

Moving Process

So what's involved in a **full service move**, anyway? We've outlined United's moving process below, giving you a clear picture of what to expect, from planning to unpacking the moving truck.

To help plan your move, be sure to request a free moving estimate from Sullivan Moving and Storage.

Step 1 - Plan Your Move Contact Sullivan to set up a free in-home survey to determine your relocation needs and receive a written estimate. This assures you'll receive the most accurate estimate for planning. Your sales representative will also provide you with a booklet called "Your Rights and Responsibilities When You Move." It provides important information consumers must have prior to the move and will help with your planning process.

Consumer tip: During the in-home survey, make sure you point out any items to your sales representative that you will not be moving.

Step 2 - Pack and Load Your Sullivan packing team will arrive one to two days prior to the actual move day and will use the industry's best packing materials to protect your belongings. On moving day the van operator will inventory all items to be included in your move and provide you an inventory form for your signature. Carefully review this document, along with your other paperwork. Once signed, the loading process will begin. **Consumer tip:** Separate all items being packed for the move from those being transported by you to prevent any confusion during loading. After loading, the van operator will inform you when to expect delivery of your shipment based on your pre-planned window of delivery. You will also receive a phone call within 24-hours of your delivery as a final confirmation. Be sure to provide the van operator with your contact information during travel to your new residence.

Step 3 - Delivery and Payments Please be at your residence to meet the driver, who will typically wait up to two hours for your arrival. Should you fail to arrive in that time, additional waiting time charges could occur for the van operator to remain at residence until you arrive or he/she may deliver and store your belongings in a local warehouse. The van operator will require payment at your new residence. Acceptable forms of payments are: cash, certified check, or traveler's check. A credit card may be used when arranged in advance

Step 4 - Unload and Unpack Once unloaded, the driver will request your signature on all delivery documents. In the event of any loss or damage, please note the items involved on the inventory form prior to signing. **Consumer tip:** Drivers are required to assemble bed frames and unpack mattress cartons to setup all beds. If additional services are needed, please notify your agent.

