contract. The documents should be composed in such a way that you can clearly see what services and products are being provided—by whom, when and for how much. When you receive your written estimate from Beltway Movers, you will notice that by using a centralized computer system, we can ensure that all requests on your part—regardless of whether you are talking to the receptionist, the consultant, the dispatcher, or the president—are entered and printed.
- 3. When reviewing your estimate or contract, it is important to look for three things: Travel Time, Valuation Coverage, and Size of Move.**

a. TRAVEL TIME:

You will be charged for travel time regardless of whether the job is being done by the hour (sometimes referred to as an estimate) or at a flat rate (sometimes referred to as a contract or binding price). Part of what makes up the cost of the move is getting to the job and back. Even if you don't see the charge—it's there!

b. VALUATION AND DAMAGE

Customers sometimes think or are erroneously led to believe that total coverage for lost or damaged item is automatically included as part of the overall move estimate. It is NOT included—unless a separate charge has been listed. Read the fine print to ascertain exactly what is covered. If it seems too good to be true—it probably is. Visit [valuation coverage](#) for more details.

c. SIZE OF THE MOVE:

Whether your move size is measured by the pound or in cubic feet, an incomplete listing of what is to be moved will result in a cost difference. It is wise to include everything that **could possibly** be moved when getting a move estimate. Beltway Movers provides you with a complete listing—room by room—of what is to be moved. We cannot emphasize how important it is for you to check your list and then check it again. The crew foreman will bring a duplicate of this list with him on moving day.



Attics, basements, storage rooms and closets are often the forgotten or misjudged rooms and should be carefully reviewed.

4. Know who is moving you. Your moving crew should be courteous, professional and efficient. You can eliminate many of the problems involving loss, damaged goods or unprofessional behavior by selecting a moving company, which uses only fully trained personnel. Beltway Movers has an independent security company do a complete background check on all perspective employees. We will not put anyone in your home that we would not want in our own. Beltway Movers guarantees an honest hour's work from its crews. Regardless of the job size, we will keep a steady pace until the task is completed to your satisfaction.

5. Murphy's Law, An added source of frustration is that move day often requires some deviation from the original plan. This may be due to mover error, customer error or just Murphy's Law. Close in parking may be unavailable, the list of items to be moved may need to be revised, a service elevator could be broken, or there may be some last minute packing required. Beltway Movers will always try to respond to your needs on move day. If the error is on our part, we will remedy the situation honestly. If the error is on your part—don't worry—we understand and we are prepared to help you through the process. We will naturally advise you if changes in service require a change in cost before we proceed.

6. Many times, articles are left at the old address simply because the customer was not counseled to take five minutes to check closets, look behind doors or double check the premises before leaving. Customers frequently assume that anything not accounted for was left on the van. The easiest way to eliminate this possibility is to **check the van with our driver after it has been unloaded at your new address.** We encourage our drivers to insist that you inspect the empty van. It will ease your mind and will only take a few minutes.

7. Another situation, which sometimes causes miscommunication between the moving company and the customer, is a result of the **customer giving responsibility for coordinating the move to someone else.** The family member or individual who is responsible for the bill should be the same person who has scheduled and coordinated the move from the beginning.

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