



# Customer Destination Responsibilities

## Prior to Delivery

- Ensure you stay in touch with your HomeSafe Alliance Customer Care Specialist and update delivery details when anticipated or known.
- To avoid delays, do not schedule your household goods delivery in conjunction with the closing of your house.
- You, or your designated receiving agent, must be available on the agreed upon delivery date between 8:00 a.m. - 5:00 p.m.
  - HomeSafe will provide detailed information on the afternoon preceding delivery as to whether the service will be performed in the morning (8:00 a.m. - 12:00 p.m.) or afternoon (12:00 p.m. - 5:00 p.m.) of the following day.
- Know where you want your property placed.
  - On a one-time basis, and upon request, all property will be unpacked and the contents placed in a room designated by you.
  - This includes the placement of articles in closets, cabinets, cupboards, or on shelves in the kitchen but does not include arranging the articles.

## During and After Your Delivery

- During delivery, please ensure all high-value items are moved to a secure location such as a safe or locked room or kept on your person for safekeeping.
- Have children and pets in a safe location away from heavy traffic.
- You are entitled to a full unpack, one-time placement of furniture/rugs, and debris removal at the time of delivery.
  - If you choose to unpack yourself, you are responsible for debris removal.
- Mark each item off your inventory as the items are unloaded. All firearms and high-value items must be opened, inspected, and initialed as received.
- If items are missing/damaged on delivery day, be sure to list them in the Service Provider's *HomeSafe Connect* Go app before signing your inventory at the time of delivery.
- You should identify any Items discovered missing/damaged after delivery in the Claims section of the *HomeSafe Connect* Customer Platform. Do not sign blank forms.
- Please complete your Customer Satisfaction Survey(s) upon completion of your move. *Your feedback will have a significant impact on future military moves!*