



## Customer Destination Responsibilities

- Be prepared to accept delivery of your property as soon as it arrives.
- For shipments that require storage, notify Customer Care as soon as you know your delivery address and the date for which you will be available to accept delivery.
  - If your requested date is not available, they will work with you and the storage facility to secure the first available delivery date.
- You, or your designated receiving agent, must be present on the day of delivery.
- Advise the service provider where you want each belonging to go in your new residence.
- You are entitled to a full unpack, one-time placement & debris removal at time of delivery.
  - The driver should remove any packing materials and boxes that they unpack.
  - If you choose to unpack yourself, you will be responsible for debris removal.
- Check each item off the inventory and make sure everything that was picked up is delivered.
- If you discover any damages or missing items at the time of delivery list each of these on the “Notification of Loss or Damage At Delivery” Form.
  - Any loss or damages must be reported within 180 days of the delivery.
  - You are still eligible to report any damages you find after your delivery is complete within HomeSafe Connect.
- Always remember to contact Customer Care for any questions or concerns you may have throughout your move.
- Be sure to complete the military’s Customer Satisfaction Survey upon completion of your move.