

# Protection Specifics

**Do we need to complete a Household Goods Valued Inventory? No**

**What is a "High Value" item?**

A High Value item is any single item whose replacement cost exceeds \$1,500. **Buying Protection**

**How soon before my move do I need to purchase my moving Protection ?**

If you use the services of a moving company for a full service move and choose to purchase our Full Protection, we request that you obtain Protection for your goods at least 2 days prior to your Packing Date. The Packing Date is the first date the movers will pack your goods. In any case, protection must be purchased prior to the loading of your goods onto the moving van.

**How much will insurance cost me? (How is the cost calculated?)**

It varies with the type of Protection and the value of your shipment. Our automatic rate calculator does that for you in a flash.

**Can I pay for insurance with a credit card?**

Yes. We accept most major credit cards and Pay Pal.

**How can I purchase Protection from you if I do not have access to a computer or to the Internet?**

No. We keep our costs low by eliminating paper work.

**Can my request for insurance Protection be denied?**

We reserve the right to review each application and decline it should we note any inappropriate conduct by you, or due to de-listing of the moving company you have chosen for your move. However, this is rare and as long as you have followed our instructions; you can rest assured your moving Protection application will be accepted.

**What if I change my moving date?**

If your moving date has changed, please contact us via email or the Contact Us form on the website, and indicate the correct date, and we will make the necessary change. Changes can be made *only before* the move.

**How long after completing and purchasing moving Protection will I receive the Confirmation of Coverage ?**

You will receive it Immediately. When you finish the transaction on our site and pay with your credit card, your confirmation will be emailed to you.

**What happens in the case that I change my moving company or my service provider prior to moving date?**

You will need to contact us immediately. If the new moving company you are using is listed in our network, we will make the change and your Protection will be valid as before. If the company is not yet listed in our network, we will need some information from you so we can start a process of qualification. However, if the new company is not qualified or does not wish to participate in our network, we will cancel your Protection and charge a cancellation fee as per the Terms and Conditions.

**Can I cancel my Protection ?**

Yes. You can cancel your insurance, as long as the packing has not occurred. You need to contact us and provide a written request to cancel your Protection(email is preferred). Your Protection will be cancelled, and we will refund your credit card, minus a cancellation fee as per the Terms and Conditions.