



## **Frequently Asked Questions**

**1. What is an in-home survey and why is it needed?**

An in-home survey is when our moving partner provides a qualified local representative to come visit your home and complete a detailed inventory of what household goods and furnishings you are planning to move. The surveyor will also estimate the packing materials needed, inspect the access of the property, address special customer requests, and document any 3rd party services required, such as washer/dryer, ice maker servicing or autos/boats. The survey usually takes about an hour. Our moving partner will provide a guaranteed not to exceed quote based on the exact items noted at time of survey. This function cannot be performed over the phone.

**2. I'm working with a budget. What suggestions do you have for staying within budget?**

Our moving partners can provide suggestions such as packing some items yourself, reducing the number of items moved, and customizing the services to fit your budget.

**3. Is my move fully insured?**

Yes. At \$6.00 per pound with zero deductible.

**4. Oh, storage! What are my options to store my goods? How are my goods stored? Are they delivered out of storage? Are my stored items fully insured?**

Storage is available at origin or destination at a daily rate. Your household goods are stored in a climate controlled vaulted warehouse. Delivery out of storage is included. Your goods are fully insured.

**5. Can you ship my car?**

Yes, our moving partners can ship your car, either on a car carrier or inside the van for an extra fee. The car is insured at \$20,000 with a \$500 deductible. Additional valuation and deductible amounts are available. Also, your car may not arrive at the same time as your other items.

**6. How long will it take to move me? Can our moving partners commit to delivering on a certain day during the delivery window?**

5000 pounds and less takes about 4-12 days. Larger shipments take about 4-8 days. Our moving partners can offer an ETA date but would need to update the moving party as the truck travels across the country.

**7. What services are and are not included?**

Typically, the first quote provided includes full packing of all household contents into boxes and moving. Unpacking of boxes is usually not included but can be requested. Each quote we provide will list the services included on the summary page.

**8. What if my move quote is more than what the University offered?**

Our moving partners will require a University purchase order for the University's

portion and will require payment by personal credit card for the remaining balance 48 hours ahead of loading or by cashier's check at time of delivery.

**9. If I decide to pack my house, can you provide and delivery packing materials?**

Depending on your origin location, some agents have used boxes at no charge to you that can be picked up. Otherwise, for an additional fee, we can arrange to deliver new packing materials.