

# MOVING IDEAS

## Ask The Right Questions When Choosing A Moving Company

(NAPSA)—Moving is a complex process. It's more than just packing and transporting household goods. It's choosing a new home, finding schools, selling your current home, securing financing, arranging appraisals—the list is long and demanding, not to mention stressful. Choosing the right moving company can make the moving process much easier. To find the moving company that's right for you, experts at family-owned Barrett Moving & Storage recommend you ask these questions:

- *What kind of training do your movers and packers receive?*

A moving company that invests in a formal training process understands the steps involved in providing a satisfactory moving experience.

- *Are your movers and packers contractors or employees?*

Independent owner-operators are an essential part of the household goods moving industry. Find out how contractors are selected and if they adhere to the same standards as employees.

- *How long has your company been in business?*

A long track record of successful moving experience is a good indicator of a company's willingness to provide the investment that results in satisfactory moving experiences for the customer.

- *How are my goods protected for damage or loss?*

A moving company should provide you with a clear explanation of valuation coverage options, the differences between them, and the relative costs of each, as well as how claims are filed.

- *How experienced are your drivers?*

The driver assigned to your shipment will have responsibility for all your household belongings. Ask the company about driver



retention rates, driving records and training programs.

- *What happens if there's a delay in loading or delivery?*

Ask about on-time delivery guarantees and types of compensation if there are delays.

- *How do I pay for my move?*

Find out what payment options exist with the moving company, whom you should pay, and when payment is expected.

- *What kind of communications can I expect during the move?*

You'll want to know exactly when you'll get confirmations on packing, loading and delivery dates, how after-hour or weekend communication is conducted, and how driver communications work once the shipment is in route.

- *What materials or resources can you offer me to help me get ready for the move?*

Tips from the move planning stages through packing through final stages are all extras that can make your moving experience easier.

Barrett Moving & Storage, an industry leader in residential and commercial relocation, maintains facilities in Minneapolis, Milwaukee and Chicago. More information is available at [www.barrettmoving.com](http://www.barrettmoving.com).