



Incidental Procedures

Furniture & Household Goods

When damage to furniture or household goods happens, our standard procedure is to solve each case in the following order:

1. The crew leader and customer will discuss the damage and try to find a resolution. Oftentimes, this results in an immediate discount on your final bill or taking time off of the move.
2. If no resolution is made, the customer is expected to pay full price for their move as initially stated in the agreement.
3. After payment is made, the customer is responsible to report an incident to management. This can be done up to 72 hours after the move.
4. After the incident is reported, management will either repair, replace, or reimburse.
5. **Replace:** We will find a similar age/condition item for sale and bring it to your home.
6. **Repair:** We will hire a furniture repairman to come fix the item at your home.
7. **Reimburse:** The standard coverage is 60 cents per pound of damaged goods.

*If you would like additional coverage, please speak to management before you book your move.



Property and Home

When damage to your property or home occurs, our standard procedure is to solve each case in the following order:

1. The crew leader and customer will discuss the damage and try to find a resolution. Oftentimes, this results in an immediate discount on your final bill or taking time off of the move.
2. If no resolution is made, the customer is responsible to get a hold of management to schedule an on site visit or email photos of the damage.
3. After the damage has been assessed, management will either pay a cash settlement, make the repair on their own, or hire a contractor.
4. **Cash Reimbursement:** The customer and a member of the management team will discuss a price that satisfies the customer.
5. **Repair:** A member of management will attempt to make the repairs on their own.
6. **Hire Contractor:** The customer and the member of management will seek out bids from trusted contractors of their choice.



“AT YOUR OWN RISK”

1.) The following items are moved at your own risk:

- Gym equipment (assembly, transportation, reassembly). All electronics that are not in a box.
- Art or mirrors not in a box.
- Press/particle board furniture (including IKEA furniture).
- Plants and planters pots.

2.) Glass, marble, artwork, mirrors, lamps, lampshades, ceramic décor, and TV's should be boxed or crated prior to arrival. We provide specialty boxes for these items at an additional cost. If these items are not boxed, they will be moved **"AT YOUR OWN RISK"** and we will use blankets to protect them to the best of our ability.