

Long Distance Moves

How long has your company been in business?

Is your company licensed for state and interstate transport?

How do you determine the weight of my shipment?

Do you guarantee pickup and delivery dates? What happens if you miss one or both?

Will I be sharing the trailer/truck with others?

Will my belongings be moved once they are loaded onto the trailer/truck?

Will my items be moved to a storage facility?

Who does the packing and loading?

Are my belongings insured? If so, how much?

What supplies do you provide? What's included? What items do I pay for?

Local Moves

how does your company charge: by the hour, number of movers or weight?

Are workers covered by workers' compensation and public liability insurance?

Do you charge extra for travel time to and from my house?

What kind of cancellation policy do you have?

What kind of inventory system do you use?

What do you consider extra services and how much do you charge for them?

How do you pack items with special requirements, such as electronics, glass-fronted furniture, antiques, bicycles, and musical instruments.

How do you handle disputes and complaints?

Questions from each box category can be interchangeable as well.

Misc Questions

How can I pay for the move?

Was I given all necessary documentation, including the signed contract?

Should I contact my insurance company to cover my belongings?

My car needs to be shipped, do you do this or can you refer someone?

How much of the work can I do myself?

Can you give me references of satisfied customers.



By **Lili helps you move** (lpatch)
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