

FREQUENTLY ASKED QUESTIONS



Is there a best time to move?

It fluctuates by week, and even by day. The end of the month is typically the busiest time. Thursday, Friday and Saturday are the busiest days of the week.

When should I call a moving company?

The sooner the better. The more lead time you provide, the better equipped we are to accommodate and serve you.

Do I need an estimate?

Absolutely! An onsite estimate is the most accurate way to determine what your needs are.

How and when do I pay for my move?

For local moves, payment is due upon completion of the move. For long distance moves, payment is due at the time of delivery. A deposit is optional, not required. We accept all major credit cards, certified check or cash.

Can I leave clothing in my dresser drawers?

Yes, soft items, such as clothing, towels, linen, etc., can be left in dresser drawers. Loose items, such as jewelry, photos, phone chargers, medication, etc., should be packed into a box to avoid them falling behind the drawers.

How should I pack my belongings if I'm packing everything myself?

Please see our packing insert or speak to one of our specialists for more information.



Can my possessions be stored temporarily?

Yes, we offer a variety of storage options, both short and long term. Your moving consultant would be happy to discuss your storage needs.



Can you move my appliances?

Yes, but there are limitations. All gas, electric, and water lines must be disconnected prior to the move. If you are planning on moving appliances, please ask for additional details.

Should I move my jewelry and other precious items by myself?

We recommend our customers to keep those items with you at all times. This includes, but not limited to: keys, important documents (passports, drivers license, etc.) medication, loved ones ashes, phones and chargers, tablets, computers.

MOVING DAY

What exactly is "travel time"?

"Port to port". Non-binding estimates are billed hourly. The clock starts when your crew leaves our warehouse and ends when they return to the warehouse. Travel time is not billed hourly on long distance or binding estimates.

Will you unpack my belongings and clean up afterwards at destination?

Of course! As a full-service moving company, unpacking services and debris removal are available upon request.

What happens if there is inclement weather on moving day?

We work through all weather conditions. With proper equipment and tactics, our movers will take precautions to protect your home and possessions. If the schedule permits, we will accommodate a date change.

