

Small Move Questions

Costs

Do you charge extra for delay times?

Yes, our small move guaranteed price special assumes we are allowed to work consistently while dedicated to your move.

Examples of delays would be unreserved or inoperable elevators, unreserved parking spaces for the van, unavailability of customer or on rare occasions significant traffic delays and street closures.

- The first 15 minutes of a delay is free.
- Delay times beyond a quarter of an hour will be charged at \$20.00 a quarter hour.

What if I have extra items that are not on my confirmed list?

In order to move any additional items your crew foreman must obtain permission from the dispatcher. You will be required to sign our bill of lading for the extra pieces and cost.

Authorized pieces will be moved for \$20.00 a piece.

Deposits and Payments

What are the payment options?

We accept MasterCard, Visa, Discover, American Express, cash or certified funds.

Your non-refundable deposit reserves your confirmed move date and time. The deposit is deducted from your final move cost and payment is expected at the completion of the move. This arrangement is documented on your estimate and will be verified by the dispatcher the day before the move and again by your crew foreman on the day of the move.

Why do I need to give a deposit?

When you reserve a move date we commit resources such as drivers, vans, crewmembers and material specifically to you. Our strict control of scheduling is what has prevented us from ever missing a move. The non refundable deposit is a mutual guarantee but not meant to be inconvenient. If your move dates change , we simply apply your deposit to the new date.

Insurance and Liability

What type of liability coverage do you offer for small move guaranteed price specials ?

We provide standard carrier liability at 60 cents per pound per item moved.

Move Day Planning, Expectations and Logistics

How do I prepare for my move?

Elevator: Make sure you have reserved the elevator with your building manager so there will be no delays

Parking: When reserving a parking place keep in mind you need enough room for a truck with an extended walk board.

Packing: Be sure that you have everything in the boxes with the lids closed for easy lifting and

packing in the van

Disassembly & Assembly: Keep in mind that because you have chosen our small move guaranteed price special you will be responsible for disassembling the items that you want us to move before the movers arrive. Movers will place the items in the correct rooms at the end of your move but will not be assembling them.

How will I know when you will be there?

We haven't missed a move since 1961. You will receive a call from our dispatcher the day before your move to confirm arrival time. Arrival times are meant to avoid peak traffic times as to minimize potential delay.

Small Move Pricing Restrictions

What are the mileage restrictions?

Your guaranteed small move price special has a mileage restriction of 50 miles from our office to your pick up address, to your drop off address and then back to our office. Mileage is determined using exact addresses in conjunction with Google maps. Keep in mind some routes are restricted for commercial vehicles.

What is a normal household item?

The guaranteed small move pricing is limited to 5, 10 or 15 normal household items. Types of items that need special handling and therefore not eligible for the price guarantee special are full size refrigerators, freezers and large appliances, pianos, pool tables, large TV, hot tubs, gym equipment, or cartons larger than 18 x 18 x 24 or 75 lbs.

What size cartons will you move?

We want to protect the safety of our movers and your belongings. They will not move a carton that is larger than standard move cartons sized 18" x 18" x 24" or weighing more than 75 pounds.

Can I have this great deal anytime, any day?

Similar to summer vacation rentals and airlines we have days that we are not able to offer the lowest price deals. This small move guaranteed price is not available on high demand dates. This is typically at the end of the month, holiday weekends and Saturdays. In order to offer you these rates the consultant will ask you to be flexible regarding arrival times but be assured we will be there. We have not missed a move day in over 50 years.