

Frequently Asked Questions:

1. Can I leave things in drawers?
No. All items need to be taken out of drawers and packed in boxes. Drawer bottoms are typically thin wood and therefore susceptible to damage during transit.
 2. What needs to be packed?
The basic rule is that if it fits in a box, it should be properly packed in a box. If in doubt, pack it in a box.
 3. Are boxes included in the moving estimate?
Boxes are not included in the moving estimate unless they specifically listed. They are included in the packing estimate if one was requested.
 4. When do I pay for the services?
For local moves packing and moving are collected at the end of the packing and moving days. For in state moves, the packing is collected at the end of the packing day and the moving balance is collected before unloading at destination in certified funds. For interstate moves, the balance due for packing and moving is collected before unloading at destination in certified funds. Credit cards are not accepted for the balance due for moves.
 5. What do I do if I have any questions or problems the driver can't resolve?
Call the DRN Moving office at 305-872-2575. If you can't reach someone there call Derek Norman(estimator) cell phone at 305-797-3387.
 6. Do I tip the crew?
Tipping is not expected by the crew, but is certainly appreciated. It is up to you to decide if you feel that the service provided was worth a tip.
 7. Do you pad wrap the furniture?
Furniture is pad wrapped. There are a few exceptions when a piece does not need to be pad wrapped and it is placed into the load or separate from the load on the back of the truck.
 8. What do I do if there is damage?
You can file a claim with DRN Moving by asking the driver for a claim form to fill out. He will take pictures of the damage and the office will proceed with the claim. How the claim will be resolved will depend on the coverage you selected. Items not boxed/packed by DRN Moving are only covered for 60 cents per pound regardless of the coverage selected. All claims must be filed in writing.
 9. What happens if my closing doesn't go through on time?
We do our best to accommodate any unforeseen situations. However, due to tight scheduling of people and trucks, items may need to be put into storage temporarily at the expense of the shipper. If items can be unloaded the scheduled day, but with over a two hour delay, there will be a charge for the wait time.
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10. How many people will be there for unloading?

For local moves in the Keys the same crew that loaded will be there to unload. For moves out of the area, the foreman/driver is sent out and unloading help is secured from an outfit in the area.

11. What happens if there are extra items that were not mentioned during the estimate?

Again, we try to be as accommodating as possible since moving can be a difficult experience. Unfortunately, additional items may add cost to the move. Call the estimator as soon as you realize that there are extra items to go to see if there will be an additional charge for them. If you find them on move day let your foreman know as soon as possible so he can determine if there will be room on the truck for them.

12. Can items be dropped off at a second location?

Additional stops will add to the cost of the move since they increase the time to complete the move. Call your estimator as soon as you know that you want items taken to a second location to see what the charge will be.

13. What exactly is a shuttle?

A shuttle is needed when the moving van can not get within a reasonable distance of the residence. When this occurs, a smaller truck must be rented to "shuttle" the goods from the moving van to the residence. The driver will make the final determination as to whether or not the truck can get within a reasonable distance of the residence. The shuttle charge will be listed on the contract so you know what it will be if it is necessary. If the truck can get close, but is still over 75 feet from the entrance to the residence a long carry charge will be assessed.

14. Can particle/press board be moved?

Yes it can, but it must be done very carefully. Particle board becomes very fragile when being moved. DRN Moving, Inc.'s Full Replacement Coverage does not cover particle board items.

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