

## Office Relocations - **Frequently Asked Questions (FAQ's)**

1. Are the moving company and its employees insured?  
**Salmon's Transfer has up-to-date WorkSafe BC coverage for its employees as well as insurance coverage.** We would be happy to supply you a current copy of a clearance letter from WorkSafe BC and a Proof of Insurance from our insurance broker upon request.
2. What services does the company provide?  
**Salmon's Transfer is a "full" service company. We have staff to handle planning, packing, disassembly, reassembly, moving, storage and unpacking.** There are some services such as disconnecting & reconnecting of electronics or appliances that we ask the client to arrange themselves.
3. **Does Salmon's provide storage if required?**  
**Salmon's Transfer has a temperature controlled, secure warehouse for storage.**
4. Will there be a move coordinator to assist us throughout the moving process?  
**Salmon's Transfer has an office moving team headed up by 2 highly experienced foremen.** During the move, the 2 foremen are available to answer your questions. Before and after the move, the moving consultant is available via cell phone as well as his assistant in the office.
5. Will a representative from the moving company visit to view equipment and furniture to provide an accurate quote?  
**Yes, Salmon's Transfer will send an experienced moving consultant to your premises to review** the amount furniture and equipment that will be moving. The consultant will then provide a written quote based on the items viewed. At any time before or during the move, if your circumstances change, the consultant will be available to adjust/alter your quote.
6. Do filing cabinets need to be emptied prior to the move?  
All breakables must be removed from filing cabinets prior to the move. On lateral file cabinets of two drawers or more be sure to discuss what is to be packed with your moving consultant.
7. What preparation needs to be done for moving computer systems?  
Consult with your IT department or computer specialists. In most cases this equipment will either be handled by them or they will prepare the equipment for moving. Ensure that your new location has all the requirements regarding wiring, cabling, temperature controlled server room and space necessary for your computer system. Label each piece clearly including cords. Attach cords with tape to the corresponding computers.
8. What preparation needs to be done for moving Photocopiers?  
Be sure that they are serviced and prepared for moving by a qualified technician.

9. What should we do with desk contents?

Desks are often tipped on end during the move. Therefore, it is important to remove all items from the drawers prior to moving. **Salmon's Transfer will provide you with boxes, tape and labels for packing.** Boxes are provided on a rental basis and are not part of our "Refundable Box Program".

10. Will the moving company disassemble and reassemble furniture?

**Salmon's crews are fully trained in disassembly and reassembly of furniture.** We ask that you advise the moving consultant prior to the move if this service is required.

11. What happens if something is lost or broken during the move?

In the event that something is broken or damaged during the move, you should contact our customer service department and request a claim form. You can also download a copy of our **claims form from the "Claims" section on our web site.** **The settlement of your claim will depend on the "Transit Protection" option you have chosen on your quotation.**

If you are missing an item, make sure you have unpacked all boxes before contacting the customer service department.