

COST:

Q: How can I keep costs down during my move?

A: Just like airlines and hotels, moving companies like ours have a sliding scale of prices based on supply and demand. Generally, the summer months are the busiest. Saturdays, as well as the beginning and end of each month are busy year-round. The more flexibility you have with your move date, the more you'll save.

Here are 3 ways you can save money on your move: 1) Plan your move on Monday through Thursday. 2) Move in the middle weeks of the month. 3) Consider moving in the Fall or Winter. Speak with your salesperson about other cost-cutting tips, such as preparation before moving day.

Q: Can I keep costs down by having a family member or friend help with the move?

A: Absolutely. Many of our customers save money on their moves by packing boxes and consolidating boxes near the exit. Keep in mind, you should let the professionals handle the job entirely on moving day since they are trained to carry the weight and negotiate the difficult access ways. **Pro Tip: Because you are paying your moving crew by the hour, any non-professionals on the job can slow things down and cost you more in the long run.** Also, our insurance company cannot cover damaged goods if anyone other than the moving company loaded or unloaded them.

Q: Are there any "unexpected" costs I should be aware of?

A: Our policy at *On The Move: Moving and Storage* is to do everything we can to avoid ever having "hidden" or "unexpected" costs. We accomplish this by clearly communicating with our customers upfront and performing an in-home estimate so we have a visual account of your property, your furniture and items, as well as any complicating factors. **Our goal is always to move you on time and on budget with ZERO surprises.**

Q: How accurate will the cost estimate for my move be?

A: Most moving companies' estimates are non-binding. This means the final cost may vary a little or a lot from the original estimates. Because our team at *On The Move: Moving and Storage* comes to your home for an onsite estimate and because we address all of your needs, our estimate almost always equals your final total cost. Of course, if we spend less hours on the move than anticipated, we are happy to offer you an even lower final price.

Q: Should I tip my movers?

A: Moving is a service industry. The *On The Move* team works very hard to take special care of your treasures. While not required, if you feel the job was done efficiently and effectively, they would appreciate any tip you are willing to offer.

Safety

Q: Can my kids “hang out” and watch the move?

A: We recognize that children can be fascinated by the moving process. However, for their own safety, we recommend they stay with neighbors or friends on moving day. If you would really like to expose them to the excitement and frenzy of the moving process, **please plan to supervise them carefully to ensure they stay out of the way and don't get hurt.**

Q: Can the movers transport my pets?

A: We love animals. Unfortunately, there is no safe place in a moving truck for a pet to ride. Likewise, they cannot be transported in the cab for insurance reasons, and the box of the truck is dangerous due to potential shifting of heavy objects and lack of climate control. Generally speaking, moving day is traumatic for most pets. **The best way to ensure their physical and emotional safety during the move is to secure them at a neighbor or friend's home, or in a kennel if necessary.**

Q: I have no transportation on moving day. Can I ride in the cab of the moving truck?

A: Unfortunately, we cannot transport customers for insurance reasons.

Preparation:

Q: I want to do some packing and moving of small items before the movers arrive.

What would be most helpful?

A: To ensure your items remain in one piece and you don't get hurt, please focus on packing, not moving. You'll be amazed how quickly you can pack boxes with just a few friends helping out. To save us time (which saves you money), you should prioritize your preparation into three areas:

1. Sort and dispose of any unneeded items through garage sales, donations to charitable organizations or gifts to friends and family.
2. Pack areas you don't use often, such as your basement, garage and attic.