



# Atlas Canada

## Quality Assurance Certificate

Atlas Canada and its network of full service moving company agents believe that strong communication 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 signatures contained herein is your "GUARANTEE" of our commitment.

- ESTIMATE:** The method by which the estimated cost has been calculated and outlined on the proposal to be presented.
- MOVING PROCESS:** The method by which your personal and household effects will be cared for, transported to and set-up in your new home.
- TIME TRANSIT SCHEDULE:** The method 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 he is in transit.
- INVENTORY PROCESS:** The method by which your possessions will be catalogued by description and condition.
- PACKING:** The method by which we will professionally pack and wrap your personal and household effects. Note: Loss or damage to the contents of non-carrier packed cartons will not be covered by the carrier.
- DESTINATION ACCESS:** A determination of accessibility to your new home for the long distance Unit (tractor & trailer) and an explanation of shuttle charges.
- 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.
- CARTON PICKUP POLICY:** An explanation of what to expect for materials pick-up after unpacking and additional costs (if any).
- TRANSIT PROTECTION:** The coverage options available as discussed:
  - Replacement Value Protection
  - Other
- PAYMENT:** Initial appropriate method of payment.
  - COD – Certified cheque, cash or money order upon delivery
  - VISA/MASTERCARD/AMEX
  - Invoice employer (subject to credit approval and receipt of written authorization)
- CONFIRMATION:** Details of your relocation will be confirmed in writing.

*Thank you for this opportunity to discuss your upcoming relocation. Your signature confirms that we have reviewed the above services as they relate to your relocation.*

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Moving Consultant: \_\_\_\_\_

Agent Owner/Manager: \_\_\_\_\_