



# Customer Destination Responsibilities

## Prior to Delivery

- Ensure you stay in touch with your HomeSafe Customer Care Specialist and update delivery details when anticipated or known.
- Do not schedule your household goods delivery in conjunction with the closing of your house.
- You, or your designated receiving agent, must be available on the agreed upon delivery date between 8:00 a.m. - 5:00 p.m. HSA will provide detailed information on the afternoon preceding delivery as to when the service will be performed -- in the morning (8:00-12:00) or afternoon (12:00-5:00).
- Know where you want the property placed. On a one-time basis, and upon request, all property shall be unpacked and the contents placed in a room designated by you. This includes the placement of articles in closets, cabinets, cupboards, or on shelves in the kitchen but does not include arranging the articles.

## During and After Your Delivery

- The movers must arrive between 8:00 a.m. and 5:00 p.m. No service should begin that cannot be completed by 9:00 p.m. without prior approval from the Government.
- During delivery, please ensure all high-value items are moved to a secure location, safe, locked room or kept on your person for safekeeping.
- You are entitled to a full unpack, one-time placement of furniture/rugs and debris removal at time of delivery.
  - If you choose to unpack yourself, you are responsible for debris removal.
- Movers are required to re-assemble any items that were disassembled at origin by the service provider.
- Mark each item off your inventory as the items are unloaded. Open, inspect, and initial as received all firearms and high-value items.
- Do not sign blank forms. If items are missing/damaged on delivery day, ensure to list these items on your Loss/Damage **AT** Delivery Form. If items are discovered missing/damaged **AFTER** delivery day, then annotate them in HomeSafe Connect and file your claim.
- Ensure to complete your Customer Satisfaction Survey(s) upon completion of your move.