



Simplify Your Move



Frequently Asked Questions
[Residential]



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Simplify Your Move

Preparing for Your Move

Q *Do you require a deposit?*

A No. *Move It Now* doesn't require that you make a deposit.

Q *Can I schedule my move on the weekend?*

A Yes you may, but it's more cost effective to schedule your move during the week.

Q *Can I cancel my move or reschedule?*

A Yes, but we require at least **twenty-four hour notice** on cancellations and reschedules. *Move It Now* will make every effort to reschedule your move.

Q *What if it rains or snows on my move day?*

A Not a problem. All of your furniture will be protected prior to being loaded, snow or rain will not damage it.

However, you are responsible for making sure your driveway and all walkways are clear of mud, snow, ice and other hazards when your crew arrives.



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Preparing for Your Move

Q *Is there anything I should do before the movers arrive?*

A Yes. While *Move It Now* is a full-service moving company, the most important thing you can do is to be as organized as possible. You should make sure that:

All items that you are taking personally should be separated, placed out of the way, or in your vehicle and clearly marked "DO NOT MOVE".

Items that you want packed together should be located in the same area.

Refrigerators and freezers are to be fully defrosted.

Washers, dryers, and ice makers are to be disconnected.

Fuel tanks of gasoline powered tools should be emptied. (Exception: Riding lawn mowers should be drained to about 1/8".)

All propane tanks are detached from grills.

Any items attached to walls or ceilings have been removed.



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Preparing for Your Move

Q *Do I or another member of the household need to be present while Move It Now is packing, loading and unloading my belongings?*

A Yes. An adult needs to be present to let the moving crew in, direct them, and help answer questions that will arise during your move.

Q *What time will the movers arrive and when can I expect them to leave?*

A Typically, the crew will arrive at your residence between eight and nine in the morning. Smaller moves require only a part of the day. Larger moves can take up most of the day.

We strive to work around your schedule so your life is disrupted as little as possible. Occasionally, we may need to continue working later into the day if circumstances dictate.



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Preparing for Your Move

Q *What should I do if the movers haven't arrived by the scheduled start time?*

A If for some reason the crew is not at your residence by the scheduled start time, please contact your *Move It Now* Move Coordinator. They will be able to contact the driver to determine the issue and give you an updated start time.

Q *Are there any items that I should transport myself?*

A Yes, we recommend you transport the following items:

Important documents such as wills, insurance papers, birth certificates, stock/bond certificates, etc.

Pets and plants

Firearms

Stamp or coin collections

Important photos or other items that aren't easily replaceable



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Packing Your Items



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Packing Your Items

Q *Can Move It Now pack my boxes?*

A Yes. *Move It Now* is happy to pack your belongings. Your *Move It Now* representative will be happy to discuss the costs involved.

Q *Are there any items that the Move It Now packers will not pack?*

A Yes. By law we aren't able to pack:

- Aerosol cans such as hair spray, furniture polish, etc.
- Flammables such as gasoline, lighter fluid, and propane tanks.
- Perishable food items, but canned or boxed food is okay.
- Paints, thinners, bleaches, or other toxic and poisonous liquids.
- Explosives such as ammunition, firecrackers, and matches.

Q *How many people will pack my items and will those same people load them onto the van?*

A A typical packing crew has three people. In most instances, the crew that packs your house is the same crew that loads your belongings. We will confirm with you ahead of time which crew will be assigned to your packing and loading.



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Packing Your Items

Q *I have some original cartons that my items came in, can Move It Now use these when packing?*

A Yes, if the original cartons are placed near the items, all the original packing materials (Styrofoam, cardboard cutouts, etc.) are still available.

If the original carton requires disassembling any object (press-board furniture, large toys, etc.), the packers will not use it.

Small figurines and similar items prone to damage when moving should be packed in their original cartons and then packed in a larger box.

Q *Do the packers mix items from room to room?*

A No. Your *Move It Now* packers will pack each room separately.

Q *How will the boxes be labeled?*

A When showing the *Move It Now* packers around your residence, let them know how you want each room labeled. Each box will be labeled per your instructions.



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Packing Your Items

Q *Can Move It Now unpack my boxes too?*

A Yes. *Move It Now* is happy to unpack your belongings. Each item in the box is unpacked and neatly placed on a nearby flat surface. Any packing materials can also be removed. Your *Move It Now* representative will be happy to discuss the costs involved.

Q *Can I do the packing myself?*

A You can do as much or as little of the packing as you like. Be sure to show your *Move It Now* representative precisely what you would like us to pack/not pack so they can provide an accurate estimate.

Please note that you are liable for all items packed by you when the box arrives at your new residence without visible damage. We are liable for all items packed by the *Move It Now* crew.

Q *Where can I find packing materials if I want to pack myself?*

A *Move It Now* carries a full line of boxes and packing supplies at competitive prices. We can even deliver them to your house.



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The Move It Now Moving Process



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The *Move It Now* Moving Process

Q *How long can I expect the movers to take when packing, loading, and unloading my belongings?*

A Smaller moves, such as an apartment, can take as little as four hours. Typical moves can take a day. Larger homes could take up to two to four days.

Other factors, such as long/difficult carries, shuttles, and bad weather, may cause your move to run longer than expected. Once we have surveyed your residence, we will provide a time estimate.

Note: If our packing crews are packing your belongings, we usually schedule that the day before your move.

Q *Will there be a supervisor for my move?*

A Yes. Every crew has one lead person who will introduce themselves to you upon arrival. Any concerns you have should be relayed directly to them.



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The *Move It Now* Moving Process

Q *Is any care taken to protect my furniture during the move?*

A Yes. All fabric furniture will be wrapped in your home before being loaded. All wood furniture and televisions will be padded in your home before loading.

Q *Will any of my household goods be disassembled for the move?*

A Items will only be disassembled if they cannot be easily handled or won't fit through the door. *Move It Now* will disassemble your beds and remove mirrors from dressers at no additional cost.

Q *Will the movers reassemble the furniture they disassembled?*

A Yes. *Move It Now* will reassemble all disassembled furniture at no additional cost to you.



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The *Move It Now* Moving Process

Q *Do I need to empty the dresser drawers?*

A No. As long as the items in the drawers will not break or spill, they do not have to be emptied. The movers will transport your dressers with the drawers in them. Small, loose items should be placed in a baggy.

Q *Will the interior of my residence be protected while the move is going on?*

A Yes. Included in your costs, *Move It Now* protects your carpet, hardwood, and tile floors at both locations. In addition, we pad stair railings and banisters.



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Pack It. Store It.

**MOVE IT
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Moving Special Items



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Moving Special Items

Q *What items should a third party handle?*

A Move It Now handles the coordination of using a third party to disassemble, box, or crate (if needed) and reassemble your special items; grandfather clocks, pool tables, ceiling fans, chandeliers, exercise machines, swing sets, and playground equipment to name a few.

Appliances such as washers, dryers, refrigerators, and ice makers will need to be serviced. **You must arrange arrangements with a gas company service representative to disconnect gas lines and secure caps to pipe ends.**

Talk to your Move Coordinator about any specific items in question.

Q *Are your movers qualified to handle grandfather clocks, pool tables, and fine art?*

A Yes. Move It Now is a professional moving company with highly trained movers. We handle all your items in a professional and caring manner. For specialty items, we coordinate and work closely with various third parties who are specially trained to prepare those special items for transport to ensure safe delivery.



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Moving Special Items

Q *Are plants allowed on the moving van?*

A Outdoor plants cannot be transported under any circumstances. Any move traveling interstate or requiring storage cannot contain plants.

Moving indoor plants is a courtesy *Move It Now* extends to its customers. Every effort will be made to safely transport your plants, but the crew supervisor makes the final decision.

Note: *Move It Now* cannot accept responsibility for the condition of any plants after the move has been completed.

Q *Are pets allowed in the moving van?*

A No. You should plan to transport any of your pets in your vehicle. This includes fish, reptiles, hamsters, or other caged pets.



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General Moving Questions



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General Moving Questions

Q *Are my belongings insured while they are being moved?*

A Yes. The cost of your move includes valuation protection in the amount of sixty cents per pound per article. This means that if an item weighing one hundred pounds was damaged, you would receive sixty dollars for that item.

Move It Now offers increased protection plans at competitive prices with varying deductibles. Your *Move It Now* representative would be happy to discuss this in detail if you are interested.

Q *Will my household goods be secure if they are left on the moving van overnight?*

A Absolutely. The doors on a moving van are ALWAYS locked when not in use.



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General Moving Questions

Q *If I require storage, will the crew that loaded my household goods be the same one that delivers them?*

A Move It Now will make every effort to schedule the same crew if you desire. Please notify your Move It Now Move Coordinator as soon as possible so this can be scheduled.

Q *If a certain crew was recommended to me, can I request them for my move?*

A Yes. Move It Now will make every effort to satisfy your request. Please notify us as soon as possible so they can be scheduled.



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Simplify Your Move



After the Move



Simplify Your Move

After the Move

Q *If I decide to unpack myself, will you return and remove the cartons?*

A Yes. Please notify your *Move It Now* Move Coordinator, and we will happily schedule a time to remove any unwanted moving material.

Q *How do I pay for my move?*

A Payments need to be authorized the day before your move date if paying with a major credit card. Otherwise, you can pay the crew leader with cash or a check upon completing your move.

Q *What if something gets damaged during the move?*

A If the damage occurs while the moving crew is still there, notify the crew leader immediately. If you discover the damage after the crew has left, call *Move It Now* as soon as possible to discuss the claims process.

Q *I have more questions not covered here. What should I do?*

A Contact us. We are here to answer any question you may have. Our goal is to *Simplify Your Move* and make moving day as stress-free as possible.



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Simplify Your Move

Thank You for Choosing *Move It Now*



“We will make sure your move is the best experience you can have. Our professional moving crews are well-trained and courteous and will care for your belongings as if they were theirs.”

Our mission is to simplify your move and to provide superior customer service during your relocation process.”
– Ken Slama, Move It Now



Our customers gladly recommend Move It Now to their family and friends. We hope you will too!



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