

# MOVING GUIDE

A glimpse of what it looks like to move with Virginia Varsity Transfer®.



## OUR REPUTATION

Virginia Varsity Transfer® services the continental U.S., with five storage properties and an unrivaled reputation in the Roanoke Valley for **quality service** and **professionalism**. But don't take our word for it! Check out our reviews at:

- Google
- Facebook
- Yelp
- Better Business Bureau
- Our Website
- Ask your neighbor!



### Professional, Licensed Company

Nationally-licensed, insured, and bonded, our company has been operating since 1988 with ongoing commitment to excellence and growth.



### Direct Long Distance Service

Unique in the moving industry, our direct long-distance service allows you to choose your exact dates for pick-up and delivery. The same crew will service your entire move.

"All staff I have been in contact with have been very professional and have left a positive impression." - Jane L.

"The whole crew that worked our move to Alabama was fantastic, timely, professional and truly committed to getting the job done without any damage to our furniture." - Elaine K.



### Experienced, Well-Trained Staff

With outstanding professionalism and abilities, our crew is what makes us the best. We do not use day laborers; in fact, many of our team have worked at Varsity for years!

"Moving is supposed to be a hassle. But your guys made it so much fun, we'd almost look for an excuse to do it again! Can't beat VVT for professionalism, enthusiasm, and cheerful willingness to take on even difficult, challenging moves. This was our second move with VVT in the past 10 years, and each experience was great." - Steve & Sue S.



### Honest, Accurate Estimating

Honesty is always our priority - we want you to know what to expect, and we want to be prepared to effectively provide your services.

For a snapshot of:

THE MOVING PROCESS →

## 1 Determine Scope

### What services do you need?

Determine what you want us to do vs. what you are going to do. (Packing, Crating, Full or Partial Move, etc.)

### Stick to the plan.

The info you provide is critical in how we estimate, plan and perform. **Any deviation can change pricing.**

### Determine services.



## 2 Schedule

### Call to schedule date(s).

**Dates are not held.** You must call our office to schedule your move. **Availability is first-come, first served.**

### Pay deposit.

A 50% deposit of estimated moving cost is due upon scheduling. **(A 3% convenience fee applies to all credit card transactions.)**

### What if my dates change?

We will work with you based on our availability and your schedule.

## 3 Additional Services

### Moving supplies.

We sell boxes and moving supplies at each of our storage locations and our moving office.

### Storage.

We have five storage facilities throughout the New River Valley. Visit our website for details and prices.

### Donation options.

We can work with you to donate your items or take them to consignment, or dispose of items at the dump.

## 4 Prepare for Move

### Review all info from VVT.

Review all information to be prepared for moving day. Following all directions will ensure a smooth move.

### NOT Moving Ready



### Moving Ready



## 5 Communicate Changes

- Stops/Locations
- Addresses
- Real Estate Closings
- Amount Being Moved
- Unfulfilled Plans
- Services Needed
- Contact Information
- Obstacles On-Site
- Construction Zone

More info at  [VirginiaVarsity.com](http://VirginiaVarsity.com)

Standard VVT Services  
The Typical Moving Day

Protection Coverage  
Claim Resolution

Pre-Move Checklist  
Frequently Asked Questions

## 6 Top 3 FAQs

### Should I empty my dresser drawers?

It depends. If the piece is fragile, heavy or high value, then yes. If the contents are breakable, then yes.

### What items can VVT NOT move?

For safety reasons, VVT does not move: chemicals, alcohol, firearms/ammunition, or gasoline/propane.

### Should I tip my crew?

Tips are not expected, but if you feel your crew did an exceptional job, you may tip according to their service.

## 7 Valuation Coverage

### Included: \$.60/lb per item.

Included with your quote, per industry standards, is \$.60/lb per item.

### Additional Valuation Coverage

If desired, discuss adding coverage (additional cost) with our team. A min. of \$6/lb of shipment is required.

### What if I have a claim?

Claims will be paid based on your selected coverage and either repaired, replaced or a cash settlement.

## 8 Moving Day!

### Standard Services.

If discussed prior to moving day, we can provide assembly/disassembly (beds, desks, TVs, etc.) as needed.

### Remove obstacles.

Please schedule contractors or other vendors on a different day. For safety, arrange for care of pets or children.

### Prepping Furniture.



## 9 Your Role

### Execute the plan.

Our estimate and services are based on the agreement that you will do what you promised, and so will we.

### Be present/available.

If at all possible, be present through out the move to direct our crews/supervisor and answer questions.

### Know the layout.

Having a general plan and knowing which pieces go to what room at the new home will save a lot of time.

## 10 Payment

### Deposit.

Your deposit is applied to your balance. Deposit is non-refundable if canceled within 14 days of move date.

### Balance due at completion.

**Balance is due at the completion of the move**, (cash, check or credit card\*) unless prior arrangements made.

\*A 3% convenience fee applies to all credit card transactions.

### What if my company is paying?

Billing arrangements can be made but must be discussed prior to moving day. A form must be completed.

# OUR LOCATIONS

# MENU OF SERVICES



**VIRGINIA VARSITY TRANSFER® & CORPORATE HEADQUARTERS**  
2087 Apperson Drive  
Salem, VA 24153  
540-982-2202



**APPERSON**  
2031 Apperson Drive  
Salem, VA 24153  
540-444-6400



**BOTETOURT**  
45 Hillview Drive  
Roanoke, VA 24019  
540-977-0609



**FRANKLIN**  
102 Edinburgh St SW  
Roanoke, VA 24014  
540-595-9526



**STARKEY**  
5885 Starkey Road  
Roanoke, VA 24018  
540-776-6400



**CAMBRIA**  
400 Cambria Street NW  
Christiansburg, VA 24073  
540-382-1000



## Initial Consultation

Our on-site evaluation will assess and determine the best way to accomplish your goals.



## Boxes & Moving Supplies

A full selection of boxes and moving supplies is available at all of our locations.



## Packing & Unpacking

We offer full or partial packing of your boxes by our trained staff. We can unpack if needed.



## Pre-Move Preparation

We prep furniture items and specialty pieces (marble, glass, etc.) to protect them during transit.



## Local Moving Services

Whether moving an entire house or a few pieces, residential moving is our expertise.



## Long Distance Relocation

State and nationally licensed, we primarily serve the eastern half of the United States.



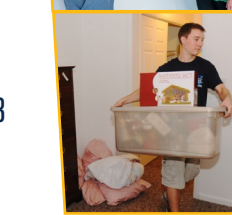
## Storage Services

Our convenient locations offer standard and premium climate-controlled units in numerous sizes.



## Senior Moving & Downsizing

We excel in sensitive situations that require compassion and professionalism.



## Donations & Discarding

We can assist with donation options or simply disposing of items.