

# SHLEPPERS®

## Moving & Storage

### Important Information for Your Moving Day

Below is a list of some frequently asked questions and other additional information to help you get ready for your move.

#### How much should you tip?

As in other service industries, gratuity is customary. When your move is finished, Shleppers recommends giving a gratuity of 15-20% of the total cost of your move to the movers. If you prefer, you can give the entire gratuity to the foreman who will distribute it to the team. You can pay the tips to the movers in cash, or you can add it to the credit card.

#### Do I have to empty my drawers?

Whether you choose to pack yourself or choose to have Shleppers pack for you, the contents of all drawers must be packed. Items cannot be moved within the furniture because the contents can damage the inside of the furniture and make the furniture much harder to move.

#### Proper Packing and Pressed Wood Furniture

Shleppers cannot control whether proper packing methods are used on boxes packed by the customer, and liability is limited where allowed by law. In addition, furniture made of pressed wood often sold by Ikea, Staples and others are not designed to be moved and Shleppers cannot be held responsible for damage to these items.

#### Jewelry, cash and high price collectibles

Shleppers will not carry and/or be liable in any way for the loss or damage to currency, precious stones, documents, stamps, securities, or jewelry. Any items of extreme value should be moved separately by the customer.

#### How and When to Make Your Payment

Payment should be made prior to unloading. For hourly rate jobs, the amount of time to unload is an estimate, and is usually very close to the actual and can be adjusted at the end. Shleppers accepts Cash, Certified Check, Money Order, MasterCard, Amex or Visa. If you are paying by credit card, the card used for payment must be presented to the foreman for processing. **DO NOT PACK YOUR CREDIT CARD!**

#### Your Means of Transportation

While it is fun to ride in our moving trucks, our insurance company prohibits us from giving rides to customers. Therefore, please arrange your own transportation from your origin to your destination.

**Manhattan Office**  
250 West 49th St., Suite 305  
New York, New York 10021  
**(212) 223-4004**

**Westchester Office**  
656 Central Park Avenue  
Yonkers, New York 10704  
**(914) 684-0606**

**Bronx Office**  
310 Walton Avenue  
Bronx, New York 10451  
**(800) 84-SHLEP**



### Minimum Charges

There is a minimum charge, which is based on the day of the month as set forth below:

- Off Peak (4th to the 26th): A minimum of 3 hours labor time plus 1 hour travel time.
- Peak (27th to the 3rd): A minimum of 4 hours labor time plus 1 hour of travel time.

### What is Travel Time?

Travel time is calculated as the time it takes for our crew to arrive at the origin address, plus the time it takes the crew to get back to our office from the destination address. Travel time is set prior to the move and does not change even if our crew is stranded in traffic or due to inclement weather. Driving between the origin and destination is considered billable labor time and has been factored into your quote.

### Tolls

If you have a binding price for your move, then it includes the cost of tolls. If your move is based on an hourly rate, the cost of tolls is in addition to the labor and materials.

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