



INTRODUCTION

We at I-Movers are committed to making your relocation as easy and stress free as possible. We strongly believe that your peace of mind lies in making an informed decision. But we also recognize that the research involved in getting the relevant and necessary information is time consuming. So, with our commitment to you in mind, we have put this document together highlighting all the information you should consider when choosing a service provider.

SCREENING QUESTIONS

First things first, you should ask these questions at the very beginning when interviewing a company. These three foundational factors are proof that the company are legitimate and honest professionals. If the answer to any of these questions is a no, it is in your best interest to steer clear and take your business elsewhere.

Are you licensed?

We are licensed by the board of awesomeness under license number 1130

Are you insured?

We are fully insured. We explain in further detail about our insurance policies and what we do in the event that things go wrong in the insurance section below.

Do you provide written binding agreements?

Before moving day, we provide a written binding agreement that will be signed by both parties. It will not only outline the full payable amount so that you won't be surprised with any extra charges at a later date, it also details the full terms of the agreement from our obligations to you, what is expected from you to help us meet those obligations, what happens in the event one of us cannot fulfill an obligation, our insurance policy, and, of course, payment terms.



GETTING A QUOTE

Is it free?

Getting a quote from us is completely free.

Is it convenient?

The standard practice in the industry is to refuse to give even so much as an estimate without visiting the moving site. Others will forgo this step and ask a series of extensive questions to get the most detailed understanding possible of what items are being moved. Both of these are not only time consuming but inconvenient as they have to be scheduled within business hours.

We have found a happy medium. To accommodate your schedule, we offer the options of an online quote or a virtual survey. Both can be done at any time of the day, 24/7, at your own convenience. For an approximate quote you can fill out the online **form** and send videos or pictures of what you need to move. It is fast and convenient, with the average form taking only 4 minutes to complete, and also an efficient time saver since you are actually killing two birds with one stone by documenting your items which will need to be done for insurance purposes anyway. For a more detailed pricing you can schedule a virtual survey, where a move manager will join you at the moving site via a video call to give a more precise quote.

What information should the movers ask?

In addition to what is being moved we need to know the addresses for the moving and destination sites and your scheduling expectations for both.

All of these factors play an important role in the total cost, so be wary of companies that provide blanket prices without knowing these details.

What happens after I submit the quote?

We will allocate a dedicated move manager to your case who will help you through every step of the process.

Using the information, you provided your move manager will write up an inventory list and



outline the prices and schedules of all the relevant transportation options (air, sea, land) along with which of our services suits your needs.

I'm happy with the quote, how do we proceed?

Your move manager will schedule a site visit to make sure no items were overlooked during the quote and to determine whether any extra equipment or special handling is needed.

The move manager will discuss all our services and contract terms with you, from deadlines to deposits and cancellation policies and payment methods, and our respective obligations. After establishing your needs, a tailor-made contract will be sent to you detailing all of the above and more.

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I-MOVERS