



Rob and Big's Information Guide!

- o **MOVE DAY:** Wondering what to expect from us on move day? The move crew will arrive in uniforms with their names on their shirts, and will introduce themselves to you. They will do a walkthrough of your home, and see what items you have that will be moved. Once the walkthrough is completed, the lead mover will go over paperwork with you, and the remaining crew will work on getting the moving truck situated, and will jump right in. We always start by loading your boxed items into the truck, this ensures that they are not being tripped over while furniture is being carried out. Wood furniture will then be wrapped in blankets to keep them safe. If the furniture is not wrapped in your home, it will be covered with a moving blanket in the truck. After all of your items are loaded on the truck, the movers will have you do a final walkthrough to be sure nothing is missed. Once the movers arrive at your new home, they will once again do a walkthrough with you to see the layout of your home, and see where you would like your things! The movers will ask someone to hangout near the truck or the door, so you can point them in the correct direction with your items. After the truck is unloaded, the movers will do a walkthrough with you and see if there is anything else you would like for them to take care of, then they will write the bill and be on their way! **Preferred Payment Methods are Cash or Check. If you would like to pay with a Credit/Debit Card, there may be a 4% convenience fee. There will be a \$100 Fee Assessed for any returned check.**
- o **KNOW WHAT GOES WHERE:** Try your best to know where you would like your items to go in your new house prior to movers arrival, and let the movers know when they do the initial walk through with you when they first arrive at your new home. By doing this, you will save time, which again, saves money!
- o **REVIEW YOUR LIST OF ITEMS TO BE MOVED:** Review the accuracy of the list of items you have that need to be moved. This list was provided to Rob or Kelsey during your initial call. The list should detail **ALL** items that you would like Rob and Big's Moving Company to move. If anything is missing from this list, you should contact Rob or Kelsey as soon as possible to update the list. Remember, your estimate is based on the list that you provided. On move day, the lead mover and team will arrive and perform a pre-move walkthrough, expecting to only move the items on the list. Asking to add additional items to your list on move day, could result in additional time and additional charges. If an item is **NOT** identified and included on the list, then it was **NOT** accounted for on your estimate.
- o **KEEPING IN CONTACT:** Rob or Kelsey will contact you the day prior to your move to confirm details with you. These details include the estimated time of arrival for the movers, your addresses, pricing, and your box count. PLEASE feel free to contact us at any time prior to your move to ask any and all questions, or if you need to update your inventory. If we are unable to make contact with you before 6pm the evening prior to your move, the movers may not show up to perform the move. If this happens, you will **NOT** receive a refund of your \$100 Retainer.

- o **FULL SERVICE MOVES:** What does this mean? We are a full service moving company, which means we can come in and pack your items, load them into our moving truck, transport them ANYWHERE within the state of Michigan, and unload your items to where you would like them in your home. When calling for an estimate for a full service move, we will take care of your estimate over video call that way Rob and/or Kelsey can see all of the items that need to be packed, and can provide you the most accurate estimate possible. Be sure to be up front about items you are planning to pack yourself. If cupboards, drawers, or cabinets are missed, this can lead to an inaccurate estimate. On a case by case basis, Rob or Kelsey can come to your home to look at your items to be moved to give an estimate.
- o **REMOVE THESE ITEMS FROM YOUR HOUSE & TRANSPORT THEM YOURSELF:** All jewelry, firearms, ammunition, prescription medications, furs, animal mounts, weapons, bows (compound or cross), gemstones, cash, currency, bank notes, bonds, stocks, deeds, travelers checks, family heirlooms, financial statements, wills, passports, medical records, personal documents with your social security number, files from filing cabinets and desks, and high value collections **MUST** be removed from your home prior to your move day with Rob and Big's Moving Company. **Rob and Big's Moving Company will NOT pack, move, or transport for any of these items.** You as the customer must transport these yourself in your personal vehicle and have them secured during your move. Rob and Big's Moving Company accepts no liability for any of these items.
- o **MAKE SURE ALL OF YOUR BOXES ARE SEALED OR TAPED CLOSED:** You are responsible to have all your boxes completely sealed. This prevents items from falling out, getting damaged, or lost during handling. It also ensures boxes can be stacked safely inside the moving truck. Remember, no open top boxes can be moved or loaded on to Rob and Big's Moving Company trucks. **Open top boxes will not be moved on move day and will be left at your origin for you to transport.** If you plan to pack your own boxes, making sure most boxes are very close in size will assist in safely stacking boxes inside the moving truck. **Be sure to label all your boxes in dark ink with the room it will be moved into in your new home.**
**Rob and Big's Moving Company, LLC will not be held liable for damages due to improperly packed boxes. Be sure to use proper packing materials, and be sure your boxes are filled and sealed or taped shut to prevent crushing of boxes when they are stacked in the moving truck. **Rob and Big's Moving Company, LLC holds the right to not take items that have not been packed correctly or safely. The movers also reserve the right to not take items that they were not notified of prior to the move. Please be sure to check, and double check your moving list to be sure nothing is missing.*
- o **LAMPS, LAMPSHADES, ARTWORK, MIRRORS, AND TVS MUST BE PACKED INTO BOXES PRIOR TO MOVERS ARRIVAL:** Customer is responsible to pack all lamps, lampshades, artwork, mirrors, and TVs into boxes prior to Rob and Big's Moving Company arrival. Unless your estimate states in writing that Rob and Big's Moving Company will pack your lamps, lampshades, artwork, mirrors and TVs, it is expected that those items will be packed into boxes upon the movers arrival. Rob and Big's Moving Company will not arrive on move day with packing materials unless this has been discussed prior to your move date. **MONEY SAVING TIP:** Place these items in your personal vehicle and transport them to the new house. Be sure to ask Rob or Kelsey if you have any questions.

- o **BOX RENTAL:** If you have Televisions or Hanging Clothes that need to be moved, we can make the process easier by renting you out a TV Box or a Wardrobe Box for a fee. What this means is we will bring the box to your home the morning of your move, pack up your TV or hanging clothes, then when we get to your new home, we will unpack the box and take the box with us. **If we are not aware that you need a TV or Wardrobe box, we will not bring it the day of the move. You as the customer will be responsible to move the TV or hanging clothes if they are not boxed. Be sure to confirm this information with Rob or Kelsey when they are confirming details.**
- o **MOVING FLAMMABLE ITEMS:** To ensure the safety of your items, Rob and Big's Moving Company will not transport anything that could be considered flammable. These items include, propane tanks, gasoline, gasoline cans, paint, aerosol paint cans, and oils, etc. Be sure to have a plan for the items prior to the movers arrival.
- o **MOVING FOOD, LIQUIDS, AND CLEANING SUPPLIES:** Rob and Big's Moving Company cannot package or transport these items. Items such as dish soap, laundry detergent, cleaning chemicals, alcohol and perishable food items will need to be packed and transported by the customer.
- o **EMPTY THE CONTENTS OF ALL DRESSERS, DESKS, LATERAL FILING CABINETS, NIGHTSTANDS, CABINETS, ENTERTAINMENT CENTERS AND BOOKSHELVES:** All dressers, desks, cabinets, entertainment centers, and bookshelves **MUST BE COMPLETELY EMPTY** prior to the arrival of Rob and Big's Moving Company on move day. Moving furniture that is full of contents will cause unnecessary stress and could cause cracking or cause the furniture to break apart while moving. It is also possible it could cause drawer malfunction after moving. Eliminating any additional weight by removing all contents before moving will make the furniture easier to maneuver and keep it at less risk of damage during moving and transportation. In order for Rob and Big's Moving Company to move items out of and into rooms, it is possible items will be placed on their sides, slid around tight corners, turned upside down, and carried up or down flights of stairs. Also, your furniture may be stacked on top of one another, flipped upside down or on its side in the truck. Having these items empty reduces the risk of damages and unneeded stress on the furniture. The elimination of all contents will help protect your home or office walls, floors, and doorways since the furniture is easier to move. **Rob and Big's will not be liable for damages if furniture is not emptied.**
- o **PLACING ITEMS INTO A STORAGE UNIT:** Having blankets set aside if you are having items placed into a storage unit helps protect your furniture. Blankets such as bed sheets or comforters are great for this purpose, as they add a layer of protection in the event your items need to be stacked or set against a wall in a storage unit. Rob and Big's Moving Company will not provide blankets for when items are placed into storage. When we deliver items to storage they will be wrapped in our blankets and plastic wrap. We will remove our blankets and take them with us, and will then place your blankets on the items in storage. We can wrap your blankets to your items when we are loading if you would like. We do recommend removing the plastic wrap if you are not going into a climate controlled unit, or if the items will be stored for a long time. The plastic wrap can hold condensation which long term can cause damage to your furniture.

- **LOADING/UNLOADING CUSTOMER PROVIDED TRUCK/TRAILER:**
 - **LOAD ONLY:** You as the customer are responsible for providing blankets, ratchet straps, and bungee cords to keep your items safe and secure during transport. The movers will provide labor, moving wrap, and other equipment such as hand trucks and other items needed to safely load your truck/trailer. Movers can disassemble furniture if needed.
 - **UNLOAD ONLY:** Movers will provide labor, and other equipment such as hand trucks and other items needed to safely unload your truck/trailer. Movers can assemble furniture if the appropriate hardware is available.
- **PROTECT YOUR HOME AND ITEMS:** Rob and Big's Moving Company has floor coverings and mattress bags available, but they will only be used upon request for an additional fee. Please ask Rob or Kelsey if you have any questions.
- **DAMAGES:** First things first, check with your homeowners insurance! Most insurance companies have options available for when you move, and will cover your items if there happen to be damages during your move. On move day, your lead mover will go over our liability options with you when they go over your paperwork. The standard option that the majority of customers choose, is Rob and Big's is only liable to pay \$0.60 per pound of any damaged items. Depending on the distance of your move, there are other options available as well. If you have questions prior to move day, please contact Rob or Kelsey and they will be sure to explain them to you.
- **WINTER MONTH MOVING:** We provide moves year-round. We do ask that driveways and sidewalks are cleared of snow and salted. This keeps everyone safe and can help decrease snow that is tracked into your home. Floor covering is available for an additional fee, just be sure to let Rob or Kelsey know that way they can ensure they have enough on the truck the day of your move! If the driveway is not cleared of snow, and is unfit for the moving truck, the movers reserve the right to come back to complete your move at a later day. If the moving truck gets stuck in the driveway due to snow and/or ice, and needs to be pulled out by a tow truck, the customer will be liable for the charges. **We also recommend scheduling your move date prior to the last day you need to vacate your current home. This ensures if there is a bad storm predicted, we can change your move date to ensure everyone stays safe! In order to keep our staff safe, we will not send our crew out during hazardous road conditions.** If your move MUST be done during a snowstorm or during hazardous conditions, you may be assessed a hazard fee. If conditions are too hazardous on the last day of occupancy, Rob and Big's will assess the situation and may NOT perform your move. If you are unable to reschedule, the \$100 retainer is Non-Refundable.
- **WORKING CONDITIONS:** Rob and Big's Moving Company, LLC reserves the right to not perform a move due to unsafe, hostile, or unsanitary working conditions. If it is unsafe, hostile, or unsanitary, the \$100 will NOT be refunded, and there may be additional fees.
- **ASK QUESTIONS:** Rob and Kelsey of Rob and Big's Moving Company are always willing to answer any and all questions you may have. We are here to help and want to make the process as smooth as possible!

Thank you for choosing Rob and Big's Moving Company, LLC for your upcoming move! Please feel free to reach out if you have any questions.

FAQ

- o **Do I have to empty my dressers and other furniture items with drawers?**
 - o YES! To ensure the safety of all your items, please be sure to empty these pieces and have your valuable items listed above in a safe place where you as the customer will transport them.
- o **Do I have to disassemble and reassemble my beds, tables, and other items?**
 - o NOPE! We can take care of that for you! MONEY SAVING TIP: Having these items disassembled prior to the movers arrival will save time which in turn saves YOU money!
- o **Will you pack items into boxes that I as the customer provide?**
 - o Unfortunately, we cannot pack your items into provided boxes. To ensure the quality of the boxes are up to our standard, we will only pack your items into our boxes.
- o **Will you sell me boxes and packing materials?**
 - o Yes! We are more than happy to sell you boxes and packing materials for your upcoming move. Be sure to mention that you would like to purchase them during your initial call with Rob or Kelsey, and they will coordinate getting boxes to you.
- o **Do I have to move all my boxes into a central location at the origin?**
 - o This is not necessary, however if you would like to save time, which again saves money, having all your boxes in a central location close to a door, or in the garage, makes loading them onto the truck faster. Also, having one central location for your boxes to be placed at the destination also saves time, but we are more than happy to place your boxes into the appropriate room!
- o **Will you wrap furniture such as dressers, end tables, curio cabinets, etc.?**
 - o When the move team arrives, they will begin by wrapping your furniture with moving blankets and plastic wrap. If you are moving into storage, the movers are more than happy to wrap your blankets directly to your furniture, however, if you are not moving into a climate-controlled unit, we recommend removing the plastic wrap to prevent moisture build up and possible damage. Also, be sure to have dressers, nightstands, end tables etc. cleared off to help things move along!
- o **How can I pay you?**
 - o Preferred Payment Methods are Cash or Check. If you would like to pay with a Credit/Debit Card, there may be a 4% convenience fee. ***There will be a \$100 Fee Assessed for any returned check.***
- o **Do the movers accept tips?**
 - o Yes, they do. Tips are not necessary, however are greatly appreciated!

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