

THE MOVE PROCESS

At Molloy Bros. Moving & Storage, our goal is to reduce your stress, not add to it. That's why we have a detailed move process that's used on every move. You will always know what to expect on a Molloy-Mayflower move—but if you ever have a question, just call your Move Coordinator. He/She is your single point of contact throughout the entire move.



In-home Survey

The first step in your move is the extensive in-home survey and your free, no-obligation estimate. A Molloy Bros. Residential Sales Person will come to your home, at your convenience, to take an inventory of your belongings and to provide a no-obligation quote for your home move and any additional relocation services.

Planning for Your Move

Your Molloy Bros. Move Coordinator will call to make sure that we've answered all of your questions for moving day, as well as to confirm move dates and your future contact numbers. Your Coordinator will also send you a written confirmation.

Countdown to Moving Day

Your Coordinator will call 24 hours in advance of your move to reconfirm the date and time of your move team's arrival. Your Coordinator will also call during packing and loading to ensure everything is progressing smoothly. As always, your questions are more than welcome.

During the Move

Your Coordinator will keep in touch with you by giving status reports throughout the move.

Home at Last!

On delivery day, your Coordinator will again check in to make sure everything has arrived on schedule. You can also expect a follow-up call within 10 days to make sure you were satisfied with your move. Your Coordinator will address any concerns that you have and walk you through how to file a claim for damaged items if necessary.

Unpacking

If you have requested and paid for unpacking services, your move coordinator will arrange to unpack cartons at the time of delivery and will make arrangements to remove used packing materials. Should you choose to unpack your cartons yourself, you'll be responsible for disposing of empty cartons and used materials.