

Customer Moving Guide

Please Read Carefully

Dear Valued Customer,

Thank you for choosing **Pro Moving Express** as your trusted moving partner. We appreciate your business and are committed to providing you with friendly, reliable, and stress-free service, taking extra care with your belongings every step of the way.

To ensure a smooth and efficient moving experience, please review and follow the guidelines below:

Before Loading:

- Please ensure all your belongings are securely packed in sealed boxes or containers. Open boxes, totes, or loosely packed items are the customer's responsibility and may shift or become damaged during transport.
- Clearly label all boxes, furniture, appliances, and other items with the intended room or destination at the new location.
- Point out any fragile or delicate items that require special handling to the crew before loading begins.
- We are not responsible for damage to unstable or poorly constructed furniture, including wobbly or already-damaged items. This includes IKEA-style furniture with fragile or chipped legs, dressers, shelves, or similar units.

During Unloading:

- If any items arrive unmarked, please assist the crew by providing clear instructions on where each item should go.
- The crew should not be expected to repeatedly search for the customer to determine where items belong unless specific instructions were provided before unloading.
- Disrespectful behavior of any kind — including rude, arrogant, prejudiced, or racist conduct — toward our crew will not be tolerated and will result in immediate termination of the moving service at the customer's expense.

Damage and Claims Policy:

- If you notice any damage, scratches, or other issues caused by the crew during loading or unloading, please notify us immediately — while the move is still in progress.
- We cannot accept claims for damage or missing items once the move is complete and the inventory has been reviewed and approved by the customer. No claims will be accepted after the move has concluded.
- The final price for our services is non-negotiable and cannot be adjusted unless **visible and verifiable damage** — caused directly by the moving crew — is clearly documented and acknowledged during the move.
- As part of our policy, our crew will document and inform the customer of any visible pre-existing wear, tear, scratches, or marks prior to moving the item to ensure transparency and mutual understanding.

Final Note:

We appreciate your cooperation and will do our utmost to meet your expectations with personalized service. We are excited to assist you during your move and hope to continue serving you in the future.

Let our experienced crew handle the heavy lifting — so you can sit back, relax, and focus on the next chapter of your journey.

Customer Acknowledgment:

Signature: _____ Date: _____

For a branded version with company logo, contact Pro Moving Express.