



7 Day Scheduling Window for Pickup

What's the 7-day Scheduling Window?

Also known as "Spread dates" this refers to the 7-day window during which your moving company is required to pick up your shipment. This policy is designed to give you more control over requesting a specific date range to schedule your move.

Pack-Out Dates vs Pickup Date

Your pack-out dates are the day(s) your movers will be in your home to pack your belongings and will always precede your pickup date. Your pickup date is the day your moving company physically removes your belongings from your home. This is an important point to keep in mind, because your 7-day window is only used to schedule your pickup date. Therefore, your pack out dates might be scheduled before your 7-day window begins.

Can my pickup date change?

Once HomeSafe Alliance confirms your pickup date, it will not change without your approval. If your service provider misses your pickup date, you may be eligible for an inconvenience claim.

Does the 7-day window apply to all personal property shipments?

No, the 7-day window does not apply to non-temporary storage (pickup and delivery) or direct procurement method shipments. Talk with your counselor to ensure you understand the rules associated with your shipment(s).

7-Day Window Sample Calculation

Your 7-day window is calculated from your Requested pickup date which should be your latest pickup date. If your requested pickup date is 20 April, your 7-day window is from 14-20 April.

Weekend or Holiday

Your 7-day window will include weekends and sometimes holidays. However, your mover cannot select these days without your approval. You are not required to accept a pickup date on a weekend or a holiday. While weekends and holiday requests may be accommodated in some instances, we recommend moving on a weekday to ensure you have support of your local transportation office and industry resources. Please discuss these options during your counseling session when you schedule your shipment