

## — CUSTOMER BILL OF RIGHTS —

*We are committed to providing our customers the absolute best moving experience possible. To that end, On The Move: Moving & Storage pledges to deliver the following rights to all of our customers, and would suggest you DEMAND this same level of service, honesty and integrity from any moving company you choose.*

**You have a RIGHT** to get 100% transparency from your moving company. **We pledge** never to employ any “surprise fees” or “gotchas” when we present your final bill. We also pledge to respect your budget and do our best to honor our original estimate.

**You have a RIGHT** to a free, no-obligation at home and in-person estimate. **We pledge** to make every attempt to visit and review your home or business firsthand so we have a clear understanding of the move BEFORE we provide an estimate.

**You have a RIGHT** to change your move date if you must. **We pledge** to accommodate schedule changes if there’s a problem with the date that cannot be solved.

**You have a RIGHT** to expect movers who are clean, polite and treat your home, belongings and family with utmost respect. **We pledge** to never let someone step foot in your home who has not passed a drug test or background check.

**You have a RIGHT** to expect a near-flawless move with zero breakage. **We pledge** to give all of your possessions the care and attention they deserve to eliminate or minimize any damage. Rest assured, we will gladly pay for, fix or replace any item in the rare event of any damage.

**You have a RIGHT** to demand we respect your time. **We pledge** to make every effort to be on-time or early at every stage of your move.

*As a family-owned business, we count on referrals from happy, satisfied customers. That’s why this Customer Bill of Rights is far more than a simple document... it’s a commitment of our owner and our employees.*

*We know if we make every effort to keep these promises, more customers will have positive experiences on moving day... and they’ll tell their neighbors, friends and coworkers.*