

NON-STANDARD CHARGES

Non "standard" Items

Heavy items may incur a separate charge. If you have items such as a grand piano or large custom wall unit/entertainment center, you should let your mover know before you accept the quote. Other heavy items: hot tubs, lawn mowers, heavy-duty vacuums, snowmobiles, washer/dryers and refrigerators.

If it's more complicated than box-and-carry. If gas lines need to be disconnected or furniture needs to be disassembled, you may incur an extra charge. If you are able to safely conduct this work yourself before the movers arrive, you should.

From your room to the truck

Move estimates are based under the assumption that the movers can get close access to your front door and there aren't any flights of stairs. You could incur extra costs if:

Movers have to deal with flights of stairs. If you are in a 4th floor apartment (for example), you should let them know before accepting the estimate.

Your street or driveway is too narrow for the truck. Generally, movers prefer to load your stuff directly onto an 18-wheeler. If they can't get that truck within a few hundred feet of your front door, you may incur extra costs. In some unlucky cases, they'll have to use a separate "shuttle" to move your property from your house to another location.

Natural obstacles hinder access. If trees or other natural obstacles prevent the truck from getting close to your house...

Bad Estimates

Although it's not actually (since estimates are just estimates), this feels criminal and drives people nuts. Your best defense is to ask a lot of questions: Make sure you fully understand what the estimate is based on (weight, volume, miles, etc) and how the estimate will be verified and finalized. For example, you can request to be present at a weighing which should be completed immediately following the pick up at your house and loading into a pre-weighed truck.