



DELIVERY DAY

You're almost in your new home! The following tips and process will help make this final stage of your move go smoothly.



Day Before / Day Of:

- If you put a note on the door of each room in your previous home, please put those same notes up in your new home so the crew can easily identify the room each box needs to go into.
- Create a plan for where you want everything to go so you're ready to direct the crew when they arrive. (Once furniture is reassembled, the crew cannot disassemble and reassemble furniture to move it again.)
- Put any pets in a secured area while the crew is in your home. Please place a note on the door of the room indicating the pet's location.
- Make sure all walkways are clear of ice, snow, mud or debris and alert neighbors if we will be blocking their driveways.

Delivery - The Process

- The crew foreman will discuss with you the delivery plan before they begin. Please share any specific preferences (ex: put rugs down before placing furniture, preferred time for lunch break, etc.) and do a walk-through of your home.
- You will complete a check off with your driver as the crew is bringing your items into your home. The check off process is used to confirm that every item that was loaded on the truck is unloaded and placed into your new home to ensure all items have been received. Note any numbers that do not check off. If you notice that any of your belongings have sustained damage in transit, please note it on your delivery documents for insurance purposes. (It is helpful to have two adults available on delivery date – one to check off items as they come in and another to direct the crew on where to place items in your home.)
- If you have requested (and been approved) unpacking services, the crew will unpack and place your items onto the nearest flat surface and take away all packing debris at the time of delivery or the following day, depending on the size of your shipment. (Your coordinator can confirm the date for you.) If you request that some items are not unpacked during delivery, please keep in mind that any subsequent debris collections will incur additional costs and may not be covered by your policy.
- If you are unpacking yourself a debris removal (box and paper pick up) can be scheduled within 30 days of delivery (if approved). In preparation for the debris removal, you need to break down the smaller boxes and can use the larger ones for storing paper and tape. Boxes need to be dry and free from all trash.

Communication is Key!

- If there is anything about how your delivery is progressing that is concerning you, please let us know while the crew is still at your home – this is very important!
- If your property is in any way damaged during the delivery, please inform your Move Coordinator immediately and make a note of where and the type of damage on your delivery documents.

Reminders:

- In some instances, the delivery crew may require a third party service to reassemble furniture. This is not always known until the day of delivery. If this happens, a further "completion date" will be arranged at a date and time that works for you. This is quite normal and nothing to be concerned about.
- If the crew took pictures off the wall or televisions off of stands to pack them, they cannot re-hang or re-wire at destination. This requires the assistance of a third party service. This cost may not be covered by your policy. Please refer to your Move Coordinator for more information.
- Even with unpacking services, the crew does not put items away into cupboards or drawers.