

# Reliable Movers – Moving Guidelines & Tips

## Planning your move just got easier.

At Reliable Movers, we've helped thousands of customers relocate safely and smoothly. Over the years, we noticed the same questions and challenges coming up again and again—so we created these **Moving Guidelines** to answer your questions before the truck even arrives.

Please review this guide before moving day. It's designed to help you prepare, avoid delays, and ensure your move goes as efficiently as possible.

## Important Notices

- **Payment Policy:**  
As of **February 13, 2020**, we **no longer accept personal checks**. All moves must be paid via **cash or credit card**. A **3.7% fee** applies to credit card payments to cover processing costs.
- **Animals:**  
Please cage or remove animals during the move for their safety and ours.
- **Zero Tolerance Policy:**  
We do not tolerate **verbal abuse, haggling, threats, illegal activity, or inappropriate behavior**. Our crew reserves the right to leave the job site if unsafe or disrespected.

## Packing & Preparation Tips

1. **All boxes must be closed, taped, and labeled** with the destination room. Items left unpacked will not be moved.
2. **Dressers:** Leave drawers in, but **empty long dressers, nightstands, armoires, and desks** to avoid spills. Filing cabinets can remain full.
3. **Furniture disassembly/reassembly is included**, but if furniture is inaccessible due to space constraints (especially in small NYC apartments), reassembly may not be possible.

4. **Wardrobe Boxes:** Available upon request. You may also use XL boxes or heavy-duty bags for bedding. Please pre-request mattress covers (\$12).
5. **Snow Removal & Salt:** It is your responsibility to clear snow and ice from walkways and driveways before the movers arrive. Delays due to snow will result in overtime fees.
6. **Floor Protection:** We recommend placing **Red Rosin Paper** (available at Lowe's/Home Depot) to protect hardwood floors. Our team cannot remove shoes for safety reasons.
7. **Fragile Items:** Pack breakables securely and label boxes as **FRAGILE**. We are not responsible for damage to improperly packed boxes.
8. **Mirrors & Large Pictures (2+ ft):** We'll pad and shrink wrap up to **five pieces for free**. Customer must pack lampshades, bulbs, and small pictures.
9. **Walkthrough Required:**
  - Before loading: You are responsible for checking that everything is packed and ready.
  - After unloading: Walk through the truck to ensure nothing is left behind.
10. **Shrink Wrap Disposal:** Customers are responsible for disposing of used shrink wrap.

## Move Day Policies

11. **Truck Size = One Trip:**

If your quote is based on truck size, this includes **one trip only**. Additional trips incur extra charges.
12. **Specialty Items (Pianos & Gun Safes):**

These **are not included** in your base price. Charges must be listed in your contract.
13. **Out-of-State Moves:**

Payment is split: **50% at loading, 50% before unloading**.
14. **Prepayment Requests:**

For certain moves (e.g., long distance), we may ask for **half down before loading** at our discretion.
15. **Inventory Moves:**

If your price is based on an itemized inventory, that list must be followed. Major changes

to inventory may change your final cost.

**16. Truck Substitution:**

We reserve the right to send a different truck size than originally estimated.

**17. Excessive Assembly Time:**

Furniture/appliance assembly beyond 5 minutes per item will result in **overtime charges** (billed in 15-minute increments).

**18. Stair & Distance Charges:**

Charges apply for:

- Distances over **50 feet** between truck and entry
- Multi-story storage units
- Elevator delays
- Unlisted stair carry (excludes standard 2-story homes)

## Items We Cannot Guarantee or Move

**19. Granite Items:**

Granite must be crated. We will pad and protect it, but **are not liable for damage** due to its natural fragility.

**20. Valuables:**

We are **not responsible for jewelry, laptops, wallets, cash, or sentimental items.** These should be moved by you directly.

**21. Overstuffed Boxes:**

Overloaded boxes (especially books in totes or extra-large boxes over 100 lbs) may incur **added fees.** Use small boxes for heavy items.

**22. Furniture Fit Issues:**

If an item cannot fit through your entry due to tight turns or stairways, our movers may decline to move it. **Trust their professional judgment.**

**23. Time Slot Windows:**

Afternoon moves start between **1:00 PM–2:00 PM** depending on how long the morning move takes. Crews will call with an ETA.

**24. Driveway/Yard Damage:**

We are not liable for damage to **driveways or lawns** caused by our 28-ft truck. Permission to enter yard must be granted by you.

**25. Cancellations:**

Must be made at least **72 hours** in advance for local moves and **7 days** for long-distance. Late cancellations incur a **25% fee**.

## Prohibited Behavior & Items

**26. Zero Tolerance Policy (Again):**

We do not accept:

- Hagglng with movers
- Offering off-the-books work for cash/tips
- Threats, abuse, harassment, or intoxication
- Any communication with movers after the job—call the office for any post-move questions

**27. Prohibited Items:**

Do **not** pack:

- **Drugs, plants, paraphernalia**
- **Guns, ammo, propane, gasoline, aerosols**
- **Cleaning supplies or flammable liquids**

28. Violation of this policy will result in **immediate move termination** with full charges applied.

## Items Not Covered Under Our Liability

Please personally transport these items. We are not responsible for damage, loss, or failure of:

- Jewelry, coins, cash, and sentimental items

- Passports, legal documents, or personal records
- Improperly packed paintings or electronics
- Particle board furniture (e.g., most IKEA items)
- Software/data loss
- Matched furniture sets (only the damaged item is covered)
- Plants and pets
- Dangerous liquids
- Photos and portraits (only covered for printing cost)
- Fish tanks, animal mounts, granite/marble if unboxed
- Items in rental trucks or storage units not loaded/unloaded by us

## Final Tips & Reminders

- **Moving is not an exact science.** Even with a walkthrough, space estimates may vary.
- You can **stop the crew mid-move** if you want to stay within your quoted space.
- Tips are appreciated—but please do **not add them to your credit card** or offer extra money for unapproved work.

Have questions or need help preparing?

**Call Reliable Movers today at 315-252-14 —we're here to help.**