

free range MOVERS

Pricing, Service, and Terms of Coverage

Hi! We are Free Range Movers, a small, local, moving company insured and licensed with the state of Colorado. We are here to take care of you and your things. We want to provide you the best service possible while maintaining a friendly and stress-free environment. For these reasons, it's important that we all get on the same page and maintain an open line of communication. To this end, please help us conduct a thorough walk-through before the start of the job, keep in close touch with your crew leader with any concerns throughout the job, and please read the following carefully. Thanks! Looking forward to working with you!

PRICING

We charge our rate by the hour with a 2-hour minimum. We arrive at our rate by adding up the number of movers and trucks. We currently have a base rate of \$30, with each mover and truck at \$30 as well. So our standard crew of 3 movers and the truck = \$150. 4 movers and the truck = \$180. 6 movers and 2 trucks = \$270. And so on. If you are shopping around for a mover, please make sure you compare apples to apples! Call us if you need any clarification on details.

We begin measuring time from when we get the truck ready at the lot to when it's back at the lot and ready to work the next day. This way we are prepared to take care of you and our other customers, and we can pay our movers for the time they are taking to do that. There are no other charges save for our \$20 fuel surcharge.

We take payment promptly upon completion of the move, which is when you have A) determined everything is off the truck, B) it's where you want it, and C) our materials are in the truck and ready to work the next day. We charge by the hour, so please be prepared! Gratuity for the crew is not included in the hourly rate, but it is appreciated!

SERVICE & VALUE

Price is what you pay, but value is what you get. Our main product is friendly, stress-free moving service. There is no other moving company in the area who has the experience, attitude, and reputation that we do. Please do your research and look at our reviews compared to our competition (make sure you look at the "not currently recommended reviews" and sort lowest to highest as well).

The sooner you make your goals clear to us, the easier it is for us to meet and exceed them in a timely fashion. Our goal is that by the end of the job, not only is everybody and everything safe and sound and in the right place, but everybody is in a good mood and we have inspired you to write a 5-star review. There are a few things we do (and a few things we won't do) to make this happen.

We generally find that customers and movers alike prefer to be home for dinner, or at the very least finished before dark. Therefore, we want to match our crew and equipment to what the job requires for completion in under, oh, let's say 8 hours or so. Larger jobs require more movers and more trucks to finish in that time. We have no problem booking a multi-day move or a multi-crew day.

We hire movers with great attitudes, work ethics, and communication skills. We train them to perform to our high standards. We also pay them accordingly and have no policy in place to prevent them from receiving additional gratuities :)

We offer: household goods moving, full packing service, truck and pod loading/unloading, full un-packing service, staging services, de-cluttering/minimizing services, donations removal, and of course, our signature pack-move-unpack service, which saves you the maximum amount of effort.

We don't offer: crating services, materials hauling, contractor services, and many other things.

We will move pianos, safes, and other large/heavy/dangerous objects on a case-by-case basis. Please let us know at booking if you have anything of an extraordinary nature so we can come up with a plan as soon as possible. We do not move in unsafe or unsanitary conditions. We also cannot move any liquids or hazardous materials.

Another nice thing that sets us apart from most moving companies: we carry a stack of re-usable bins on each truck to facilitate the efficient moving of your unpacked items with no materials charge.

But this is better: we highly recommend you schedule us a day ahead of your move to pack/prep/purge your home. It saves time on the day of the move and makes the moving experience more valuable- you're only moving things that you want in your new home, everything is ready to go and clear for the movers, and everything is in ship-shape. It makes moving easy—all's we have to do is move!

TERMS OF COVERAGE

We believe keeping our TOC simple (I didn't say short, did I?), common sense, transparent, and fine-print-free makes everybody happier and stress-free.

The hourly rate includes workman's compensation insurance, general liability insurance, truck liability insurance, and cargo insurance. We have these insurances

because well, we are legally required to, but also to limit the financial fallout of accidents. While we carry all this insurance, it in no way allows us to freely write checks as we please.

“Hello, Mr. Insurance? Yeah, it’s the movers again- we wrote a bunch of checks for damages this week so if you could just deposit that reimbursement in our bank account, that’d be great. Thanks again!”

This um, doesn’t happen. Just like with your auto insurance, there are adjusters and claim forms and the whole 9 yards. In order to avoid dealing with these things unnecessarily, we first of all, really take care of your things. Everyone who works here is a well-trained employee and we keep our trucks well-stocked with supplies. We have maintained an EXTREMELY low damage rate while working in the Front Range. We are therefore able to take a friendly common-sense approach to damage resolution, aiming for maximum satisfaction in the shortest period of time. We will often arrive at a settlement on the day of the move or close to it. This way we don’t let an overdrawn process and disappointing outcome become a secondary problem.

Our resolution process comes down to the 3 R’s: repair, replace, and reimburse. If a piece can be repaired, we will have it repaired professionally at no cost to you. If it can be replaced, we will have it replaced at no cost to you. If neither of these are an option, we proceed to reimbursement. We reimburse for an item based on its current market value for what it can currently be sold, not for what it was previously bought.

Damage to your home is handled similarly except there is one R: repair. We have a general liability policy in place but have never had to use it. Most likely the repairs will be minor and we will hire a professional to make them at no cost to you.

A side note on irreplaceable items, valuables, medicine, important documents, and personal items: please remove them from the premises or have them locked away prior to our arrival.

The resolution process is reserved for items we have determined sustained damage due to our own negligence. We will not take liability whatsoever for certain items most generally categorized as “not in shipping condition.” This includes but is not limited to the following items:

1. Modular/ build-it-yourself furniture or anything made of particle board, i.e. IKEA furniture. These are disposable items that are designed to ship in a box.
2. Any furniture with items in the drawers. The extra weight compromises the piece, and the items can fall out the back. We do it by request all the time and it’s almost always fine, but if you’re asking, it’s always safer to box items.

3. Antique or otherwise inherently fragile or previously damaged furniture. Colorado is an extremely dry state and old wood dries out and becomes brittle, glue dries and loses its bond, etc.
4. Unboxed lamps, unboxed lampshades, and unboxed floor lamps.
5. Uncrated glass and marble. This goes for mirrors, picture frames, glass shelves, table tops, etc. If they are unboxed, we can wrap them in our moving pads and 99% of the time it's no problem at all. Crating is the only guaranteed method but it is time consuming and expensive and mostly just not worth it. Therefore you assume the risk.
6. Any boxed item that we did not pack ourselves. We don't know it's prior condition or how you packed it. We do offer packing services.
7. Any items in a bag, open box, or improperly sealed box.
8. Any items that came new in a custom box that are not in their original box. I'm thinking of your Dyson, your flatscreen television, and your printer, but there are countless other things.
9. Any vehicle or storage container (Uhaul, PODS, etc.) that we load for you. Once the freight is out of our hands and our clock stops, our liability stops. You are now free to drive and unload however you'd like! Make sure you check your insurance coverage with those companies. We can usually offer you some of our moving pads and straps for sale- they make a big difference!
10. Plants and potted plants.
11. Any uncrated appliances or electronics. We cannot fully install them either.- I'm thinking primarily of waterlines for refrigerators, dishwashers, and washers. A note on washers- it's your responsibility to provide the moving bolts and if you do not wish to install them ahead of time yourself you must remind the movers. A front-load washer uses a suspension system to support the washtub while it agitates and spins, but the system isn't designed to withstand the strain of moving. The shipping bolts keep the tub secure during a move and reduce the amount of vibration that could damage the suspension.