



## **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 and detailing all the services we offer and how our international moves typically unfold.

## **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 1103

### **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 (including floor level if relevant) 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 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.

### **What services do you offer?**

The core structure of our services includes packing, transportation, insurance and customs paperwork guidance, customs clearance, delivery and unpacking.

We will outline these services in further detail below. Please remember that during every stage your move manager will be available to help and guide you through the process and to answer any questions you may have.

## **PACKING**

At the basic level packing includes the supply of all necessary labor and standard industry size and quality cardboard boxes and pallets, along with standard padding and protection material.

The need for any additional packing services will be determined and discussed with you as well as any extra charges they may incur. These may include possible extra labor services needed to meet very tight deadlines, specialized packing materials, or extra equipment.



## **PAPERWORK**

Before we begin to pack, part of our services includes providing you with a brief guide to preparing for your move and insurance forms you will need to complete.

## **TRANSPORTATION**

After packing your items will then be sent to the destination site.

## **UNPACKING**

After unloading your items at the destination site, we will unpack them for you.

There are 3 levels of unpacking available: basic, partial, and full. The basic is at no extra cost, while the partial and full incur extra charges. A general outline of these packages is below. But please note, that as always, our aim is to accommodate your specific needs and we can tailor our packages accordingly, so please don't hesitate to reach out with any questions.

The basic unpacking includes reassembling everything that was disassembled at the moving site and unwrapping all items that are not in boxes or containers. These items, along with the boxes and containers are placed in their relevant areas or rooms. This last point is a seemingly small detail, but it is an important one for you to clarify, because some companies simply gather all the boxes and containers in one central area with no system, creating extra work and frustration for you as you unpack. Once done with the unpacking, our crew will remove all empty packing materials from the destination site.

The partial unpacking includes everything in the basic package, plus unpacking the items in a number of pre-selected boxes and containers that you would like access to on arrival day. For example, if you're relocating your home, this may include anything from bedding and linen, kitchenware, bathroom accessories, or television, computer, and gaming systems.

The full unpacking involves everything in the basic package plus unpacking everything in all boxes and containers and placing them in their appropriate locations.



### **Extra services**

You may need the services of a handyman for fixtures such as shelves and chandeliers and to hang wall paintings. You may also need to assemble new furniture. No matter what your specific and specialized needs may be, your move manager will help identify them and accommodate them as best as possible.

### **PRIOR TO THE MOVE**

#### **What is expected of me prior to the move?**

As mentioned above, we will provide you with all the necessary insurance and customs paperwork that will need to be completed before moving day.

A few days before moving day we will also provide you with some cardboard boxes and padding material for any sensitive personal belongings you would prefer to pack yourself. We will supply tape to seal the boxes and labels that say "private". You will also need to sign a disclaimer stating that the boxes contain no prohibited items. Company policies vary, but with us there is no extra charge for items packed by owner, no limit to the number of boxes, and they are fully covered by insurance.

We ask that you please put aside any items you want to remain with you and that should not be packed by our crew, such as passports and clothes. We have compiled a list of possible items you may want to keep with you on our **tips** page.

Furthermore, we also ask that you please confer with building management regarding reserving the elevators and a parking space on moving day.

Finally, to help us meet the deadline we ask that you please meet us at the moving site at the scheduled time with the agreed deposit. Whether or not you choose to be there the whole day is up to you, and it is something your move manager will discuss with you.

These are the necessities to help us complete our job, we have a separate checklist of tips that might make planning the move easier for you. We cover aspects to consider prior to moving



day, from how to avoid unwanted items making the move to the destination site to reminders about possible logistics to arrange such as childcare and pet sitting, to vacating the property after moving day, from shutting off utilities to redirecting your mail.

## WHEN THINGS GO WRONG

We try our absolute best to make your experience with us as smooth as possible, and we take the necessary precautions every step along the way, from being highly selective with who we hire and the companies we deal with, to honor the trust you have placed in us.

But with that trust comes honesty, and an unfortunate truth of the world is that sometimes human error and unforeseen circumstances such as major weather events can turn the best laid plans awry.

This is why we are fully insured, whether the problem is damaged items or missed deadlines, we have an insurance policy that addresses the matter.

This being said, your move manager will be monitoring your move closely and be in direct contact with you to communicate any scheduling amendments that may need to be made from either end. You can also track your shipment from the link on our website. We have found that most of the inconvenience and costs of unforeseen scheduling issues are mitigated by our transparent approach and open lines of communication.

We hope this document has helped you gain a better understanding of what you can expect from us and how much we value our customers and pride ourselves in their satisfaction. If you have any further questions, please do not hesitate to **contact us**.