



Frequently Asked Questions (*Residential*)

These are some of the most Frequently Asked Questions that we receive. If you have any additional questions, please feel free to contact us any time via e-mail: info@1stmove.net or by telephone at: [1-888-379-0011](tel:1-888-379-0011).

1. Do I need to empty dresser drawers before moving?

A. Most dresser drawers of 6 drawers or more must be emptied before moving especially if they have any breakable items. You might be able to leave some light weight items inside small dressers of 5 drawers or less. We mainly ask you to do that for the safety of your furniture, walls, hallways and stairways.

2. Will movers unpack any boxes at destination?

A. Movers will not unpack boxes at destination unless this service was agreed upon in the original estimate and paid for. Movers, however, will unwrap furniture items that were wrapped by movers.

3. Will movers disassemble and reassemble my furniture?

A. Movers will disassemble basic furniture items such as standard bed frames, mirrors on dressers, two-piece china cabinets, table legs, etc... These items will also be reassembled by movers at destination. Some disassembly might be an extra charge such as: pool tables, exercise equipment, waterbeds, universal gyms, outdoor swing sets, etc...

4. Do I have to be present during the loading and unloading process?

A. It is highly recommended that you be present yourself during the loading and unloading of your goods, this is to insure that services are performed exactly as you desire. However, if you cannot be present, you must have a person who can act on your behalf in signing official documents, and who knows everything about your move and the proper placement of your furniture at destination.

5. Are there any items that cannot be moved on your moving van?

A. Yes there are. these items are potentially dangerous material and they include: •Tar Remover •Auto Batteries •Gasoline •Paint and paint Thinner •Acids of any type •Kerosene •Bleach •Propane Tanks •Naphtha •Muriatic Acid •Oxygen Tanks •Cleaning fluids •Matches •Chlorine Granules •Lighter fluid •Ammunition •Powder Explosives •Guns •Hair Spray •Combustibles of any type •Solvents •Live Plants (Interstate moving only) •Household Cleansers •Insecticides •Tarnish Removers •Car Cleansers • Flammable materials•

6. Can I leave items in my car while it is being transported?

A. No items should be left in your car while being shipped. Any items left in your car will be transported at your own risk for any damage to items or to the vehicle. In addition, car must be in running conditions (otherwise, an additional fee might apply) and must have about 1/8 tank of gas or less.

7. What forms of payments will you accept?

A. We accept payments in the forms of cashier's check, money order, cash, Visa or Master Card. Credit cards used for payment must be present for imprinting along with a photo ID of individual named on the card.

8. What is the difference between Valuation and insurance (local moves only)?

A. **Valuation** is when the mover accepts a higher liability than the standard 60 cents per lb. The mover agrees to repair or replace any lost or damaged items up to the declared value of your shipment, or pay you market value for any damaged or lost items. No insurance policy is issued. **Insurance** on the other hand is a policy that will be purchased from a licensed insurance company specifically for your move. Insurance is normally more expensive than Valuation.