

“YOUR TRUSTED MOVING FAMILY”

Two Guys Moving of San Antonio
9444 Bandera Road
San Antonio, TX 78250
210-433-6683



www.twoguysmovingu.com
twoguysmovingu@gmail.com
Mon-Fri 8:00AM to 6:00PM
Sat 8:00AM to 2:00PM
Sun – open as needed

Shipper pre-move checklist

1. No personal checks – major credit cards or cash only due immediately upon move completion. Declined credit/bank cards will be reported to State Attorney General and local police. No move will begin without valid credit card information. Carrier reserves the right to charge the two-hour minimum contract amount before shipper’s loading begins to verify funds.
2. Any scheduled move must be cancelled AT LEAST 24 hours before the time carrier is scheduled to be at shipper’s first location. If the 24 hour notice is not given, shipper will be charged a \$75 fee for in San Antonio moves and \$150 for out of San Antonio area moves. Any cancellation must be made during carrier’s normal business hours by phone or e-mail and shipper will be given a cancellation number. A voicemail is not a cancellation.
3. For out of San Antonio area moves the quoted trip fee will be charged immediately upon carrier’s truck leaving for first location.
4. All items that are loaded onto the truck will be unloaded at final location. Carrier does not take unwanted furniture, belongings or trash. Carrier’s crew cannot accept gifts of property or furniture.
5. Any travel required outside Loop 1604 will be charged at \$3 per mile one way once carrier’s truck leaves 1604 unless shipper has been quoted a specific mileage fee.
6. Particle board/put together furniture is not covered if damaged during the move.
7. Shipper may not assist the crew or enter into or onto the moving vehicle.
8. All boxes packed by shipper must be tape sealed and counted with carrier’s crew before the move begins and after the move ends to assure that all boxes are accounted for. Carrier is not responsible for damages or losses to contents of boxes packed by shipper.
9. Carrier’s crew will not move or handle items such as jewelry, computers, cameras, video games, small electronic items and other valuables as carrier will not be responsible for their loss or damage.
10. No flammable or hazardous items may enter carrier’s truck; these include fertilizer, insecticides, paints, propane cylinders, gas cans and any gas motor that still has fuel in the tank.
11. Pianos, safes and items our crew deems cannot be moved with current crew will only be moved at an additional fee with additional crew members.
12. Pool tables will only be moved if they are already disassembled, they will not be assembled at arrival to new location.
13. Minor wall, door and door frame scratches are often unavoidable and will not be covered.
14. Carrier’s crews will disconnect and re-connect washers, dryers and refrigerators as a courtesy only. Carrier does not have licensed plumbers and electricians and will not be responsible for leaks or electrical and plumbing issues.
15. Upon completion of move, shipper will examine truck and determine that all shipper property has been removed from the truck. Signature on final contract will be evidence that shipper agrees that all property has been delivered.
16. An adult representing shipper over age 21 must stay with carrier’s crew AT ALL TIMES during packing, loading and unloading and will follow or lead mover on drive from original location to the final location. Shipper may place their own padlock on truck cargo area between locations if there is a long drive between loading and unloading locations. Shipper must inspect the property of loading area to verify that all items to be moved are loaded. Any trips to get items left behind will be at an additional fee.
17. Any harassment, derogatory comments or threats toward carrier’s crew or office personnel will be cause for the move to end immediately and all property unloaded where our truck is currently located.
18. Although carrier strives to arrive within the time period agreed to when making shipper’s reservation, sometimes situations happen where carrier arrives later. This late arrival DOES NOT constitute a reduction of carrier rates.

19. Any claims for damages or losses must be made in writing by mail or email within 90 days of shipper's move completion. Detailed descriptions, invoices and photos of claimed items must accompany claim.
20. Any quotes provided are an estimate only and final charges will be based upon total hours. Carrier will never give a guaranteed maximum cost.
21. Carrier cannot guarantee that all your property will fit onto a truck in one load and carrier may be required to make additional trips. The moving time will not stop at any point during additional trips.
22. Driveways with restricted access due to trees, gates, hazardous slopes, etc. will require shipper's property to be loaded onto a smaller vehicle and driven to the location or dollied in from a safer location. This will result in an extra fee. Any damage to shipper's truck from low branches will be charged to shipper.
23. Artwork, framed pictures/posters, mirrors and lamps will be moved at shipper's risk unless they are inside proper packaging.
24. Plants, planters, lawn ornaments and ceramic/clay pots will only be moved at shipper's risk and only if they are free of water and loose soils.
25. Hanging clothes will not be moved unless in a proper box or bag.
26. All books, knick knacks, photos, decorations, etc must be removed from furniture before move begins or an additional packing fee will be charged.
27. Clothes may stay inside wardrobes and dressers as long as they are not too heavy to be safely moved.
28. Carrier does not have boxes on the truck unless specifically asked for when scheduling the move.
29. Carrier's crew will have minor hand tools but items requiring specific tools should be addressed when scheduling the move.
30. If shipper does their own packing then all small loose items must be placed into sealed boxes before carrier begins move.

Thank you for trusting us to be your mover!