



# FAQs

## Important Preparation Instructions

Preparing for a move comes with many details, and our goal is to make the process as smooth as possible for you. This page contains important information to help you get ready, including packing requirements, policies, and helpful tips. We strongly encourage you to read through these FAQs carefully, as they cover many of the common questions and preparation steps needed to ensure your move goes smoothly!

Question	Answer
What happens if I need to reschedule or cancel my move?	Contact us as soon as you can if your move dates have changed. Our staff can process any change to your move plan and help determine the best next steps. We will always do our best to accommodate your request! Your time is valuable, and so is ours. Requests for cancellation or rescheduling must be made at least 72 hours prior to your scheduled move. Requests received within 72 hours of a scheduled move will result in a forfeit of your deposit.
What documents need to be signed?	There are a few documents located in your customer portal that are required to be e-signed before your move. Documents include your estimate, contract, addendum and FAQs. Additional documentation may be requested if needed.
How do I submit my inventory?	In the customer portal, towards the right hand corner of the page, click on "Manage Inventory." From there, please use the link to add the rooms in your house and add the items you would like us to move in each room. Please make sure this information is accurate as possible. Photos of your inventory will also be requested to ensure there are no surprises on moving day. These photos can be emailed (extrahandspgh@gmail.com) or texted (412-498-5562). Please include your name and moving date in the subject line.
Do I need to submit an inventory if I received an on-site or virtual walkthrough?	No. If a walkthrough was completed for your estimate, the inventory has already been uploaded to your file. However, it is your responsibility to review this inventory and notify Pittsburgh Moving of any changes no later than seven (7) days prior to your scheduled move date. Final pricing is subject to adjustment if modifications are not communicated by this deadline, and Pittsburgh Moving cannot be held liable for discrepancies or additional charges resulting from an incomplete or inaccurate inventory.
Why do I have to provide photos of the furniture items we are moving?	Furniture is made in so many different ways and materials. IKEA furniture is much easier to lift than that 200lbs solid oak dresser you have on the third floor of your house. This helps our movers and staff know the exactly what will be moved and better equip us to provide a smooth moving day, which saves you time, money, and frustration!
What materials are included with my move?	Yes, when you book movers <i>with a truck</i> through Pittsburgh Moving PGH, we provide moving blankets, plastic wrap, and essential moving equipment at no additional cost.  For <i>labor-only</i> services (when no truck is provided), customers are responsible for supplying their own protection materials, straps, and any additional equipment.  All moving services—both with or without a truck—include basic tools for disassembly/reassembly and a dolly.
What types of materials are included if I am scheduled for packing services?	We will provide a variety of different sized boxes, packing paper and tape based on your standard sized home. Materials are charged differently based on your type of move. If you do not have packing materials listed on your estimate, please reach out to one of our staff members for further information!
What forms of payment do you accept?	We accept most major credit cards, debit cards, cash, or personal check payable to "Pittsburgh Moving PGH" at the time of completion of the Company's services.  <b><u>A 3% non-refundable service fee will be applied to all credit or debit card transactions for final balances. This fee is waived for deposits.</u></b>

Do I need to be present for my move?	We encourage all customers to be present during their move to ensure everything is taken from the origin and placed correctly at the destination. If you're unable to be there, we can still complete the move as long as we have a designated point of contact on-site and clear, detailed instructions for our crew.
Where will the moving truck park?	It is important to plan where our truck will park at each location. Not everywhere is going to have the most ideal parking situation (especially in Pittsburgh!). Some city locations may require us to park on a busy street or roadway. Please reach out and speak with a staff member if there are certain instructions we need to pass onto the moving crew. It is your responsibility to make sure we have somewhere to park that is close to your building/home! If you live in the city, you will need to request a parking permit from the Pittsburgh Parking Authority. <a href="#">Click here for more information!</a>
How do you handle weather conditions such as snow and ice on moving day?	The safety of our team and your property is our top priority. If weather conditions, including snow or ice, are present on your moving day, we will take extra precautions to ensure a safe and efficient move. Please note that we recommend the client clear any walkways, driveways, or other areas where our movers will be working. If the conditions are unsafe or could potentially cause delays, we may need to reschedule the move for safety reasons. We encourage you to monitor the forecast and contact us if weather conditions change, so we can work together to adjust plans as needed.
How do the movers handle TVs and other electronics?	All TVs and fragile electronics must be properly boxed for transport. If they are not boxed, Pittsburgh Moving reserves the right to decline moving them. Please note that TVs and electronics are not covered under insurance unless they are packed with appropriate protection. Packing materials and boxes are available for purchase through us, or you may obtain them from a third party. Any materials ordered from Pittsburgh Moving must be requested at least 48 hours prior to your scheduled move.
Can you dismount or remount my TV?	Yes, Pittsburgh Moving PGH can dismount your TV upon request. However, we do not offer remounting services.
Do drawers, cabinets, and fridges need to be emptied?	All clothing, personal items, and small or fragile belongings must be removed from drawers and cabinets (such as nightstands, end tables, dressers, etc.) to prevent loss or damage. Additionally, refrigerators and freezers must be completely emptied before our crew arrives. Items left inside furniture can add significant weight, making them more difficult and potentially unsafe to move.
How do the movers protect lamps?	<p>To ensure the safe transport of your lamps, we require the following:</p> <ul style="list-style-type: none"> <li>• <b>Table Lamps:</b> Must be properly boxed before moving. If a table lamp is not boxed, we will still move it; however, it will not be covered under our damage protection policy. We recommend using a sturdy box with cushioning materials such as packing paper or bubble wrap.</li> <li>• <b>Floor Lamps:</b> We can move floor lamps as long as all bulbs and shades are removed and boxed separately. The lamp base can be transported as is.</li> <li>• <b>Lamp Shades &amp; Bulbs:</b> All shades and bulbs must be packed in a box to prevent damage</li> </ul> <p>Please note: If these items are not properly prepared as outlined above, our movers may refuse to transport them to ensure the safety of your belongings.</p>
Am I required to give my movers a tip?	<p>Is it appropriate to give a tip to movers who do a great job? Absolutely. Tipping during a move is not required, but if you're working with a professional moving team (like us!) and they make the moving process a little less stressful, acknowledging their efforts with a tip can be greatly appreciated.</p> <p>We encourage you to read <a href="#">this article</a> from Forbes which breaks down how much you should tip your movers.</p>
What if I have pets?	We love pets as much as you do so it is important to have a plan in place before your move to keep them safe. Make sure you've lined up a pet sitter, move them prior to our arrival, or have them in a safe place like a crate or kennel. It is also helpful do a quick wipe down of all your furniture to remove pet hair, dander and dust for movers that may have allergies.

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How do you protect my floors during the move?

Floor protection is the sole responsibility of the customer. Pittsburgh Moving PGH is not liable for any damage to flooring, including but not limited to hardwood, tile, carpet, or other surfaces. While we take care during the moving process, it is the customer's responsibility to ensure that adequate floor protection is in place. As a courtesy, Pittsburgh Moving PGH provides two (2) complimentary 6-foot floor mats. Additional floor protection may be purchased directly from us upon request or sourced independently by the customer from a third party.

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What if there are items I don't want the movers to take?

If there are any items you do not want loaded onto the moving truck, please clearly label them and place them in a separate area away from everything else being moved. This helps prevent confusion and ensures nothing is taken by mistake.

Pittsburgh Moving PGH is not responsible for any items that are accidentally loaded if they were not properly labeled and/or set aside.

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What other ways can I prepare for my move?

There are many ways to prep for a safe and smooth moving experience! Check out [this article](#) on ways you can help!

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**By signing below, I hereby acknowledge that I have completely read and fully understand the services that are being provided by Pittsburgh Moving PGH LLC. I understand the expectations and responsibilities I have as the customer. Pittsburgh Moving PGH LLC is not held liable if the customer is not fully prepared to be moved upon the crew's arrival.**

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Shipper or Carrier\*