



MOVING GUIDE

Starting a New Chapter in Your Life?



Suburban Solutions is excited to play a part in your story! Moving can be stressful in many ways so it is our mission to take the hassle out of your move so that you can enjoy the transition. Our professional and highly trained staff are experienced in moving your belongings safely and swiftly so you don't have to lift a finger. Why choose us? Because our customer service is second to none.. From the moment we first hear from you, our sales team treats you with

a level of personalization, courtesy and knowledge that is unmatched in the industry. We pride ourselves on our precision and want to understand every detail of your move so everyone has an enjoyable moving day with NO SURPRISES. On the day of your move, our uniformed crew members will wow you with their effort, respect and professionalism. Before you know it, you will be relaxing in your new home and raving to your friends about your moving experience

with Suburban Solutions. Suburban Solutions originated in the DC area in 2010. Since day one, we have been expanding with a distinct focus of providing intelligent moving solutions with excellence in customer service. Whether you are moving into your first apartment, new family home or even downsizing, we are ready to assist with any and all size moves.

No job is too big or too small!

Suburban Solutions Proudly Offers

- LOCAL MOVING** - small apartments to single family homes
- LONG DISTANCE** - we go anywhere in the United States
- SENIOR RELOCATION** - equipped to handle all senior living moves
- PACKING** - leave that fine china set to us
- JUNK REMOVAL** - basement & garage full of unwanted junk, yes please!
- CLEANING** - we can arrange to have your home cleaned after your move
- LOAD/UNLOADING** - rental trucks & pods, oh my! We LOVE labor only jobs.
- STORAGE** - help with all short & long term storage options
- PIANOS AND SAFES** - we can handle most makes and models for you
- GYM EQUIPMENT** - heavy and bulky items broken down
- CRATING** - have your most fragile of artwork crated for safe transport





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FREQUENTLY ASKED QUESTIONS

When should I book a mover?

We recommend booking at least 2-3 weeks in advance. Please be advised that weekends and the end of the month book quickly, especially in the summer. The more time you give us, the better.

Can you provide storage?

Are you building a new home that won't be ready by moving day? We do offer overnight storage and have some long term storage solutions at our warehouse. We can also assist in getting a self storage unit set up for you!

All of this sounds great, but how much does it cost?

Our pricing is very competitive and we customize each quote specifically to the clients needs. For local moves, we charge by the hour. The only additional charge is a Truck and Travel fee. We have a 2 hour minimum and we prorate by the minute for anything over 2 hours! See below for some general rule of thumb pricing!

Do you go long distance?

We can go anywhere with roads! We offer a full, dedicated service for your move. While national van lines may offer competitive pricing for Long Distance Moves, we proudly offer a much higher level of service. With us, your belongings will never leave the truck. Once we are finishing loading you up, we will immediately start heading to your final destination. There is no risk of misplacing items while switching trucks or warehousing them for a week or more!

How do I book?

Booking is easy! Simply go to our website: suburbansolutions.com and fill out our quote request form. We will take your information and process a detailed written estimate the very same business day!

What information do you need?

1. The details of your current home: parking situation, how many flights of stairs, is there an elevator or loading dock, are there any long walks?
2. We will also need the same info for your new home!
3. A detailed inventory will help us provide the most accurate of estimates.





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FREQUENTLY ASKED QUESTIONS

Is Suburban Solutions licensed & insured?

YES! We are a fully licensed and insured moving company in each state we are located as well as by the (DOT) Department of Transportation. Under state regulations every licensed carrier is required to carry auto, cargo and general liability insurance. We also carry workers compensation and commercial truck policies. We recommend asking ALL of the companies you are soliciting quotes from about their coverages.

How do you protect furniture from damage?

We wrap each piece of your furniture with furniture pads and secure them with stretch wrap to eliminate any chance of damages or scratches. We also use cargo straps on our trucks to tie down and secure objects from shifting during transit.

Should I empty my dresser drawers?

Yes. We ask that all drawers are emptied prior to our arrival. We often need to flip items upside down to maneuver through your home and fit safely on the truck. The added weight makes this much more challenging and dangerous.

Will you disassemble and reassemble furniture?

We have all of the necessary tools to disassemble and reassemble your furniture. Be aware that disassembly for some furniture is not recommended for different reasons. (IE Particle Board as used on Ikea Closets) Some customers may wish to handle disassembly and reassembly on their own to save time. This is perfectly acceptable. Just remember to keep track of all hardware (hint: zip-loc bags).

How do you charge?

We believe in transparent and straightforward billing, leaving our clients with the peace of mind that pricing will be exactly what we both envision. We do not take deposits because we BILL BY THE MINUTE. We do not bill you until the job is done.

What type of payment do you accept?

We accept: cash, personal check, money order, company check, or credit card. We do not accept personal checks for payments over \$2,500. Please consult your local branch for specifics. Surcharges may apply for credit transactions.





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MOVING CHECKLIST

**For a more comprehensive list of items to consider when moving,
PLEASE CLICK HERE**

3-4 WEEKS BEFORE YOUR MOVE

- Select moving companies to obtain quotes and book ASAP!
- Create detailed home inventory list of items you want to move
- Start packing all items you will not actively use (books, out of season clothes, secondary china set)
- **Dont forget your basement, storage areas, garage, shed and patios!**
- Start sorting thru junk and donation items
- Separate Valuables (jewelry, private documents) for personal transport on moving day
- Change your address w/ post office and update subscriptions

2 WEEKS BEFORE YOUR MOVE

- Cancel / Transfer Utilities
- Begin to pack everyday items (pack 3 to 5 boxes per day per floor to spread things out!)
- Be sure to distinctly label all boxes with the room to which they will be dropped off
- Confirm any overnight travel plans, if applicable
- Set up childcare for moving day
- Set up junk removal or donate unwanted furniture or clothes (We can do this for you!!)
- Please make sure the mover is aware of your plans to move the following items: waterbeds, pendulum clocks, pianos, pool tables and sewing machines as they may require special packing

12-24 HOURS BEFORE YOUR MOVE

- Move all items in the attic, crawl space, or temporary storage to an accessible area for the crew leader
- If moving appliances, they must be disconnected, cleaned and serviced prior to moving
- Machinery (lawn mowers, snow blowers, etc) must be drained of all fuel / oil.
Drivers cannot transport gasoline.
- Ensure all boxes are packed and sealed properly. Remove all contents from all dressers
- Due to restrictions in place by various state laws, we are unable to transport live plants during interstate moves. Please make alternative arrangements for transportation of live plants
- Trash cans and Barbecue grills must be washed out and cleaned thoroughly before the move

THE DAY OF YOUR MOVE

- Walkways and Driveways must be clear of snow, ice, or other hazards.
- Children and pets must be kept in a safe and secure area while crews are packing/loading
- Bring important papers and insurance forms with you during the move
- Place any items not intended for transport in a safe area and be sure to indicate them to your crew leader
- Please remove sheets and blankets from beds to expedite the moving process.

**Please note, we are unable to remove any permanently affixed items
such as carpeting, plumbing or electrical fixtures, etc**

MAKING YOUR MOVE EASIER!

- Use **Small Boxes** for heavier household items such as books, magazines, cds etc
- Use **Medium Boxes** for mid-weight items like cookware, small appliances, knickknacks and decorations
- Use **Large Boxes** only for light weight items such as linens, pillows and shoes. Don't be tempted to load up large boxes with heavy items to weigh more than 50 lbs! This runs a risk of the bottom falling out when lifted. When purchasing boxes, you will need far more small boxes, followed by medium boxes for most of your items. Large and extra large boxes are for bedding & pillows, large toys, and other awkward sized items.
- For **Fragile** items, use plenty of crinkled packing paper on the base of each box and around each item and more paper on the top to fill in any gaps. Stack plates vertically in the box.
- If you can hear glass hitting glass when lightly shaking a box, it means items were not packed properly and need more packing paper.
- Pack heavier items at the bottom of a box with lighter items on top
- Avoid mixing items from different rooms in the same box
- **Label, Label, Label!** Mark both the top and side of each box w/ contents and the room its destined for.
- Your move will go smoother and quicker if all boxes are taped and labeled. This will allow the movers to stack boxes from floor to ceiling in the truck, maximizing all available space. Please note that open boxes/bins do NOT stack in the truck causing wasted open space if they can not be stacked.
- Though we strive to treat all of your items with the utmost respect and care, we suggest that our clients pack ALL lampshades, glass, fragile items and artwork individually, or move it prior to our arrival - an organized client always saves money by expediting the work! We can not warrant lamps/ lampshades that are not packaged in boxes.
- **JEWELRY & HIGH VALUE ITEMS:** We ask that all jewelry and/or any other items of extraordinary value are moved prior to our crew's arrival. This ensures safe transit of your most precious belongings and limits liability.





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PROFESSIONAL MOVING TIPS

PLEASE KEEP ASIDE A BOX OF ESSENTIAL ITEMS!

- Important Documents (passports, marriage license, birth certificates, bank info, SS# etc)
- Checkbook / credit cards/Cash
- Medications
- Phone / Charger
- Laptop/ Tablet / Charger
- Toilet Paper / Paper Towels / Trashbags
- Overnight bag
- Snacks / water
- Kids Toy / Blanket (if they cant bear to pack it)
- Tape Measure / Tool Box / Flashlight
- Jewelry / heirlooms / irreplaceable items

SUBURBAN SOLUTIONS WILL NOT MOVE THE FOLLOWING ITEMS:

- | | | | |
|--------------------------|-------------------------------|-------------------------|---------------------------------|
| Aerosol Cans | Refrigerated Foods | Fertilizer | Ammunition |
| Cleaning Solvents | Open or Half used Food | Plants | Car Batteries |
| Kerosene | Frozen Foods | Paint Thinners | Sterno Fuel |
| Liquid Bleach | Pets | Paints/Varnishes | Charcoal / Lighter Fluid |
| Pool Chemicals | Pesticides | Propane Tanks | Fuels / Oils |
| Produce | Poisons | Ammonia | Darkroom Chemicals |
| Fresh Foods | Weed Killer | Fireworks | |

