



WHAT TO EXPECT ON MOVE DAY

UPON ARRIVAL

Typically all moves start between 8-8:30am unless requested otherwise. When the movers show up they will ask you to review and sign a moving contract. After the contract is signed the hourly billing will begin. Movers will then review the contents inside the home and go over some moving details. (EX: What is going to storage and what will be going to the new location.) We will need you present during the entirety of the move.

DURING THE MOVE

Movers will use moving pads and stretch wrap to protect furniture and other items. Loading is a longer process due to the time it takes to prep and pack the trucks. After the loading portion of the move is complete movers will then double check with the client before leaving and making sure they have not left anything behind. In some cases movers will take a small break to get lunch or just rehydrate on the way to the drop-off location. **Any heavy or large items not mentioned beforehand will or will not be moved at the discretion of the lead mover.** (EX: pianos, trampolines, safes, artwork smokers, grills, etc.)

UNLOADING

When arriving at the new location movers can lay floor runners at your request. It is very important to know beforehand where items in the new location will be placed. Movers will quickly move things in and will need to be guided where to go. This will save time and money. Please keep in mind rearranging furniture will add time and therefore increase the cost of the move.

PAYMENTS

We accept cash, check, and debit/credit card. (All cards will have a 3% convenience charge added)

FAQ:

Q: What if everything does not fit in the truck?

A: We will have to make a second trip or setup a following service to finish at another time.

Q: Can I leave items in dresser drawers?

A: No. Please empty nightstands, dressers, entertainment centers, etc.

Q: What do I do with lamps and lamp shades?

A: Lamps and lamp shades need to be boxed or can be moved in your personal car.

Q: Will you hook up water lines?

A: Yes. We will hook up and disconnect water lines on your fridge or washer. To avoid any issue we suggest you already have water lines in your home disconnected prior to us getting there and or tell the crew you will hook them up. **MLM** does **not** take responsibility for water leaking and damaging homes or apartments.

We are **not** plumbers and we only do this as a courtesy at customer's request.

Q: Do the movers accept tips?

A: Absolutely! This is a hard line of work. If the guys do a good job let them know!

Q: Will you move plants?

A: Yes and no. Moving potted plants and indoor plants will be at the discretion of the lead mover. Some pots and plants are too brittle and dirty to be moved in a moving truck.

Q: Do all my boxes need to be sealed?

A: Yes, Boxes need to be in good condition and top sealed with tape. Open topped boxes will or will not be move at the discretion of the "Lead Mover".

Q: Will you mount my TV

A: No. MLM will not remove or install TV mounts.

Q: If something gets damaged, what happens?

A: State of Texas movers are required to pay out a minimum of \$0.60 per pound per item that the movers accepts responsibility for.

Example:

60" LCD tv - 45lbs - \$27.00 payout

Dresser - 75lbs - \$45.00 payout

Sofa - 100lbs - \$60.00 payout

Fridge - 250lbs - \$150.00 payout

We will do our best to correct any issues we may have caused. Please understand that moving takes a lot of effort and unfortunately things will happen from time to time.

You have 90 days from delivery to report a claim in writing.

MLM has 30 days to respond acknowledging your claim.

MLM has 90 days to send an offer/settlement or denial letter to you.

You have 30 days from date on settlement or denial letter to seek mediation from TxDMV.

Due to TxDMV regulations on household goods movers all communication regarding claims must be in writing. This can be in the form of snail mail or digital email. No claim information will be given out over the phone. If you call our office regarding a claim, the office staff will refer you to contacting claims via emails - info@monalisamoving.com

If you have already started a claim and need to give additional information or check the status of a claim please reply to the ongoing email conversation already started. New emails may result in delays.

Household goods carriers have 90 days from receipt of a claim to pay, decline to pay or make a firm settlement offer in writing to a claimant. Questions or complaints concerning the household goods carriers claims handling should be directed to the TxDOTs Motor Carrier Division at 1-800-299-1700. Additionally, a claimant has the right to request mediation from TxDOT within 30 days (excluding Sundays and nationally recognized holidays) after any portion of the claim is denied by the carrier, the carrier makes a firm settlement offer that is not acceptable to the claimant, or 90 days has elapsed since the carrier received the claim and the claim has not been resolved.