



# What to Expect

## Our Moving Process

Each move that Great Day Moving takes on has its own unique challenges and requirements. We can easily navigate your specific move and provide you with the attention you'll require by following the steps of our simple moving process:

### Step 1:

**Contact our office by email, our website form submission, or a phone call,**

depending on what you're most comfortable with. Give your information to our customer service attendant who will be able to answer any of your questions, ask questions pertaining to your specific job, and then give you a free quote for your upcoming move.

### Step 2:

**Our representative will work with you to schedule the day and time of your move.**

Keeping your schedule and our availability in mind, we will determine the best moving date and record all important information regarding your move. Upon scheduling, you will receive a timely confirmation email with our contract and terms and helpful preparation tips to get you ready for the upcoming event.

### Step 3:

**When we arrive on the moving day, our crew will come to the designated location**

with all tools, supplies, and equipment required for your move. We will do a walk-through of the areas to be moved, assess the contents, verify the move estimate, and the contract will then be signed. Our moving crew will work diligently to load all belongings onto the truck. The team will then travel to your move destination, conduct a move-in walk-through, and then begin unloading your belongings. The team will verify that your furniture and boxes are placed in the proper rooms and any items needing assembled will be put together.

### Step 4:

**We collect full payment upon completion.\***

After your move has been successfully completed and all concerns met, we will review and issue your total invoice for the job. The crew leader will require your electronic signature to all pertinent documents and payment will be processed via secure online check or credit card portal.

### Step 5:

**In the unlikely event that any damages or issues arise as a result of the move,**

we will handle the case in a timely manner. Upon completion of the move, each customer will receive an email with the proper course of action for handling these issues after their move.

\*A contract/agreement with an ongoing client is the only basis for not collecting payment in full at the completion of each job.

