CLIENT GUIDE

Moving day, step by step

Tick as you go. This list covers what our terms and conditions ask of you and what our teams see on the ground: ready access and prepared belongings make for a faster move with no extra charges.

Access ready
A legal parking spot **within 15 m** of the entrance and the lift available. Beyond that, carrying is charged.

On time
15 minutes of grace. After that, waiting time is charged per quarter hour started.

Be there
You or an adult representative, **reachable** and authorised to decide and sign.

1 The week before

7 to 2 days before

Access and planning

- [ ] Check **parking** at both addresses: permit obtained (apply 10 working days ahead) or spot reserved, unless your offer says we arrange it
- [ ] Book the **lift** with the property manager or caretaker, with protection if needed
- [ ] Get the **keys, badges and codes** for both homes ready
- [ ] Tell us if other **tradespeople or deliveries** will be there the same day

Inventory and belongings

- [ ] Report any **inventory change**: an extra item is not taken automatically
- [ ] Declare items worth more than **CHF 5,000** or weighing over **100 kg** (piano, safe, aquarium…)
- [ ] Enter the **value of your precious items** in your offer: otherwise they are insured at CHF 500 per m^3
- [ ] If you pack: boxes **closed, full and labelled** by room, following our packing guide

2 The day before

1 day before

Furniture and appliances

- [ ] **Empty** all furniture: drawers, wardrobes, shelves
- [ ] If you dismantle: screws and fittings **in a closed bag**, taped to the piece
- [ ] **Defrost** the freezer and empty the fridge, doors left open
- [ ] Washing machine: water drained and **transit bolts** put back in

Your home

- [ ] Clear **walkways**, hallways and stairwells
- [ ] Gather what is **not moving** in a closed room
- [ ] Arrange care for **children and pets** on the day
- [ ] Tell us about any access change **before** moving day

The bag that stays with you

Without written agreement, the team does not move these items (T&C art. 6.4). Keep them with you:

- [ ] Jewellery and cash
- [ ] Important documents
- [ ] Medication
- [ ] Keys and badges
- [ ] Laptop and drives
- [ ] Chargers
- [ ] Irreplaceable items
- [ ] Means of payment

The “first night” box

Write “load last” on it: it will come off the truck first.

- [ ] Sheets and pillows
- [ ] Towels and soap
- [ ] Toilet paper
- [ ] Light bulbs
- [ ] Screwdriver and cutter
- [ ] Bin bags
- [ ] Food and drinks
- [ ] Children’s things

3 Moving day, departure Old home

When the team arrives

- [ ] **Walk through the rooms** with the team leader
- [ ] Point out **fragile** items and those that stay
- [ ] Ask **the team leader** rather than each mover
- [ ] Any **extra charge** (volume, access, waiting) is proposed first: you accept it or not

Before you close the door

- [ ] Check **wardrobes, cellar, attic, garage, balcony and garden**
- [ ] Photograph the **meters** (water, electricity, gas)
- [ ] Close windows, water and lights; keep the **keys** for the handover
- [ ] Collecting a forgotten item later may mean a **new trip**

4 Moving day, arrival New home

During unloading

- [ ] Show the **destination room**: labels on the doors or a plan
- [ ] Stay **reachable** for placement choices
- [ ] Check the **reassembly** included in the offer before the team leaves

Before the team leaves

- [ ] Do a **visual check** of furniture and boxes
- [ ] Note any visible damage or missing item **on the end-of-job document**
- [ ] **Read before you sign** the end-of-job document

Damage found later? Report it in writing as soon as you find it and at the latest **3 days** after the job ends, online at **dlcompany.ch/en/report-damage**, photos included. Keep the item and its packaging, without repairing or discarding anything.

5 Your moving day notes

TEAM ARRIVAL TIME _____

TEAM LEADER _____

OFFER NUMBER _____

CODE OR BADGE, OLD HOME _____

CODE OR BADGE, NEW HOME _____

PROPERTY MANAGER OR CARETAKER _____

RESERVED PARKING SPOT _____

Good to know. The offer amount is paid before the job. An extra charge you accepted is paid at the latest at the end. Our movers can record an incident, but only our written reply counts as a decision.

Any doubt the day before?
Call us: we check access, timing and what your offer includes with you.

Phone **078 307 29 71**
E-mail **info@dlcompany.ch**