

# Great Canadian Van Lines

## SERVICE REPORT

Name: _____	Registration Number: _____
Moved From: _____	E-mail Address: _____
Moved To: _____	Phone Number: _____
Mailing Address: _____	

**PLEASE PLACE A CHECK MARK IN THE APPROPRIATE BOX**

	<u>Yes</u>	<u>No</u>
1) Did you receive our 14 Step Moving Process and Customer Rights & Responsibilities Form at the time of your booking?	<input type="checkbox"/>	<input type="checkbox"/>
2) Did we reconfirm the details of your move and packing services at least 24 hours prior to the service being preformed?	<input type="checkbox"/>	<input type="checkbox"/>
3) Did our crew arrive on time?	<input type="checkbox"/>	<input type="checkbox"/>
4) Was our crew in uniform?	<input type="checkbox"/>	<input type="checkbox"/>
5) Did your moving crew lay floor runners down to protect the main traffic areas in your home?	<input type="checkbox"/>	<input type="checkbox"/>
6) Did the Van Foreman ask you to review and sign the contract; confirm the list of goods to be shipped, the services to be preformed and complete a walk through of your home with you?	<input type="checkbox"/>	<input type="checkbox"/>
7) Was an inventory of the items you shipped created, and did you agree with the conditions recorded on the inventory?	<input type="checkbox"/>	<input type="checkbox"/>
8) Was your furniture blanket wrapped to protect it, and then loaded onto the truck?	<input type="checkbox"/>	<input type="checkbox"/>
9) After loading were you contacted within 24 business hours with your final charges by phone or e-mail?	<input type="checkbox"/>	<input type="checkbox"/>
10) Did your Van Foreman contact you at least 24 hours before arriving at your new residence?	<input type="checkbox"/>	<input type="checkbox"/>
11) Upon arrival, did the crew lay floor runners down to protect your floors?	<input type="checkbox"/>	<input type="checkbox"/>
12) the conditions of your items were the same as when loaded at your origin residence?	<input type="checkbox"/>	<input type="checkbox"/>
13) Were you given a final signed copy of your Bill of Lading and Inventories?	<input type="checkbox"/>	<input type="checkbox"/>

Comments: \_\_\_\_\_

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