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Dear Valued Customer:

Thank you for your interest in Excellent Movers! We know you have a world full of choices, and we appreciate you giving us the opportunity to serve you—and we look forward to helping you with the most pleasant moving experience possible.

Unlike most movers, we charge a flat fee—and the price we quote is the price you pay. Your quoted price includes complete protection of your valuable property: Furniture padding, taking apart and reassembling basic furniture, disconnecting any freestanding appliances like stoves, washers, dryers. (Actual packing materials like boxes, tape, stretch wrap or any special tools are not provided by us.)

Every move has two main parts: Packing and individuality. Please read below carefully!

***Pack well. Pack right.***

“Packing?! No problem! I’ll just put everything in boxes!” But packing right is not simple. Take the time to do it right. Get friends to help. Avoid the rush. You’ll thank yourself later.

***There’s no move like yours.***

Every move is unique. Every customer is different. No two moves are ever the same. After all, it’s your unique, personal property—and as professional movers, we’ll give all of it the unique handling that it needs. So talk to us! Tell us your needs. We’ll work with you. And we’ll satisfy you. We are a Licensed and Insured company. We professionally handle everything with great care. We’re 100-percent confident that if you do it right—with a little help from us—you’ll be happy.

Attached please find your complimentary Excellent Movers Moving Guide—our proven system from our vast experience for your successful, smooth and stress-free move. These tips and tricks will help you pack, move and unpack all your belongings in a more efficient way.

Above all, feel free to talk to us anytime about any concern you may have. We’re here to help!

Best wishes for the best move,

**B. Glanz**

*President, Excellent Movers*



## Boxes:

- Tape the bottoms very well—along the bottom flaps and across them (like a “plus sign”).
- It’s best to limit boxes to a maximum weight of 50lbs. each.
- Fill each box to the top—don’t let items rattle or slide around.
- Make sure each box can close neatly and tightly. Tape the top well too.
- Leave your boxes along the walls—allowing the movers better access in and out of rooms.
- Have extra boxes handy for unexpected last-minute items.

### Matching boxes and room numbers

- Give a number to each room in your new home—1, 2, 3, etc.
- Put a large paper sign with that number on the doorpost of each new room.
- Mark each box you pack with the number of the room where our movers should put it

## Wardrobe:

### Any wardrobe that can be folded should be put into regular boxes.

Excellent Movers provides 3 complimentary Wardrobe boxes for garments that cannot be folded, i.e. coats, suits and long garments.

## Installed appliances:

Built-in appliances like dishwashers, wall ovens, microwaves, wall-unit A/Cs, window treatments, etc. should be uninstalled by the customer prior to Moving Day.

## Furniture map:

A furniture map of your new place is important. Create a floor plan, which our crew can use to know where each piece of furniture might go. It will save everyone time.

## Seform and books:

We highly recommend that seform/books be wrapped tightly with stretch wrap (available at your local hardware store). If stretch wrap is unavailable, small boxes should be used and taped well. Milk crates are fine, as long as they are not overfilled—allowing for stacking.

The key is to pack books tightly. We highly discourage the use of rope. The less movement, the less chance of potential damage.

## Furniture:

Avoid the use of any wax or oil cleaning products (Pledge or furniture polish) on your furniture before your move—they can make wood softer and then likelier to get damaged/ slippery and hard to handle.

Dressers, bookcases, and all other furniture should have their contents emptied and boxed. All drawers and shelves should be completely empty. Table pads and glass tops (including glass shelves), should be left on/in the furniture—we’ll pack them up for you.

## Front-loading washer:

As per manufacturer guidelines, we highly recommend the customer provide the transporting/shipping bolts (that came with the machine originally). If you don't have them, they can easily be obtained from the manufacturer for a minimal fee.

## Freezer:

If you are moving a freezer, allow it to thaw and defrost at least 24 hours before your move. Otherwise, it may drip in the truck and potentially damage your other goods.

## Storage:

If you have items in a basement or storage room and you are not moving everything in your basement or storage room (i.e. you share the basement with a neighbor), make sure your items are separated and clearly marked. Items stored in an attic should be taken down prior to moving day—for safety reasons, we cannot enter attics.

## Floor covering:

We provide at no extra cost, special floor protective runners for the main foyer and hallways. If you'll be covering your wood floors with paper, please do not cover staircases, which is hazardous to our crew and your goods. Additionally, avoid covering the floors inside the rooms since they will need to be removed for the proper placement of your items/furniture.

## Fragile Items:

- Fragile items need to be moved with extra special care. When transported in a truck unavoidable damage may occur due to road conditions and other circumstances. To help ensure the safety of these items our crew can assist in load/ unload in/from your car or taxicab.
- Examples of fragile items include: liquids, glass, crystal, silver, china, cobalt, dishes, and electronics.
- Electronics should be packed in original packaging if available.
- Due to the extreme delicacy of chandeliers and other light fixtures, we regret that we cannot move these items.
- Please DO NOT PACK any items whose value exceeds \$100 per pound (i.e. jewelry, silverware, china, furs, antiques, art, cash, personal electronics, important documents or medications, etc....), since such items are NOT covered by household movers insurance!

It is important that you secure these items prior to the move. We strongly advise to keep such items out of sight during the entire move, and certainly not shipping them together with your household items.

## Hazardous Materials:

As household good movers, we cannot move any hazardous materials, flammable liquids, or any explosives. (i.e. fuels, chemicals, ammunition) Please do not ship them with your goods.

## Moving Day-logistics

- **Truck parking space:** Plan ahead! Make sure there's parking space for our truck so we can properly load and unload.
- **Snow/ice removal:** If you're moving during the winter, please make sure the driveway AND sidewalks are shoveled and salted at all locations.
- **Customer direction:** It is the customer's responsibility to make sure that all items are loaded before leaving the pick-up location, and to be on site to direct item placement.
- **Time value:** As a reputable company, we do not change our quoted price. However, since our crew's time is extremely valuable and our company scheduling is sometimes tight, to avoid unnecessary waiting fees, one person should be present and available during the entire move. Our crew may have questions or need access that only the customer can provide.
- **Please keep kids away!** Curiosity draws young children toward movers, who can't see them while moving large items, creating a hazard. Please help us prevent accidents by keeping children at a safe distance where they can watch without interference.

## ADDITIONAL INFORMATION

### Valuation Protection:

The Basic valuation coverage known as "Released Value Protection" (RVP) provided by Excellent Movers at no additional cost is 60 cents per pound per article on Flat rate moves, and 30 cents per pound per article on Hourly rate moves.

Optional Full Value coverage known as "Full Value Protection" (FVP) is available at an additional cost. Please ask us for more details.

### Required Scheduling Deposit:

A deposit is required before a move date is scheduled (unless otherwise agreed). Please be sure you are certain of your move date before submitting your deposit. We have a non-refundable policy.

(Any changes to the job should be done prior to booking, as other customers are being scheduled according to the size of the job you are booking)

### Full Payment:

The remaining balance of your move is due once the moving truck is unloaded.

### Payment Methods:

We gladly accept certified checks, money orders, or cash.

If you have any questions or concerns, please feel free to call us at

**845-354-2983 ~ 845-783-2983**

We truly are worth every dollar you invest on your move. But don't take our word for it.

Just Google us and discover what people have to say about us!