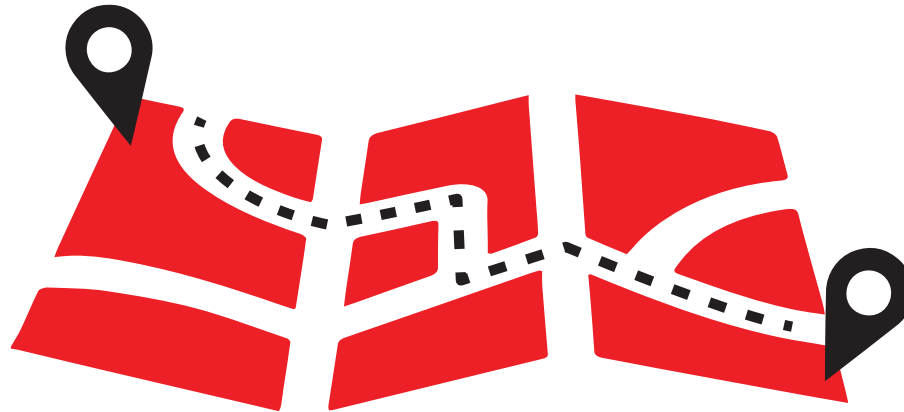




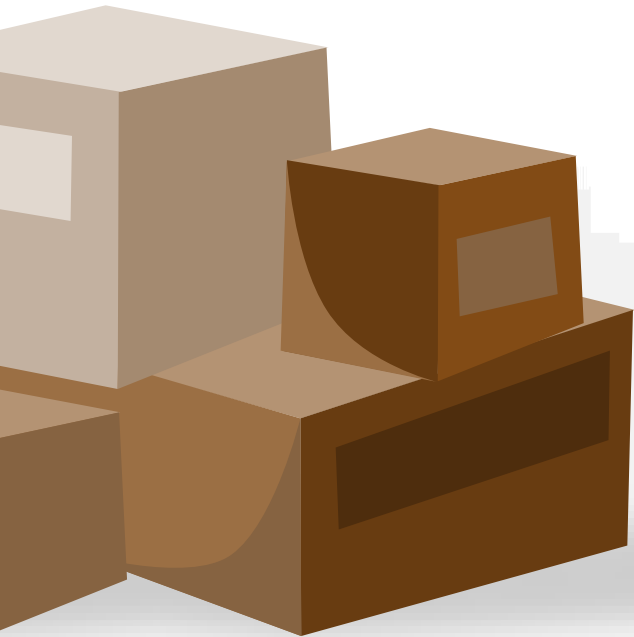
HIRING A PROFESSIONAL MOVER



**HELPFUL CHECKLIST AND GUIDE TO
ENSURING YOUR NEXT MOVE IS A SUCCESS**

10 QUESTIONS TO ASK YOUR MOVER

Deciding who you should call to move your belongings can be difficult. The moving industry is fraught with unethical business practices and scams. How do you find out who are the good guys and who will scam you? Our president, David Whittaker, has created for you a 10 step guide for choosing the right mover for your home and your family. Be sure to ask these questions the next time you are talking to your potential mover!



1

DO YOU HAVE ANY COMMUNITY AFFILIATIONS?

Check to see if the company is a part of community organizations such as the Chamber of Commerce. Contact these companies, what do they have to say about your chosen moving company?

2

ARE YOU AFFILIATED WITH THE BETTER BUSINESS BUREAU?

If so, what is your rating? Do you have any positive reviews? Any negative reviews? According to the BBB, were claims suitably dealt with?

The Better Business Bureau, or BBB, is an organization with the sole purpose of helping consumers find businesses they can trust as well as flagging all of the businesses with a bad reputation. Consumers use the Better Business Bureau as the first stop when filing a customer complaint. Businesses that have a poor rating or chose to not be rated raises a red flag to consumers. Be sure to check your chosen moving company's BBB rating and reviews.

3

WHAT IS YOUR STORAGE SITUATION?

If I need my belongings held for a few days, will they be kept safe and secure? Where will they be held?

ie. "We have xyz sq feet of secure storage space located at xyz Quadra."

4

ARE YOUR WORKERS COVERED BY THE WORKERS COMPENSATION BOARD?

You may be liable for injuries workers incur if they are not covered.

5

DO YOU HAVE DETAILED POLICIES?

Do you provide information that outlines customer and mover rights and responsibilities, as well as information detailing mover liability for loss or damage?

6

WHAT IS YOUR SAFETY RECORD?

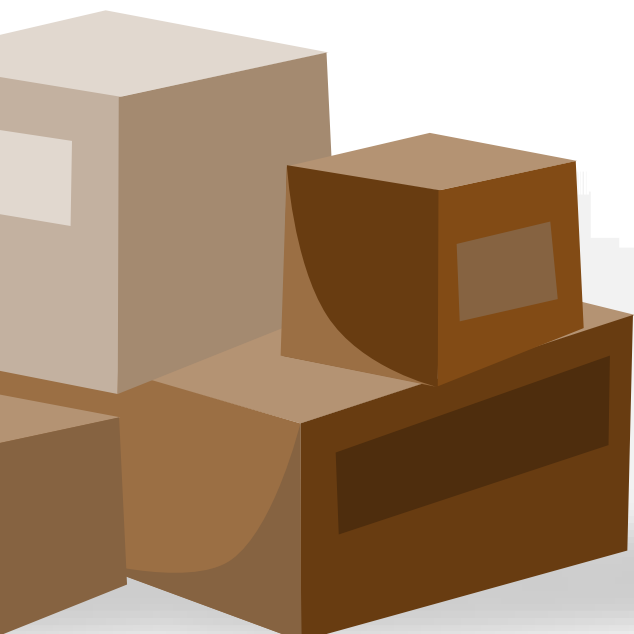
Professional movers are transparent and more than happy to provide you with their track record.

7

ARE YOU INSURED?

Ask them to provide you with their insurance company's name and policy number. Even professional movers can make mistakes, but when they do, you need to know your belongings will be replaced or repaired.





8

DO YOU HAVE YOUR OWN EQUIPMENT AND EMPLOYEES OR DO YOU SUB-CONTRACT WORK?

Yes, we have xyz 5 ton trucks, xyz 2 ton trucks, and xyz 1 ton trucks as well as xyz full-time and xyz part-time staff.

9

CAN YOU MOVE SPECIALTY PIECES LIKE PIANOS?

Big pieces and delicate items are important and need to be treated differently. Find out how safely they can be moved.

10

CAN I GET THE ESTIMATE IN WRITING?

Lastly, make sure you get an estimate in writing! Make sure you read our guide on getting accurate moving estimates!

These questions will prepare you with the tools you will need to confidently choose a mover for your belongings.

HOW TO GET AN ACCURATE ESTIMATE:

These suggestions will prepare you with the tools you will need to confidently choose a mover for your belongings.



TRAVEL TIME – OLD & NEW RESIDENCE

Be sure to give detailed information on your old and new residence. Drive time can be lost finding addresses that may not appear on Google Maps or are listed incorrectly.



REQUEST A SITE VISIT

They are the professionals and they will know the questions they need to ask to give you an accurate quote. Home visits are needed to inspect belongings and the environment for the move. You may have a driveway that is too narrow for the size of truck they are planning to use. Knowing this before hand will save you time and money.



MAKE AN INVENTORY

Create an inventory of your belongings. Taking the time to list special items that may need more attention and care when moved will help the mover accurately compensate for the time needed to make sure your belongings are moved safely and efficiently. These can include but are not limited to electronics, appliances, pianos, and art.

If goods are damaged or lost, make sure it's noted on the inventory, and notify the mover quickly. Normally, claims must be made within 30 days for local moves and within 60 days for long distance moves.



PRICING

Beware of a price much lower than others. This could be an indicator of sub-standard service or higher charges to come later.



OBSTACLES

Notify the movers of obstacles such as stairs or elevators. Accounting for this ahead of time will prevent surprise charges.



PACKING

Who is responsible for packing? If you expect your mover to pack, make sure it is included in the estimate. The more you prepare your belongings ahead of time, the less you will spend.



ESTIMATING STANDARDS

For a local move, the estimate should provide the number of hours the move will take to complete. Make sure the estimate is dated and includes the date of the move. Don't sign a contract unless these options are spelled out in writing. Contracts should be in your hands long before the day of the move to give you ample time to review. Presenting the contract last minute is a scare tactic often used by scam moving companies to rush you into signing a contract you have not had time to review.



UNSCRUPULOUS DISCOUNTING/NEGOTIATING

Beware of movers who offer to forego the Goods and Services Tax (GST) or who only accept cash payments. These are often indicators of an unscrupulous mover and one who is unlikely to pay claims or even deliver your goods. If they will cut these corners, what other corners might they cut (or run into).



**IF YOU HAVE ANY QUESTIONS,
FEEL FREE TO REACH OUT FOR A
FREE ESTIMATE**

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> HENDRA
MOVING >>> STORAGE