

Moving Day – Things to Know

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The Trusted Mover™

What to Expect on Moving Day + Tips and Other Helpful Information

Local Motion movers are specially trained to conduct your move with care. Your moving team will arrive promptly in a clean, well-equipped truck. They work throughout the day to make sure every last item is in place.

Paperwork

Paperwork ([Bill of Lading](#)), a contract explaining services done by LM, is part of the Moving Process and needs to be signed before, during, and after the move. We have it uploaded in the [Customer Service Forms Page on our website](#) if you'd like to read it ahead of time.

What is our Tariff?

A publication containing Local Motion's rates, rules, and regulations for services performed in accordance with state law. Many rules are written in the tariff and followed by Local Motion.

Arrival Information

Movers will arrive as scheduled, any delays will be caused by the following unforeseen situations such as:

- Poor weather conditions
- Unexpected traffic delays
- Encountering road restrictions

If you know of any traffic, construction or road restrictions in your area please let your [moving consultant](#) know ahead of time.

Morning Arrival Time

If you are scheduled for the morning, your move team typically arrives at your first location between 8:00AM to 8:30AM, unless you have arranged a special start time.

Afternoon Arrival Time

There are no set start times for afternoon moves. If you are scheduled for the afternoon, we will contact you on the day of the move to let you know when your move team will arrive. The move team will give you from 30 minutes to an hour of notice.

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Things to Know During the Day

Moving Team Breaks

Throughout the day the move team will take small breaks to plan and organize the move. The movers will usually take a 30 minute lunch break in transit to the new location. The lunch break will be taken off of the bill when the services are calculated.

“Missing Mover”

You may have a team of 3-4 movers, some of whom you may not see much during the day. Don't worry, they haven't gone missing-they may be taking a role such as holding the elevator or may be in the truck rearranging items. There are different jobs throughout the move that means you may not see them. Don't worry-they are working hard behind the scenes!

Tipping Your Movers

It is not uncommon to tip your movers for doing a great job. Gratuity through tips is optional—never expected, but greatly appreciated.

During the Move Terminology

Furniture Count: The furniture count helps us determine the number of boxes, how many movers are required, and the number of trucks that will be used on your move. The furniture count is based on number of trips it takes to move an item to the truck. For example, a nightstand is counted as one item, but a queen size bed is counted as five (mattress, box spring, frame, headboard, and footboard).

Difficulty Rating: Walking distance, stairs, elevators, street parking, and other access issues play a large role in the accuracy of your estimate. Your Moving Consultant tries his or her best to calculate the time it takes to access your locations.

Dispatcher: The person who coordinates, plans and schedules daily moving crews, assigns vehicles, drivers and movers to perform daily task.

What Do I Do If...?

I Need to Reschedule My Move

In the event that your move date changes, please call us right away, and we will be happy to reschedule your move. If the new move date is unknown, we will hold your deposit for up to 90 days and apply it to the new move date.

My Mover Are Late

Sometimes afternoon moves may be delayed if a morning move was longer than expected. Please call your [moving consultant](#) that you booked the move with and they will get in touch with the dispatcher. If you don't have their contact info, there is [a list here with emails and phone numbers](#) or you can call our main line.

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Additional Time Situations

Please expect additional time for unforeseen situations on your move. Your move team will address any unforeseen situations with you.

These may include:

- New construction grounds
- Excessive walking distance
- Additional flights of stairs or unreserved or smaller elevators
- Adding additional pickup or deliveries
- Adding additional items to your inventory
- Moving open boxes or unpacked items or several oversized items
- Disassembling/reassembling several items or Additional shrink wrapping or padding

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