

## **Choosing the Right Moving Company**

*Whether you decide to use Rainbow Movers or one of our competitors, keep in mind these important questions to ask. And after all, we specialize in keeping your move simple and stress-free, so please feel free to contact us if you have any further questions or concerns.*

- **How does the company charge?** It is important to use a company that charges by the hour rather than by the piece. Also **compare hourly rates**, but don't choose based solely on price, be sure to consider all aspects of the company. Lastly, do they round the time used to **15 or 30-minute increments**?
- **Are there any extra or specialty charges?** Most companies charge some type of service charges for **fuel, travel time or equipment**. If they don't, then they most likely build this cost into their hourly rates. Other charges could include **extra for stairs or large items**, i.e. pianos or TVs.
- **Do they offer free estimates?** While it can be easy and efficient to book your move over the phone, don't be afraid to ask for an **on-site estimate**. This type of estimate is beneficial for larger houses or if you have a lot of specialty items (artwork, large furniture, etc).
- **What type of insurance covers my items during the move?** Almost all moving companies are bonded and insured, but that doesn't always guarantee your items are covered. The **standard coverage is 60 cents per pound per item**. This means if your ten pound piece of art worth \$500 is lost or damaged, the moving company is only responsible to pay \$6.00 in reimbursements. This is why it is so important to **choose a trusted and reputable company**.
- **What are acceptable forms of payment?** A moving company must provide at least **two payment options** to their customers. Do they hold a **deposit**? What if I **cancel**?
- **Who will be handling my items on the day of the move?** Does the company use their own employees or hire day labor or temporary help? It is important to **use a company that uses their own employees** who are familiar with moving and handling fragile items on a daily basis.
- **What am I responsible for on the day of my move?** Do I have to provide any particular supplies? Can I **see the contract ahead of time** so I know what I will be signing? And always **save their phone number** in case you have additional questions during the move.
- **How can I save time and money?** An honest and good moving company will be willing to provide any help you need in order to save you time and money.