



# Customer Expectations

## What You Can Expect Before Your Move:

- HomeSafe provides you with a single point of contact to answer your questions or assist with making changes to your move.
- After submitting your requested move details, you will receive electronic instructions to initiate counseling and schedule your pre-move survey.

## What You Can Expect From Your Service Provider at Origin:

- Treat your family, home, and belongings with respect.
- Must follow current/local COVID-19 related Health Protection Protocols.
- Arrive and begin packing between 0800 and 1700. Upon your approval, the crew may finish work by 2100.
- Prepare an accurate electronic personal property inventory, identifying high-value items, firearms, and all professional gear as applicable.
- Disassemble items as needed to ensure safe transport. Outdoor items such as swing sets, playground equipment, television, and similar articles must be disassembled prior to the Service Provider's arrival.

## What You Can Expect From Your Service Provider at Destination:

- Call at least 24 hours before arrival confirming that you can accept delivery.
  - Must document two unsuccessful attempts at least 8 hours apart to contact you before moving your goods into temporary Storage-In-Transit (SIT).
- Arrive and complete delivery between 0800 and 1700. They must obtain your approval and complete delivery by 2100.
- Upon request, unpack and unwrap all cartons, boxes, and crates and provide a one-time placement of items.
- Movers are required to re-assemble any items that were disassembled at origin by the service provider.
- Remove all packing materials/debris on the day of delivery (unless unpacking was waived by you).
- Verify the condition of items listed on the inventory while the items are unloaded from the delivery truck.
- Provide a mutual record of any loss and/or damage identified at delivery as well as advise on the processes and timelines associated with filing a claim.