

Frequently Asked Questions About Moving



Moving can be stressful, so we'll do our best to make your move as smooth and easy as possible. For starters, here are answers to some frequently asked questions about moving with us.

GENERAL

What size moves will you do?

We are here to meet all of your moving needs, so no job is too big or too small. Whether you are moving from a small apartment, a large home, an office or simply from one room to the next, we can help.

When should I call you to arrange a move?

The more lead-time you give us, the better we can meet your exact needs. However, even with short notice, we should be able to meet your specific schedule and requirements.

Do you move pianos?

Yes. Our movers are experienced at moving all types of pianos, including grand pianos.

Do I have to sign a contract with you?

When your moving crew arrives, you will be asked to sign a bill of lading. This is our contract for services rendered. You can download a sample bill of lading on our site.

MOVING COSTS

When are peak times for moving? Are there times when moving costs are lower?

Peak moving times are May-September, the end of each month, and Saturdays. Lower rates may be charged mid-month and off-season.

How do you determine your moving costs?

The cost for moving is determined by the travel time plus the hourly labor time multiplied by the actual number of hours your move takes. In addition, there may be added costs for packing and insurance. Please note that an estimated cost for your move is not a guaranteed cost. Although every effort is made to accurately estimate your move, unforeseen circumstances — such as elevators, stairs, long walks, and your level of preparedness — all factor into the final cost.

How do you determine travel time?

Travel time is defined as the time it takes the truck and crew to go from our office at 929 W. Bruce Street in Milwaukee to your origin address and from your destination address back to our office. It is billed at 15 minute increments.

Should I expect any hidden costs?

Absolutely not. Our billing is simple and straightforward and there are no additional "hidden" charges. We will charge extra for additional insurance if you have requested it.

When and how do I pay my moving bill?

Unless you have an account with Eagle, you are responsible for paying your bill after your move is complete. We accept cash, check, MasterCard, Visa and American Express.

INSURANCE AND DAMAGES

Am I insured for any damage to my items being moved?

Our movers are professionals and will do their best to ensure your belongings arrive safely to their destination. Should damage occur, you are automatically insured for 60 cents per pound per item. Eagle Movers reserves the option of repairing any item damaged. If something cannot be repaired, you will be paid a claim based upon the 60 cents per pound per item.

How does replacement cost insurance work?

At any time prior to the start of your move, you may purchase additional insurance. This replacement cost insurance covers damage to your goods while they are being moved and can be purchased in increments of \$5,000. Ask us for more information on this.

Are my items insured when they are on your truck?

Yes. Your goods are insured up to \$100,000 by our transit insurance at no extra charge if something should happen to the truck in transit, such as an accident or fire.

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INSURANCE AND DAMAGES (continued)

What happens if damage is discovered during or after the move?

If damage is discovered before we move your furniture or other items, the driver will point it out to you as pre-existing damage. If damage occurs as a result of the move, please call our office and make a note on the bill of lading. It will be promptly investigated and arrangements will be made for repair.

What if there is damage to the contents of a box that I packed?

We cannot be responsible for any damage to the contents of any boxes that you packed. However, if you follow proper packing guidelines, damage is rare.

PACKING

Do you rent or sell boxes and wardrobes?

Yes, we have a full selection of boxes for sale. We also rent and sell wardrobe boxes. Pricing is available on our website or ask for a price sheet.

Do I need to empty out my dressers?

Yes, we recommend that you empty the drawers of a dresser, especially if it is being moved up or down stairs or it contains anything fragile. Reducing the weight of the dresser will help prevent any damage and make it easier (and more timely) to move.

Do breakable items such as glassware, china and lamps require special handling?

Yes. If you are packing fragile items yourself, you should use a dish pack, which is a special moving box that is crush resistant. You can purchase them from us or from moving supply companies such as U-Haul. If you have glass-covered artwork or glass tabletops, you should pack them in a mirror carton as this is the only way they will be covered for damages during the move. If you choose not to pack them in mirror cartons, we are still happy to move them, however cannot cover them for any damage. We strongly recommend that you have our movers pack anything with beveled glass or containing original artwork in mirror cartons.

I haven't finished packing and my move date is tomorrow. What do I do?

Call our office and let us know. We will work with you. We can easily have our movers help you pack. If you have a large volume of items to pack and think you may need help, let us know as soon as possible.

MOVING DAY

Do I need to be present during the move?

Someone will need to be home to let the movers in and to show them around. Because moving is often hectic, we understand you may need to run out for a short time. However, keep in mind that things will go smoother and quicker if someone knowledgeable is on hand for the majority of the move.

What happens if it is raining hard the day of my move?

Our movers will do everything they can to protect your furniture with padding. If there is a heavy downpour, the movers will cease your move for up to 15 minutes at no extra charge to you. After 15 minutes, arrangements can be made with the driver or our office as to how long you want the movers to wait for the rain to stop. It is rare for rain to impede a move for more than 1/2 hour.

What happens if something can't fit in my new home?

Although this is rare, we will work with you to make arrangements to have the item moved elsewhere or put into storage.

Can my possessions be stored temporarily?

If you are unable to immediately move into your new residence, your belongings can be stored either overnight on our truck or for a longer period at our warehouse. Let us know your exact circumstances and we can provide an estimate for this service.

Should I tip the movers?

Tipping is entirely up to you. The movers will not expect a tip, however if you feel you have received professional and courteous service, a tip is most appreciated.

