



"Canada's Moving Company"



OUR MOVING CONSULTANTS

Our experienced and professional moving consultants will work with you to design a relocation plan that meets your needs and expectations. Once our Moving Consultant has determined and planned all of the important details of your move with you, the next step is to review and coordinate these details with our dispatch team.



DISPATCH TEAM

Our dispatch team works closely together with our moving consultants and movers to coordinate the details and requirements of your relocation. Our dispatchers will schedule your move with you and will be available to you throughout your move.



CUSTOMER SERVICE

Once your move is booked, we will contact you with your registration number and will send you a copy of our **Moving Process** and your **Customer Responsibility Form**. The information in these documents will inform you of each step of your moving process with us and what your role is within the moving process. Our customer service is available at **1 800 665 0055** for any questions or concerns you may have.

THE GREAT CANADIAN MOVING PROCESS

When you're moving your most valued possessions, choose a mover you can trust. Great Canadian Van Lines has the experience and expertise to coordinate all aspects of your move carefully and safely. Whether you're moving locally, across Canada or internationally, you can depend on Great Canadian. We've relocated thousands of family's since we opened our business in 1990 and we take great pride in the reputation we have earned "experts with a proven track record."

As proud members of the Better Business Bureau, The Canadian Association of Movers and the American Moving and Storage Association, we can assure you that you will have a pleasant experience relocating with Great Canadian.



Moving your world
safely, on budget,
and on time.

OUR MOVERS

Origin

You can expect professional, uniformed movers with your move with Great Canadian Van Lines. The first step upon our arrival is to prepare your home for your move. You will be introduced to your crew and floor runners will be placed to protect your floors. Our van foreman will complete a survey of your home with you and will review your list of services. If you are moving your goods into storage or long distance, an itemized colour coded inventory will be completed with the details of the items you are shipping and their condition at origin.

Mattresses and sofa sets are plastic wrapped to protect them in transit. Furniture items are blanket wrapped and safely carried out to the moving van and placed securely on board.



Destination

Upon arrival to your new home, floor runners are placed to protect your floors. You are required to check the items as they arrive into your home and to instruct the crew as to the room and location you would like your items placed. Make sure that you have checked the condition of the items and the count to ensure you have received each item on your inventory. Report any change in condition or item count to your van foreman and record it on the Inventory Form in the Delivery Exceptions section.

TRANSIT PROTECTION

Great Canadian Van Lines has one the most unique protection programs in the industry. We pay additional revenue to our agent drivers as an incentive to take extra care to protect your goods while in transit. This incentive results in safe handling of your goods and the lowest claim ratio in the industry. Loss or damage can occur though, and we provide you with various levels of protection for your goods while they are in our possession. Please review these options available to you with your Great Canadian Moving Consultant.

PACKING MATERIAL AND SERVICE

Packing your goods is an art requiring specialized skill and expertise. Great Canadian Van Lines and our Agents have qualified packing crews available to service your packing requirements. For those of you that would like to self-pack, please view our professional packing videos on our website at www.greatcanadianvanlines.com to observe and learn proper packing techniques and tips.



Custom crating for items such as marble, glass, pottery and expensive art can be provided for extra protection. Your Moving Consultant will provide pricing for any items you have that require custom crating.

STORAGE AND WAREHOUSING

If storage is required we can store your goods in any one of our coast to coast agent warehouses. Container, locker and open floor storage are available. Your goods are fully insured while in storage, provided you have declared a value for storage and have a storage contract.



OUR AGENCY NETWORK

OUR COAST TO COAST AGENTS CAN PROVIDE YOU WITH THE FOLLOWING SERVICES:

- A professional moving consultant to coordinate your move with you
- Packing material and packing services
- Storage facilities for your goods
- Local moving services
- Vehicle transport



UNITED STATES AND OVERSEAS RELOCATIONS



United States

Moving to the United States requires experience and expertise. Our Moving Consultants will assist you with the preparation and completion of your U.S. Customs documentation to ensure a smooth transition. Our service extends to every major U.S. city.



Overseas

Our affiliation with reputable overseas moving specialists provides you with peace of mind and a seamless international relocation. We provide relocation services to almost every country in the world.