

# Day Of The Move

## **Arrival & Parking The Truck**

Typically, we arrive between 8:30 and 9am unless other arrangements have been made. should this say something about trying to have a parking spot available for the truck?

## **Walk-Through**

The entire crew will take a tour with you through every room to see all the items to be moved. Usually there are questions and instructions on both sides during this tour. This is where we come to an understanding of exactly what the move will entail.

## **Contract**

After the tour, movers get started on loading the truck while the driver goes over a contract detailing charges and including insurance options. This is signed and you get a copy. You will also receive an information booklet, as required by the California Public Utilities Commission, explaining your rights as a moving customer (or “shipper”) in California. You can also download this booklet [here](#).

## **Load**

We load the truck by shape not by room. If there are multiple destinations, we will load it accordingly. We bring tools and are happy to disassemble furniture that needs it. We will reassemble anything that we take apart at the origin point, at the destination. If you want to disassemble furniture, it will certainly save you time and money.

During the load, customers are welcome to use our wardrobe boxes (we carry approximately four) for their hanging clothes. You can then unload them at the destination. Finally, customers carrying boxes and other single-person items to the end of (but not onto) the truck is fine and will save time too.

Before we leave for the destination, one of us will do a final walk-through to make sure everything you want to be taken is loaded into the truck.

## **Drive**

Time spent driving between your load and the unload is doubled on the bill. This is t partially reimburse us for the time we spend driving to and from your job.

## **Lunch Break**

Often between the load and unload our crew will take a lunch break. If this is the case during your move, you will be informed and will not be charged for our break time.

## **Unload**

The unload usually goes faster than the load. When we arrive at your new home, we will all do another tour to determine where each piece of furniture belongs. Clarity is key. This tour should help us unload efficiently, with as little double-carrying as possible. When the truck is unloaded and before we present the final bill, another walk-through will ensure that everything is where it should be.

## **Payment**

We accept cash, checks and credit cards.