

FAQ PAGE

1

Services FAQ's

Is there a mileage or fuel fee? *No, the only flat fee is a flat travel fee of \$99.*

Does my crib need to be disassembled? *Yes, before the crew arrives the crib must be disassembled.*

Can large appliances be moved like a washing machine? *Yes, as long as the appliance has been disconnected, serviced to be transported, and does not require any disassembly to fit out or in the home.*

2

Quote FAQ's

Why is my credit card information required to reserve my move? *All moves must be paid using an authorized credit card. Credit card authorizations will be placed on the credit card a couple days prior to the move.*

When is my credit card charged? *Credit cards are charged post move. After the move a final invoice will be emailed, approved, and then the credit card will be charged.*



Moving Prep FAQ's

Do table legs need to be disassembled? *No, moving buddies are trained to do basic furniture disassembly like tables and beds.*

Do IKEA and/or sleep number beds need disassembled? Yes, all IKEA beds and sleep number beds need to be disassembled prior to moving buddies arriving.

Can shoe boxes or small amazon boxes be used to pack items in? Yes, however this is not recommended. Any box smaller than a paper file box should not be used. Small boxes cannot be staked or loaded easily in the truck.

How should boxes be labeled? All boxes should be labeled by room name and 1-2 main contents listed. This will help the moving buddies know what room to place the boxes in.



4

Price FAQ's

What if my move takes less time than quoted? Charges are based on the reserved hourly rate. After two hours, time is charged in increments of 15 minutes. *ie. The reservation was for 5 hours including 3 moving buddies and 1 truck @\$158/hr. The move ends up taking 4 hours. This means the final charges will be 4 hours @ \$158.*

What if my move takes more time than quoted? Charges are based on the reserved hourly rate. After two hours, time is charged in increments of 15 minutes. *ie. The reservation was for 5 hours including 3 moving buddies and 1 truck @\$158/hr. The move ends up taking 5 1/2 hours. This means the final charges will be 5 1/2 hours @ \$158.*

5

Boxes FAQ's

When will box kits arrive? *Box kits will arrive at the latest 5 days before the reserved move date.*

What if box kits are ordered within 5 days of the move? *Y Boxes must be ordered 5 days before the reserved moving date. This means a refund of the box charges would be issued.*

Is there tape included in the box kits? *Yes, there is moving tape included (250' long rolls).*

