



Customer Expectations

Preparing for your move

Your Expectations:

- You will be provided a point of contact to answer your questions or make changes to your move.
- You will be provided with instructions to conduct a pre-move survey of your household goods.

Your moving day(s)

Your Service Providers Expectations:

- Treat you, your family, your home, your belongings with respect.
- Must follow all COVID-19 related Health Protection Protocols.
- Arrive between 8 AM to 5 PM, and finish work by 9 PM (unless you approve otherwise).
- Prepare an accurate electronic inventory of all your personal property.
 - Identify your high-risk or high value items.
- Disassemble items to ensure safe transport, **except** items that are outdoors, such as swing sets, other playground equipment, television and radio antennas, and similar articles

Your delivery day

Your Service Providers Expectations:

- Call at least 24 hours before arrival to confirm you can accept delivery.
 - After two failed attempts to reach you, the service provider will request the transportation office's approval to move your goods to temporary storage in-transit (SIT).
- Arrive between 8 AM to 5 PM, and finish work by 9 PM (unless you approve otherwise).
- Unpack all your items with one time placement; reassemble items that were disassembled at origin; and remove all packing materials on the day of delivery (unless you direct otherwise).
- Will verify the arrival and condition of items on the inventory alongside you.