



412-498-5562



[extrahandspgh.com](http://extrahandspgh.com)



Pittsburgh, PA

# FAQs

## **DO I NEED AN ESTIMATE?**

We can provide you with an accurate quote over the phone based on the information and inventory you provide. To avoid surprises for all involved, the more information you can give the better! We do suggest an on-site estimate if you have a larger home (4+ bedrooms), commercial move, or any unusual types of moves. Estimates are free of charge within a reasonable distance!

## **HOW FAR IN ADVANCE SHOULD I SCHEDULE MY MOVE?**

The earlier, the better! 2-4 weeks is what we prefer, but if you plan on moving during our peak times (summer, end of month, or weekends), please call us 4-6 weeks before your planned move date. We will always do our best to accommodate your request!

## **IS A DEPOSIT REQUIRED?**

Yes, at the time of booking, we ask for a deposit based on your type of move. These deposits have increased recently due to an influx of cancellations.

All labor only services - \$100

2-3 mover jobs - \$250

4+ mover jobs - \$500

Long Distance - 20% of estimate

## HOW CAN I MAKE A DEPOSIT?

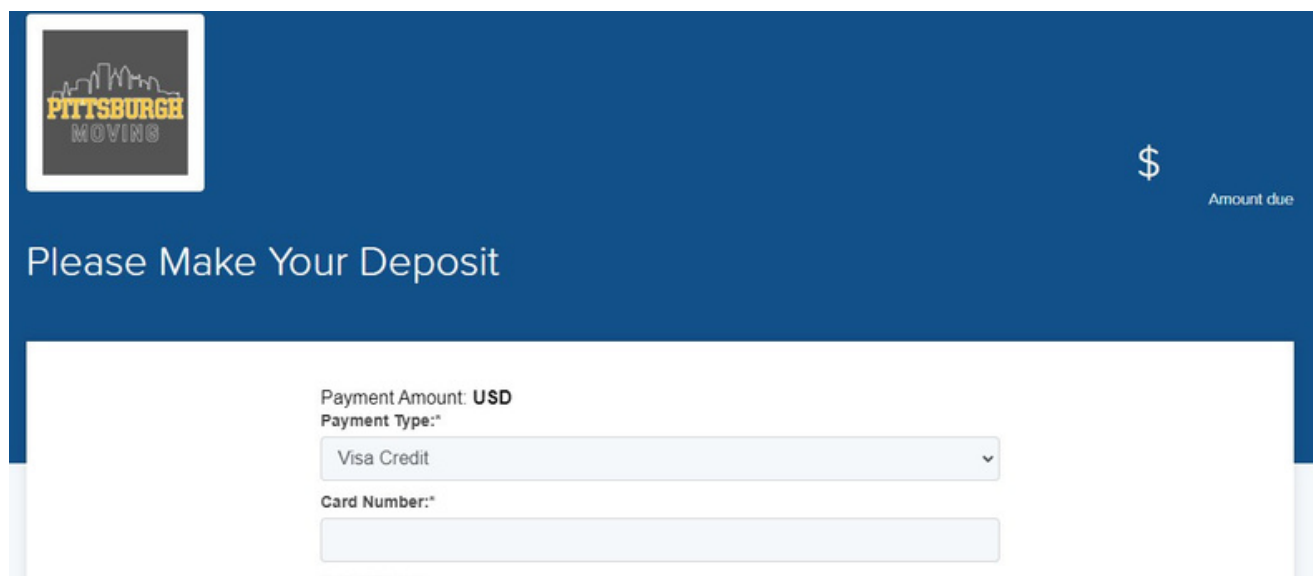
We require all deposits to be made with a credit/debit card. Deposits must be made at the time of booking, or within 72 hours, to avoid cancellation by the company.

Deposits can be made over the phone but we allow our customers to pay those deposits securely online using the SmartMoving customer portal as well. Online deposits allow our customers to enter their credit card information themselves rather than providing it over the phone.

To make a payment online, go to your estimate summary. At the top right hand corner of the page, click on "Sign Estimate."



E-sign your estimate and follow the prompts to then type in your card information.

A screenshot of the SmartMoving customer portal showing the "Please Make Your Deposit" form. The form is set against a dark blue background. At the top left is the "PITTSBURGH MOVING" logo. On the right side, there is a dollar sign "\$" and the text "Amount due". The main heading is "Please Make Your Deposit". Below this, there is a white form area with the following fields: "Payment Amount: USD", "Payment Type:" with a dropdown menu showing "Visa Credit", and "Card Number:" with an empty input field.

## 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 representatives 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 may be subject to a \$250.00 cancellation/rescheduling fee.

## ARE THERE ANY DOCUMENTS I NEED TO SIGN?

Yes! There are a few documents located in your customer portal that are required to be e-signed. Documents include a contract, credit card authorization form, and addendum for insurance. These documents must be completed within a week of booking.

## WHAT'S THE DIFFERENCE BETWEEN INSURANCE COVERAGES?

When it comes to insurance coverage, knowing what exactly you want/need can become confusing! We offer 3 selections of insurance coverage: basic, full and 3rd party. We want our customers to feel comfortable and know what the terms are for each selection.

Please see the following brochure for more information!

## WHERE DO I SUBMIT MY INVENTORY?

On your estimate summary, 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.

We need a final inventory submitted to the portal no later than a week prior to your move. This helps ensure there are no surprises for anyone come move day!



## **MOVING DAY PREPERATION**

### **WHAT TYPES OF MATERIALS ARE INCLUDED WITH MY MOVE?**

For all moves including a truck, we will provide moving blankets and plastic wrap at no extra charge! Unfortunately, with labor only services, we do not provide these materials.

If you are looking to order specialty packing materials from us (such as mattress covers, wardrobe boxes, etc.), you will need to order them prior to your move date.

Orders can be placed on our [website](#).

### **WHAT TYPES OF MATERIALS ARE INCLUDED IF I SCHEDULED PACKING SERVICES?**

For all packing service jobs, 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. Please reach out to one of our moving representatives for further information!

### **WHERE WILL THE 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. Some city locations may require us to park on a busy street or roadway.

It is your responsibility to make sure we have somewhere to park that is close to your building! If you live in the city, you will need to request a parking permit from the Pittsburgh Parking Authority. [Click here for more information!](#)

### **DO DRAWERS NEED TO BE EMPTIED?**

All clothing, personal, small, or delicate items must to be removed from drawers (nightstands, end tables, dressers, etc.) to avoid lost or broken items.

### **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!

## **HAVE MORE QUESTIONS? PLEASE REACH OUT TO US BY PHONE OR EMAIL!**

EXTRAHANDSPGH@GMAIL.COM | 412-498-5562

