

### **Pre-Move Surveys:**

- Pre-move surveys are recommended for all moves and are performed free of charge
- A written Estimated Cost of Services will be provided as a courtesy outlining the various charges associated with each individual move.
  - This estimated is **neither a contract nor a guarantee** that the actual charges will not exceed the amount of the estimate. Charges for all services performed on the day of the move will be computed on a time and materials basis subject to the terms of the carrier's tariff and bill of lading.
  - Any services that are not indicated on the estimated cost of services are to be performed by the customer prior to the scheduled move date & time.
- Following the estimate, customers frequently request Du Frane Moving & Storage to perform additional services (packing, disassembly, appliance/electronic servicing, unpacking, extra stops, re-assembly, moving extra items, boxes, etc.) which they had originally planned on performing. Since all services are provided on a time and materials cost basis, these services would be charged accordingly. However, for scheduling purposes we request that you notify us in advance of any substantial changes in service requirements.
- **\*\*Rates are guaranteed for 30 days following the date of the pre-move survey and rate quotations. All orders completed after 30 days will be invoiced based on prevailing rates.**