

DON'T GET SCAMMED!

BE PREPARED. BE INFORMED.

STEP 1: BEFORE THE ESTIMATE

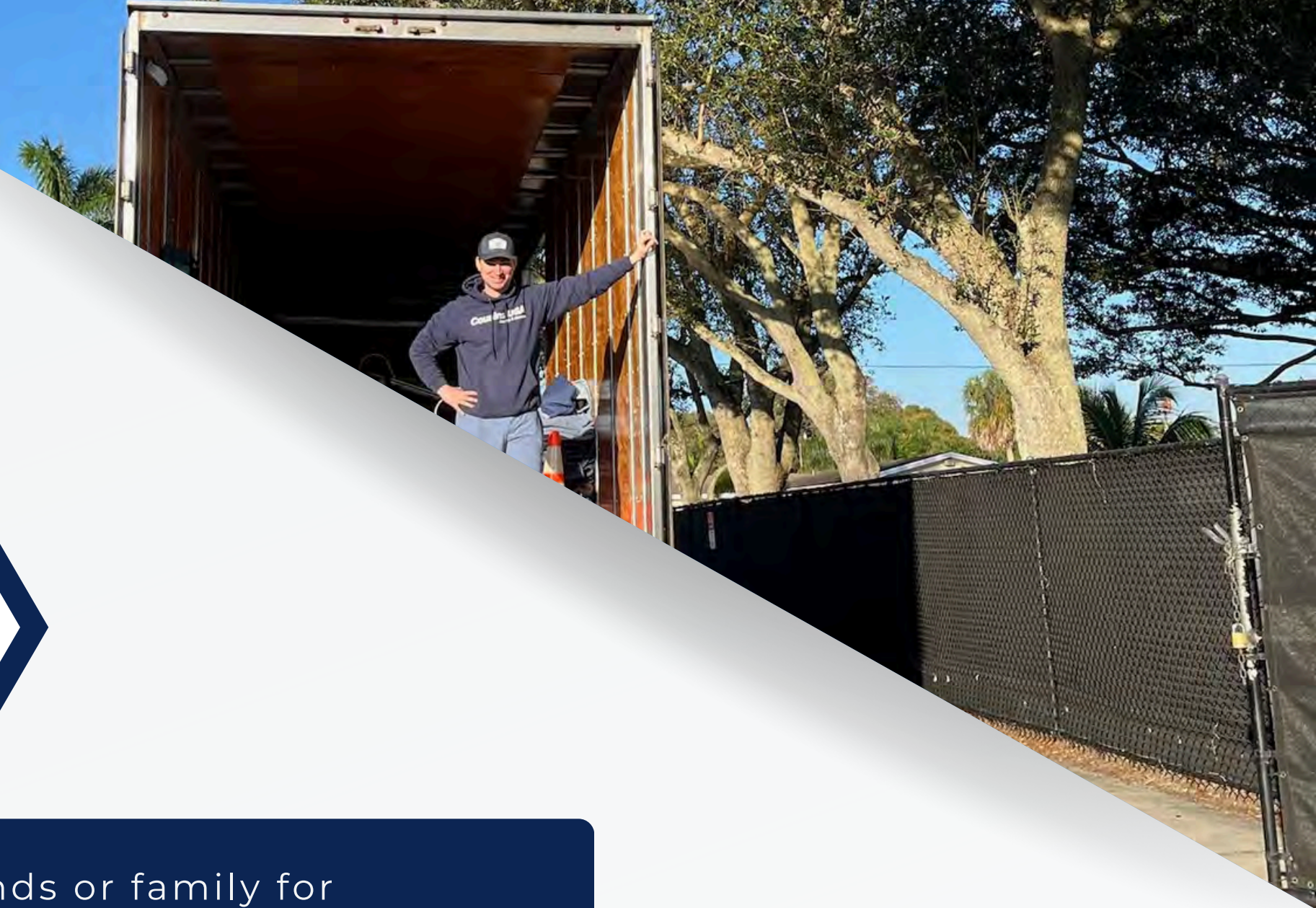
Do your research.

- protectyourmove.gov
- fdot.gov



Ask friends or family for recommendations. Make sure you are NOT dealing with a broker.

Select two movers to provide a written estimate. If they aren't close in price, get a third.



STEP 2: DURING THE ESTIMATE

01

Did the representative look in cabinets and closets?

02

Did they discuss the size of the truck and measure the walking distance?

03

Did they take the time to sit down with you and discuss your concerns and needs?



THE DEVIL
IS IN THE
DETAILS.
(OR LACK
THEREOF)

Cousins USA
Moving & Storage

Client Service Expectations

Attention:

- Operations Department
- Driver
- Packers
- Customer Service

The items listed below are of great importance to our customer. Please take special care.

Shipper: _____

Expected Move Date: _____

Origin: _____ Destination: _____

Third Party (If any): _____ Office Contact: _____

Vehicles: _____ Appliances: _____ Bulkies: _____

Storage: _____ Extra Stops: _____

Accessibility: _____ ☐ Stairs ☐ Long Distance Carries ☐ Shuttles

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

Customer Signature: _____ Date: _____

White Copy- Service / Operations

Yellow Copy -Driver& Packers

Pink Copy- Customer

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STEP 3: UNDERSTANDING YOUR ESTIMATE

Based On:

Weight & Mileage
Time & Material

Estimate Types:

Binding
Non-Binding
Not-To-Exceed

Additional Charges:

Stretch Wrap
Assembly
Disassembly
Stairs
Elevator
Tape
Pads

**Bulky Items
Shuttle Services**



COMMON SCAMS TO WATCH FOR

BAIT & SWITCH

Commonly seen on interstate relocations.

Due to the price being based on weight and mileage.

A broker will estimate you on a vague inventory and unrealistic price just to make their commission.

Then they will sell your job to a carrier.

Once the carrier gets out there and sees the inaccurate estimate, the price then will be switched and in most cases doubled!

“BINDING” BUT NOT REALLY

Commonly seen on local moves as well as interstate relocations.


The first page of your estimate says “Binding Price”

Make sure to look most times on the second page for something that says...

“Based on the inventory provided”
“Not including the following...”

**PLEASE READ THROUGH YOUR
ESTIMATES!**

RECENT REVIEWS



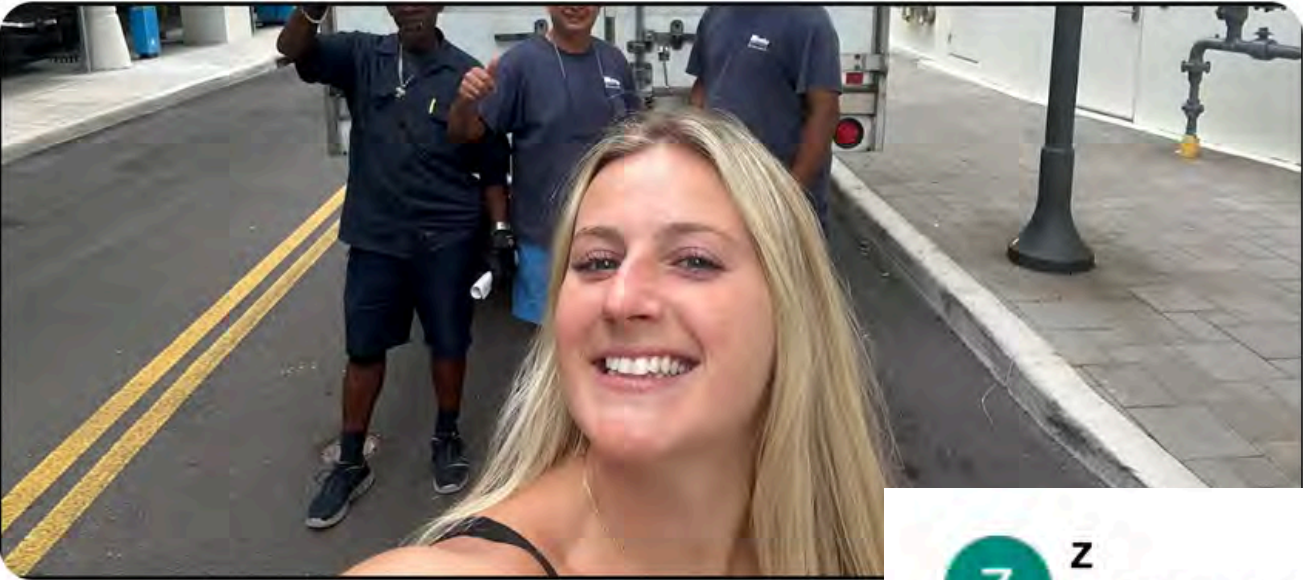
Abigail Sexton
4 reviews • 1 photo

★★★★★


4 weeks ago

NEW

Amazing experience! The guys were so nice, efficient, and great communicators! Highly recommend Eddie, Easy, and Derek!!!



Make
Moving Day
A GOOD Day...




Andrea Krohn
6 reviews • 2 photos

★★★★★

10 weeks ago

Dietrick, Johnnie, Mike, and Jean were amazing. They were fast and kind and careful with our belongings! Definitely recommend. 😊



Z




Z
2 reviews • 3 photos

★★★★★

2 days ago

NEW

I couldn't be more impressed with the service. Eddie, Jermaine, Ronald, Coy, and Jonathan truly went above and beyond, especially with the custom crates they made for my fragile items like an oversized mirror and aquarium(see photos). Their extra care and creativity in building these crates really set them apart from other movers I've used. Everything was packed with precision and handled so efficiently that the whole process felt seamless. I'll definitely be using Cousins Moving for any future moves






FOLLOW US



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