

CRITICAL QUESTIONS



Selecting a moving company is a huge decision. Make sure you fully understand the services the mover is offering, and the rate at which those services will be provided. Due to state and local regulations, it is also wise to check with your state's moving and storage association to learn the regulations that apply to companies in your area.

To help you fairly compare the services and benefits of the moving companies you are considering, we have prepared a list of questions to ask each of them.

- Is the moving company licensed?
- Does the company charge by the piece or by the hour?
- Do they have a minimum charge? How are you charged after that minimum is met? In 15-minute increments or every half hour?
- Do they have any extra charges for larger items such as pianos, large screen televisions, extra flights of stairs, or weekends and evening moves? (This is not unusual.)
- Do they charge for the travel time from their office to your home? (Again, this is not uncommon.)
- What type of payment options do they accept? Many companies require a deposit.
- Do they have full-time employees or use temps and day labor? Be cautious of moving companies who use temporary employees or day labor.
- Do they carry Worker's Compensation for their employees?
- What kind of training have their movers and drivers completed?
- What kind of cancellation policy do they offer? You should always be able to cancel or postpone until a few days before your move.
- Are items insured during the move? Even if a mover is bonded and insured, it does not always mean your items are covered during the move. (Some states require that a company put a valuation of 60 cents per pound coverage.)
- Do they offer free estimates? For three-bedroom homes or larger, request an on-site estimate done. Be thorough in identifying all the items you need moved. Don't forget the basement and attic.
- Do they offer suggestions on how to make the move easier? A mover who cares about customer service and making your move a positive experience will do all they can to help you.
- Do they have a contact number for the day of the move, should there be any unexpected challenges?

MONEY SAVING TIPS

TWO MEN AND A TRUCK® is a full-service moving company. We are prepared to perform all tasks to ensure your move is done to your satisfaction. Moving can be expensive, but there are many things you can do to help make your move as economical as possible. We've prepared a list to help you manage your moving costs.

1. Move all miscellaneous items yourself (anything not in a box, lamps, pictures, toys, yard tools, etc.). We recommend packing all items in boxes that **TWO MEN AND A TRUCK** will be moving to ensure their safety.
2. Label all boxes by room and contents. Make sure all boxes are taped shut on the top and bottom.
3. As you pack your boxes, take the boxes to the garage or to a common area on the main floor. At the unload site, have the movers leave the boxes in the garage.
4. Disassemble and reassemble any items yourself.
5. Make sure all electronics are disconnected and wires are removed.
6. Move hanging garments yourself to the backseat of your car. If **TWO MEN AND A TRUCK** moves garments, they must be in wardrobe boxes.
7. Any glass that is part of a table, buffet, or curio cabinet that can be removed will save you time if you transport them. When we move glass that is not packaged, there are certain precautions we take which may increase your time.
8. Be prepared for the movers. Saving the packing to the last minute, or disassembling items while the movers are there, will most likely make the move longer.
9. Do not have your friends or family members help carry items on move day. Sometimes helpers can get in the way of our movers and cause the movers more time.
10. Be sure pets and children are not in the path of the movers. We don't want anyone to get hurt or trip while carrying valuable or important items.

