



Moving With Atlas



Helping families move
since 1963.

Are you making a long-distance move? Congratulations on your new adventure! We understand moving can be stressful, which is why Atlas Canada is here to help. When you trust one of our movers in Canada to move the things that matter to you, our qualified and trained professionals treat those items with the utmost care.

THE SURVEY:

Your adventure starts with a survey! An Atlas Moving Consultant will meet with you in-person or virtually to learn about your move, answer all your questions and fully explain the long-distance moving process. You will learn how our **Essential Service Guarantee** protects you.

The Moving Consultant will do a survey of your home to make sure we understand your needs and provide you with an accurate estimate and moving plan. Each item will be recorded with an approximate weight and the Consultant will assess whether any additional services are required to meet your unique needs.

THE ESTIMATE:

After the survey, your Atlas Moving Consultant will provide you with an accurate price estimate for your long distance move. They will sit down with you and explain all the charges and answer any questions you may have so that you can make an informed decision.

A photograph of a smiling couple sitting at a desk, looking at a tablet. In the foreground, a person's arm and hand are visible, holding a pen and writing on a document. The background is a bright, modern interior with a potted plant.

ATLAS STANDS THE TEST OF TIME:

For over 55 years, Atlas Canada has been moving families locally, long distance across Canada, from Canada to the United States, and internationally to countries around the globe.

BOOKING:

If you choose Atlas Canada to move your possessions, you can expect:

1. Your Atlas Moving Consultant will sit down with you and make sure you understand our **Essential Services**.
2. A confirmation of your moving details and the Transit Time Guide will be provided to you in writing. The Transit Time Guide is a range of dates for delivery of your possessions.
3. The Atlas Moving Consultant will coordinate your pack dates with the agency crew, scheduling your pickup and delivery windows.
4. You and the Consultant will both sign the **Quality Assurance Certificate** that outlines all services agreed upon to ensure a smooth moving experience.

ESSENTIAL SERVICES INCLUDE:

- confirmation letter sent to customer
- use of a set-up carton on the move
- use of mattress bags and TV cartons
- properly completed side carton labels
- plastic wrap of all upholstered furniture
- use of floor runners and banister protection
- proper set-up and reassembly of all items disassembled by mover
- unpacking service performed to customers satisfaction (if packing service was purchased)
- customer contacted minimum of 24-48 hours in advance of delivery



Quality Assurance Certificate

Atlas Canada and its network of full service moving company agents believe that moving consultation is an essential element to the success of any relocation. Your moving consultant will clearly explain each aspect of the relocation to you and to ensure your satisfaction, we will put everything in writing. This certificate and the signature contained is your "GUARANTEE" of our commitment.

☐ **ESTIMATE:** The method by which the estimated cost has been calculated and outlined on the proposal writing. This certificate and the signature contained is your "GUARANTEE" of our commitment.

☐ **MOVING PROCESS:** The responsibilities of all Atlas personnel during your move: Origin Agent, Professional Van Operator & Crew, and the Destination Agent.

☐ **TIME TRANSIT SCHEDULE:** The schedule by which the schedule of service dates is determined. Once this schedule has been set, you will receive written confirmation.

☐ **VAN OPERATOR COMMUNICATION:** An explanation of when you can expect to hear from your van operator while in transit. Customer is to receive confirmation from our Professional Van Operator a minimum of 24-48 hours before delivery, at the time of delivery.

☐ **INVENTORY PROCESS:** The method by which your possessions will be recorded at origin, listing condition where applicable, and the process by which a check-off sheet will be used to confirm delivery of goods, listing condition where applicable.

☐ **PACKING:** The method by which we will professionally pack and wrap your personal and household effects. Note: Damage to articles in cardboard, shelves, closets, etc. Full Pack Partial Pack Owner Pack

☐ **ORIGIN & DESTINATION ACCESS:** Determination of the accessibility of the long distance unit, (tractor & trailer), at both origin and destination addresses. An explanation of additional shuttle charges as required. (Consult street view of address(es) as required).

☐ **UNPACKING:** The method by which carrier packed items will be removed from cartons and placed openly for inspection. Packing material and debris will be removed upon completion. Note: This service does not include the placement of articles in cupboards, shelves, closets, etc. Unpack Not Requested by Customer

☐ **INADMISSIBLE ITEMS:** An explanation of what types of items cannot be shipped on the moving van as they are flammable, corrosive, explosive, perishable, or have an inherent vice.

☐ **TRANSIT PROTECTION:** The coverage options available as discussed: Explanation to client of items that are Excluded from Coverage Released Insurance Value Protection High Value Items Identified Transit Protection Certificate Received

☐ **PAYMENT:** Initial appropriate method of payment to be collected prior to delivery: CASH - Certified cheque, cash, or money order, upon delivery VISA/MASTERCARD/AMEX

☐ **CROSS BORDER:** Relocations to the United States require a completed 3299 form; proof of status, (work visa, US permanent resident card, or US citizenship), and a copy of your photo ID, (passport).

☐ **CONFIRMATION:** Details of your relocation will be confirmed in writing.

☐ **FOLLOW-UP QUESTIONNAIRE VIA EMAIL:** Customer advised that a follow-up questionnaire will be sent via email.

Thank you for this opportunity to discuss your upcoming relocation.

Your signature confirms that we have reviewed the above services as they related to your relocation. Date: _____

Customer: _____

Moving Consultant: _____

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A NATIONWIDE NETWORK:

With more than 100 movers in every province and territory and 900 agents and affiliates world-wide, you can trust your possessions to one of the most established and reliable van lines in Canada.

HOW TO CHOOSE A MOVER

The Internet has led to a growth in rogue movers who put up slick web sites to fool people into believing they are a reputable moving company. These rogue movers have no trucks, equipment or licensed agents to handle your move.

HOW TO SPOT A ROGUE MOVER

1. Many rogue movers don't list a physical company address on their website.
2. Rogue movers will give a low-ball price in order to get your move and they often demand payment up front. Reputable moving companies collect payment on delivery.

Protect Your Family And Your Belongings

Educate yourself by checking with the Better Business Bureau and the Canadian Association of Movers to ensure your mover is in good standing.

HOW TO CHOOSE A MOVER:

Watch our "How to Choose a Mover" video for more information on what you can do to protect your family and your belongings.



PACKING:

The Atlas Canada packing service will ensure your goods are prepared swiftly and safely for worry-free shipping. Your Atlas Moving Consultant will recommend Atlas packing services as part of a full-service move. Atlas packers are trained in the best techniques and use professional grade materials.

If you choose to pack yourself, we provide tips based on our experience to maximize packing efficiency. We also provide the best materials for packing at a reasonable cost.

PROFESSIONAL VAN OPERATOR:

Your Atlas Professional Van Operator is a highly trained professional with years of experience. On moving day, they will manage the crew and direct the loading and unloading process ensuring your possessions are properly protected for safe transportation.

There are certain items that are prohibited and therefore cannot be transported by Atlas Canada. For these products, we can give advice on how you can transport them safely. Ask your Atlas Agent for more information.

HOW DOES ATLAS PACK YOUR BELONGINGS?

- Breakable items are hand-wrapped and packed in special cartons
- Clothing is hung in wardrobe cartons
- Large delicate items are wrapped with cushion
- Wooden crates are available to protect larger breakables

Please note that damage to items packed by the owner is not covered unless there is external damage to the outside of the carton when it is delivered. This is one reason why you should consider having your Atlas agent pack your breakables and fragile items.

LOADING DAY:

Your Professional Van Operator will ensure that your house is protected during the loading process by putting up temporary banister padding, floor runners, plastic wrap, and blankets for furniture. We will also supply our special, high-density plastic mattress bags.

Your Professional Van Operator will create a detailed inventory of your possessions to keep track of your items.

Once all your items are on the truck, the truck will be weighed. The pre-load weight is deducted from the post-load weight to come to the actual shipment weight used for charges. Charges may increase if items are added to your shipment after the Moving Consultant does the in-home survey.

TRANSIT:

It is important you choose the right **Transit Protection Plan** to meet your individual needs. See coverage option details below.

TRANSIT PROTECTION PLAN OPTIONS:

- **Full Protection (Recommended):** This option is valued at \$10 multiplied by the weight of your shipment in pounds (lbs). This is a comprehensive protection plan for your possessions based on prevailing market values.
- **Released (Basic) Protection:** \$0.60/pound. For example, a 32" TV at 55 lbs. would be covered up to \$33.

DELIVERY & UNPACKING:

Your Professional Van Operator will contact you a minimum of 24 hours ahead of delivery to allow you to prepare for the unloading of your possessions in your new home. Once they arrive, your Professional Van Operator will provide you with a **Mandatory Inventory Check-off List** so you can confirm that everything has been delivered. If there are any items missing or damaged, make a note on the list prior to signing it as this is important.

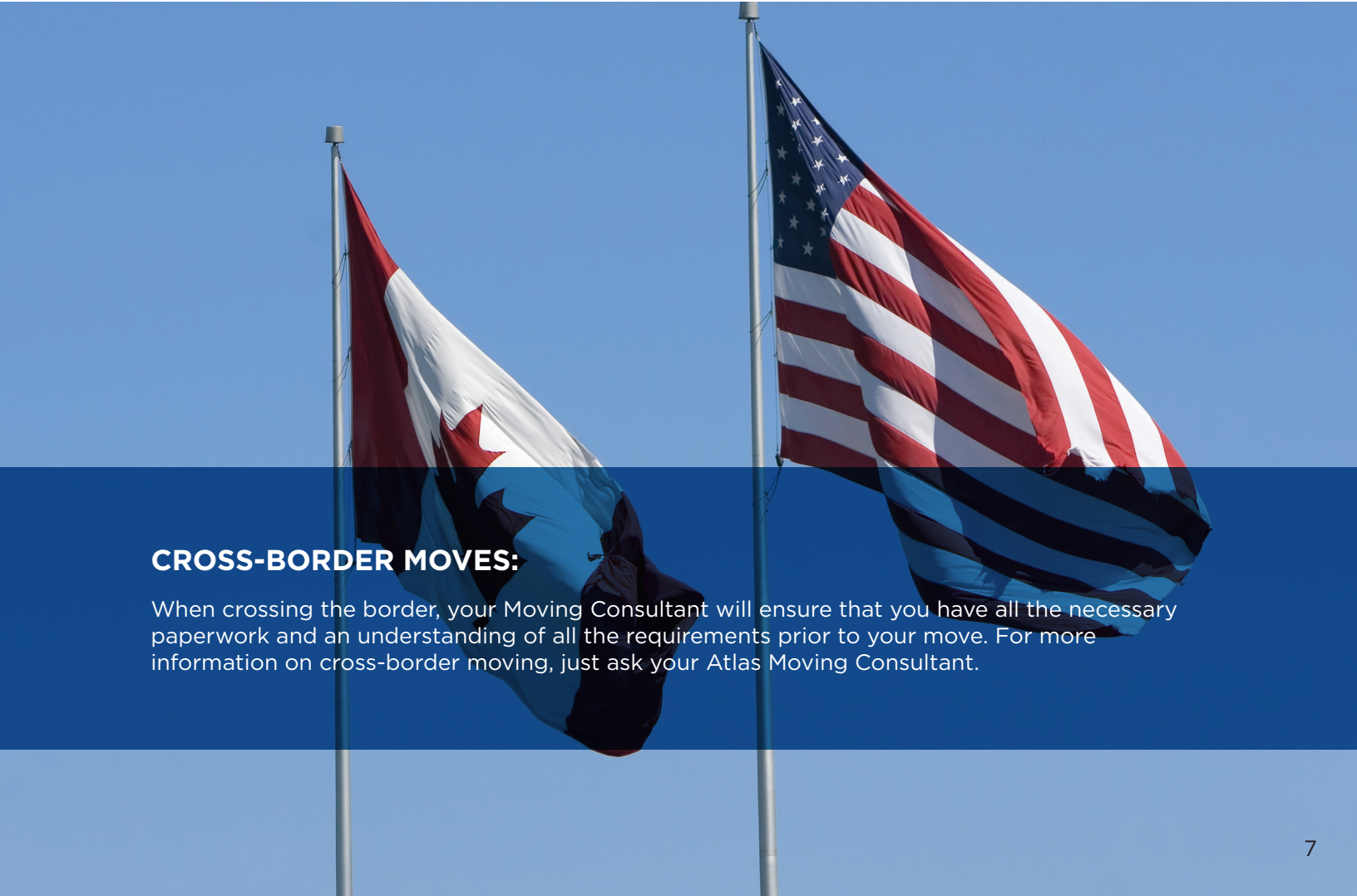
Here's what you can expect from your Atlas delivery crew:

- Furniture placed in requested rooms
- Cartons unloaded to rooms as marked
- Unroll rugs and reassemble beds
- Unpack any cartons packed by Atlas as part of the Full-Service packing option
- Remove any packing materials and debris

FOLLOW-UP:

After your move is completed, your Professional Moving Consultant will follow up to see how everything went. At Atlas, we strive to deliver exceptional service every step of the way. This post-move follow-up helps us understand how we can better serve our customers in the future.

Atlas service providers take every possible precaution to prevent any loss or damage to your valued possessions, but in the event that you need to file a claim, you can do so online at www.atlasvanlines.ca or contact your local Atlas destination agent for a claim form.

A photograph of two flagpoles against a clear blue sky. The flag on the left is the Canadian flag, and the flag on the right is the United States flag. Both flags are waving in the wind. The image is partially obscured by a dark blue horizontal band at the bottom, which contains the text for the 'CROSS-BORDER MOVES' section.

CROSS-BORDER MOVES:

When crossing the border, your Moving Consultant will ensure that you have all the necessary paperwork and an understanding of all the requirements prior to your move. For more information on cross-border moving, just ask your Atlas Moving Consultant.



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905-844-0701 or 1-800-267-3783
www.atlasvanlines.ca



For a free moving quote,
go to atlasvanlines.ca
or call us at 1-800-268-5051