



# Customer Destination Responsibilities



## Prior to Delivery

- ★ Stay in touch with your HomeSafe Alliance Customer Care Specialist to update delivery details as soon as they are anticipated or known.
- ★ **To avoid delays, 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 a.m. - 5 p.m.**
  - HomeSafe will provide detailed information the afternoon prior to delivery, indicating whether the service will be performed in the morning (8 a.m. - 12 p.m.) or afternoon (12 p.m. - 5 p.m.) of the following day.
- ★ **Know where you want your property placed.**
  - On a one-time basis, and upon request, all property will be unpacked and the contents placed in rooms designated by you.
  - This includes placing items in closets, cabinets, cupboards, or on kitchen shelves, but does not include arranging the items.

## During and After Your Delivery

- ★ During delivery, please ensure all high-value items are moved to a secure location such as a safe or locked room, or kept on your person for safekeeping.
- ★ **Keep children and pets in a safe location away from high-traffic areas.**
- ★ You are entitled to a full unpack, one-time placement of furniture/rugs, and debris removal at the time of delivery.
  - If you choose to unpack yourself, you are responsible for debris removal.
- ★ **Mark each item off your inventory list as it is unloaded.** All firearms and high-value items must be opened, inspected, and initialed as received.
- ★ If any items are missing or damaged on the delivery date, be sure to list them in the service provider's *HomeSafe Connect Go* app before signing your inventory at the time of delivery.
- ★ If you discover missing or damaged items after delivery, report them in the Claims section of the *HomeSafe Connect* Customer Platform. **Do not sign blank forms.**
- ★ Please complete the Department of Defense's Customer Satisfaction Survey(s) upon completion of your move. **Your feedback will have a significant impact on future military moves!**