



MOVING GLOSSARY

Bill of Lading - Your receipt and contract for your home relocation. A Bill of Lading is a document issued by a carrier which details a shipment of merchandise and gives title of that shipment to a specified party.

Carrier - The moving company transporting your items.

COD - Cash on Delivery. Payment can typically be made by cash, check, or credit card.

Claim - A written statement of loss or damage to your household goods while in the care of the Carrier.

Dishpack - A sturdy box ideal for packing everyday dishes, china, and glassware.

Driver - The operator of your moving truck and the supervisor of the packing, loading, unloading, and moving.

Estimate - The approximate cost of your relocation typically based on the amount of items being moved, weight, and/or distance between the Point A and Point B location. There are two basic types of estimates:

- 1) **Binding Estimates** - the total of what the home relocation will cost, excluding unanticipated destination services provided to you in advance. Moving companies are contractually required to stand by these estimates. However, if your items weigh less than anticipated, you will not get a reduction in cost.
- 2) **Non-binding Estimates** - the type of estimate that we provide and it is an approximation of what your home relocation will cost. The final amount you pay could be higher or lower depending on the amount of time required, labor, and packing services provided.

Federal moving regulations - U.S. government laws that regulate moving companies and transportation, enforced via the Federal Motor Carrier Safety Administration ([FMCSA](#)).

Franchise - A form of business organization in which a firm which already has a successful product or service (the franchisor) enters into a continuing contractual relationship with other businesses (franchisees) operating under the franchisor's trade name and usually with the franchisor's guidance, in exchange for a fee.

Franchisee - a person or company to whom a franchise is granted.

Franchisor - One that grants a franchise.

Full-service packing - Includes all of the boxes and packing service in addition to labor.

Great Day Moving - A local moving franchise system founded in 2010 and launched in 2011 with a desire to introduce accountability and integrity into the local moving industry. Our vision is to excel in a worldwide market, one community at a time. Our mission is to be the most professional, courteous, and knowledgeable service providers in the moving industry.

Household goods - Your personal property and items within your home.

Insurance - Insurance is a form of risk management primarily used to hedge against the risk of a contingent, uncertain loss. Federal law mandates that all licensed and regulated moving companies insure your items at a minimum of 60 cents per pound. This insurance is offered at no charge to the customer. Contact your homeowners or renters insurance provider for full replacement cost coverage.

Interstate moving - Means transportation of goods in the United States which is between a place in a state and a place outside of that state or between two places in a state through another state or place outside of the U.S.

Intrastate moving - When you move within a state and do not cross another state's border.

Moving company - The business that coordinates and conducts the transportation of household goods to your new location.

Moving crew – The employees of the moving company who load and unload household goods onto the moving truck.

Moving plans - The strategy developed to prepare you for your relocation.

Moving process - The entire course of your relocation that includes planning, packing, loading, unloading, and unpacking.

Moving tips - Advice that helps you [prepare](#) for a stress-free relocation.

Moving truck - The vehicle in which household goods are transported to your new location.

Onsite Estimate - A complete inventory of your belongings conducted by a moving company representative at your home to allow for a comprehensive estimate of relocation costs and services.

Overflow - Occurs when there is not enough space on the moving truck to fit all of your items.

Packing crew - The employees of the moving company who carefully prepare household goods for relocation using high-quality materials and proven methods.



Packing service – The preparation of household goods for relocation by a moving company’s professional packing crew.

Point A - The Point A location refers to the origin or first destination we will stop to load household items.

Point B - The Point B location refers to the destination or the final destination where we will transport your items to unload.

Relocation - A physical move to a different location.

Relocation estimate - The approximate cost of your relocation based on the size of your shipment, as well as the origin and destination locations, also known as an estimate.

Relocation services - The services provided to you by your moving company including packing, unpacking, and relocation of your household items.

Rider - A provision of an insurance policy that is purchased separately from the basic policy and that provides additional benefits at additional cost. Standard policies usually leave little room for modification or customization, beyond choosing deductibles and coverage amounts. Riders help policyholders create insurance products that meet their specific needs.

Tariff - A document identifying provisions and rates for the relocation services performed by the Carrier.

Third-party services - Relocation services for your move performed by someone other than your moving company, such as disconnecting appliances from a water line, or preparing/crating a grandfather clock.

Trip charge - Includes charges by mileage, insurance surcharges, and fuel surcharges.

Unpacking services - Removal of household goods from packing materials by a moving company’s professional packing crew

U.S. Department of Transportation (DOT) - The federal agency that oversees interstate and intrastate transportation, including the shipment of household goods on moving trucks. Every [legitimate moving company](#) should have a registered DOT number.

Valuation - The degree of “worth” of the shipment. Most Carriers offer two levels of liability: basic and full. It is also known as transit or cargo protection.



Wardrobe - A type of box that acts as a 'mobile closet' to hang your nice clothes in versus being placed in regular boxes. The clothes are hung on a rod and protected as if they were in a closet.

Your Rights and Responsibilities When You Move - A [booklet](#) that the Federal Motor Carrier and Safety Administration requires your moving company to provide to you if you are moving interstate. It explains what you should expect from your moving company and what you need to do to ensure a smooth move.

