

CRITICAL QUESTIONS to ask any moving company

Selecting a moving company is a huge decision. Make sure you fully understand the services the mover is offering, and the rate at which those services will be provided. The State of Texas places very few rules and regulations on moving companies, which means the level of service and pricing can vary widely depending on the company.



To help you fairly compare the services and benefits of the moving companies you are considering, we have prepared a list of questions to ask.

- Is the company licensed with TXDOT? Does the company have the required USDOT and Motor Carrier numbers to conduct interstate commerce if you are moving across state lines?
- What types of trucks and equipment do you use? *Having properly designed moving trucks and all the necessary equipment will simplify your move and reduce the risk of damages.*
- Does your company charge by the piece or by the hour?
- Do you have a minimum charge? How are you charged after that minimum is met? Are hourly charges prorated in 15, 30, or 60 minute increments?
- Do you have extra charges for larger items such as pianos, large screen televisions, extra flights of stairs or weekend and evening moves? *(This is not unusual.)*
- What type of payment options do you accept? Do you require a deposit to schedule a move?
- Do you have full-time employees or use temps and day labor? *Be cautious of moving companies who use temps or day labor, as they typically have not had drug or background checks and training.*
- Do you carry Worker's Compensation insurance on your movers and drivers? *The State of Texas does not require movers to carry Worker's Compensation insurance, exposing you to liability for their workers' injuries on your property.*
- What kind of training have your movers and drivers completed?
- What is your cancellation/rescheduling policy? *The State of Texas prohibits moving companies from charging a cancellation fee.*
- Are items insured during the move? *Even if a mover is bonded and insured, it does not always mean that your items are covered during the move. (The State of Texas and the Federal Motor Carrier Regulations require a minimum valuation of 60 cents per pound per article.)*
- Do you offer free estimates? *For homes that are 2500 square feet and larger, try to get an on-site estimate performed.*
- Do you offer suggestions on how to make the move easier? *A mover who cares about customer service and making your move a positive experience will do all they can to help you.*
- Do you have a contact number for the day of the move, should there be any unexpected challenges?



**TWO MEN
AND A
TRUCK®**

"Movers Who Care.®"
www.twomenandatruck.com

TWO MEN AND A TRUCK®'s answers to the CRITICAL QUESTIONS

We are licensed with the Texas Department of Transportation (TXDOT No. 006135137C); we also have the United States Department of Transportation (USDOT No. 1535550) and Motor Carrier (MC No. 571755) numbers needed to operate throughout the United States and North America.

Our trucks are Kenworth T300 straight trucks with air-ride suspensions and air brakes. The 26' moving bodies are custom-engineered with vertical tracking, an attic over the cab, and hardwood floors. All trucks are stocked with heavy duty moving pads, three kinds of dollies, tools, straps, and other equipment necessary for a successful move. All of our trucks are real-time GPS monitored to protect your shipment.

TWO MEN AND A TRUCK® prices by the hour for local moves beginning and ending in the 5 county Austin Metro area. If you are moving out of the Greater Austin area, additional mileage charges will usually apply. If you are moving out of state, the charges are based on size of shipment and mileage.

Hourly rated moves are subject to a two (2) hour minimum charge. All hourly bills are pro-rated in 15 minute increments.

We have no extra charges for extraordinary items; our prices are all-inclusive.

For local moves, the billing time starts when we leave our office and ends when we return to our office, or what is called port-to-port billing. If you are moving out of the Greater Austin area, there may be a travel charge that covers mileage depending on the origin, destination, and other circumstances of your move.

For payment options, we accept VISA, MasterCard, American Express, Discover, Money Orders, and Cash. We do not require a deposit, however we do require that a valid bankcard number be kept on file in order to schedule your move.

All of our employees are full-time employees who undergo drug tests, background checks, and a multiple part interview process.

We carry Worker's Compensation insurance through Texas Mutual on all of our employees for their protection and yours.

Our Movers and Drivers undergo initial training that has been developed by **TWO MEN AND A TRUCK®** as well as training specific to the office they will be working out of. Our drivers have passed USDOT physical exams and are road-tested and certified in the safe and professional operation of our trucks.

If you need to reschedule or cancel your move, please notify us as soon as possible. This will allow us to make any necessary scheduling arrangements. There are no penalties for canceling or rescheduling.

TWO MEN AND A TRUCK® is responsible for items while they are in our care, custody, and control. Included in the price of your move is full repair/replacement coverage up to \$50,000 per truck. Higher values are available for an additional charge. Please be aware that we are not responsible for items not packed by us.

We offer free on-site estimates to help you prepare for your move. On-site estimates are required by federal law for interstate moves.

Our professional Customer Service Representatives are always glad to offer advice on preparing for your move and how to save money. Also look for moving tips and money saving tips in our promotional information.

Always feel free to contact our office before, during, or after your move at **(512) 279-2323**.

TWO MEN AND A TRUCK® Packing Supplies Guide

<u>Description</u>	<u>Dimensions</u>	<u>Price</u>	<u>Ideal Uses</u>
Small Box	18" x 12" x 12"	\$2.00/ea	Heavy items such as books, records, tools, and files
Medium Box	18" x 18" x 16"	\$3.00/ea	Ideal for shoes, purses, pots and pans, food or toys
Large Box	18" x 18" x 24"	\$4.00/ea	Lamp shades, bulky blankets, towels
Dish Pack	18" x 18" x 28"	\$12.00/ea	Heavy duty box for china and glass that has individual compartments within the dish pack, providing extra cushioning and stability for your valuable china
Wardrobe with bar	24" x 21" x 46"	\$10.00/ea	Hang clothes directly from the closet
Mirror/Picture Box	40" x 60"	\$6.50/ea	4 piece adjustable box for flat items
Bubble Wrap	24"W x 12"L	\$0.25/ft	Great for anything fragile
Paper Pads	60" x 72"	\$2.50/ea	Protects furniture in storage
Packing Paper		\$13.50/10 lbs.	Wrap everyday items to protect from scratches, also, when crinkled, can be used as cushioning in boxes
Roll of Tape	2" x 110 yards	\$3.00/roll	Clear packing tape
File Boxes	Letter/Legal	\$4.00/ea	Hangs letter and legal files

Orders of \$100 or more delivered free within the Austin Metro Area!

Protect your belongings:

Our specially designed moving boxes can help protect your prized possessions, from books and clothes to dishes and lamps. We'll help make sure it gets where it's going in one piece!

Money back guarantee:

With **TWO MEN AND A TRUCK®**, you can never overbuy! We will give you a full refund on any unused boxes. Sorry, boxes that have been taped and partially used items cannot be returned.

Call **(512) 279-2323** to order supplies and schedule your move!

Tips to **\$AVE** money and simplify your move!

1. Remember – the heavier the item, the smaller the box!
2. Pack important and sentimental documents separately to be easily accessible including: children’s health records, passports, family records, insurance information and photo albums.
3. Pack a box of essential items that you will need immediately after the move and make sure it’s the last thing added to the truck.
4. The day before your move, unplug, empty, and defrost refrigerators and freezers.
5. Make sure to get enough cash to get you through move day.
6. For large appliances be sure to check your owner’s manuals to see if there are special instructions for moving.
7. Vertical file cabinets can usually be moved with files in them. Lateral file cabinets will usually need to be emptied.
8. As you take apart furniture and other items make sure to tape all parts to the main base.
9. Use wardrobe boxes to make closets easier to pack. Clothes in drawers can be placed in suitcases.
10. Try to pack all electronic equipment, like stereos in their original boxes. Bubble wrap, packing peanuts, and packing paper can also be useful.
11. By federal law, a moving company can’t transport hazardous materials such as gasoline, bottled gases and other flammables, ammunition and explosives.
12. Avoid mixing items from different rooms in the same box.
13. Always tape boxes. Don’t interlock the tops.
14. Don’t use boxes without tops. No tops make it impossible to stack properly in the truck.
15. Use custom-designed boxes when packing fine china and clothing.
16. Clean your stove before you move out.
17. Mail in your change of address forms about two weeks before your move date.
18. Cancel newspapers, cable, pest control, cleaning help, lawn services about a week before the move.
19. Make a “survival closet” of things for the last cleanup before you move out – broom, dust cloth, dust pan, mop.
20. Start packing items you will not need ahead of time.
21. Clearly label all boxes on top and side.
22. Never use duct tape – use packing tape. Duct tape does not adhere well to cardboard.
23. Never use printed newsprint to wrap fine china.
24. Always stack dishes vertically when packing.
25. Don’t use used boxes. You never know what little critter is hiding – or if the box will be strong enough to support your possessions.



TWO MEN AND A TRUCK[®]
“Movers Who Care[®]”

Quick Facts: TWO MEN AND A TRUCK®

TWO MEN AND A TRUCK® was founded in 1985 near Lansing, Michigan by two brothers, Brig and Jon Sorber, working afternoons and weekends while in high school to earn spending money. The first franchise location opened in 1989 and TWO MEN AND A TRUCK® has now completed over 2 million moves!

TWO MEN AND A TRUCK® now has over 200 locations with nearly 1,400 trucks on the road in the United States, Canada, Great Britain and Ireland, and South Africa. The franchise system has received numerous awards and recognition from the media, including *Oprah*, *Entrepreneur Magazine*, and *The Wall Street Journal*. Most recently, *The Wall Street Journal* named TWO MEN AND A TRUCK® one of the nation's Top 25 Franchise Operations in February, 2008!



J.D. Power & Associates ranked TWO MEN AND A TRUCK® number one in the Midwest United States in their “2007 Full-Service Moving Company Customer Satisfaction Study!”

Entrepreneur Magazine ranked TWO MEN AND A TRUCK® the number one moving services franchise worldwide in its 2008 “Franchise 500” list!

TWO MEN AND A TRUCK® is proud to be in Texas! We currently have locations in Austin, Dallas, Houston, and San Antonio to meet your needs. In addition to moving services, we offer packing and unpacking services, a full line of packing supplies, and loading/unloading of rental trucks and storage units!

TWO MEN AND A TRUCK® promotes several philanthropic efforts locally here in Austin! We provide the truck to “Stuff a Truck” for the Marine Corps’ *Toys for Tots*, provide Goodwill drop-offs, and offer discounts for senior citizens and military members. TWO MEN AND A TRUCK® also donates 10 cents from every completed move to the American Cancer Society – and has since the very beginning! This contribution now totals over \$225,000!

Call TWO MEN AND A TRUCK® at (512) 279-2323 to schedule your next move today!



KMN Moving Services, LLC dba TWO MEN AND A TRUCK®
10620 Burnet Road, Austin, TX 78758 (512) 279-2323
TxDOT No. 006135137C

Each franchise independently owned and operated