Standards of Performance

1 Overall Move Experience
Mayflower Transit is committed to providing quality service throughout the entire move, so customers will recommend the company to their friends, family members and business associates, creating customer loyalty.

2 Consultation
Customers will receive clear and concise explanations of the moving services available and assistance in selecting services that best meet their needs.

3 Estimating/Surveying
Customers will receive a comprehensive assessment of their belongings. The assessment will be used to provide an accurate, written estimate that identifies the cost and services necessary to complete the move.

4 Coordination
Customers will be contacted throughout the move with the purpose of coordinating the move details. They will be informed of changes, updated about the move's progress and any questions that may arise will be answered. Coordination will also occur among agency representatives to maintain smooth service transitions throughout the move.

5 Packing
Customers will receive packing services by skilled and uniformed packing crews. Crews will arrive as scheduled to professionally pack the customers' belongings and label cartons so that customers can easily unpack and organize their new home.

6 Loading
Customers will receive loading services by a skilled and uniformed driver and crew. The driver and crew will arrive as scheduled to accurately inventory the customers' belongings and take measures to protect the home and belongings throughout the loading process.

7 Safety
Customers will have their belongings transported by a skilled and uniformed driver who will abide by federal safety regulations and van line policies.

8 Delivery
Customers will receive delivery services by a skilled and uniformed driver and crew. The driver and crew will arrive as scheduled and give customers the opportunity to confirm the receipt and condition of their belongings. They will take measures to protect the home and belongings throughout the delivery process.

9 Claims Processing
In the event of a claim, customers will experience a settlement process that is straightforward and easy to understand. The process will be explained and a timely resolution provided.

10 Compliance Measures
Customers have the right to expect that all van line representatives will act professionally and abide by van line compliance policies.

Sullivan United Since 1912 Moving & Storage