



# Quality Assurance Certificate

Go new places.®

Atlas Canada and its network of full service moving company agents believe that strong communication is an essential element to the success of any relocation. Your moving consultant will clearly explain each aspect of the relocation to you and to ensure your satisfaction, we will put everything in writing. This certificate and the signatures contained is your "GUARANTEE" of our commitment.

- ESTIMATE:** The method by which the estimated cost has been calculated and outlined on the proposal.
- MOVING PROCESS:** The responsibilities of all Atlas personnel during your move: Origin Agent, Professional Van Operator & Crew, and the Destination Agent.
- TIME TRANSIT SCHEDULE:** The method by which the schedule of service dates is determined. Once this schedule has been set, you will receive written confirmation.
- VAN OPERATOR COMMUNICATION:** An explanation of when you can expect to hear from your van operator while he/she is in transit. Customer is to receive confirmation from our Professional Van Operator a minimum of 24-48 hours before delivery.
- INVENTORY PROCESS:** The method by which your possessions will be recorded at origin, (noting condition where applicable), and the process by which a check-off sheet will be used to confirm delivery of goods, (noting condition where applicable), at destination.
- PACKING:** The method by which we will professionally pack and wrap your personal and household effects. Note: Damage to the contents of a non-carrier packed carton will not be covered by the carrier unless there is external damage to the carton noted at the time of delivery.  
\_\_\_\_\_ Full Pack      \_\_\_\_\_ Partial Pack      \_\_\_\_\_ Owner Pack
- ORIGIN & DESTINATION ACCESS:** Determination of the accessibility of the long distance unit, (tractor & trailer), at both origin and destination addresses. An explanation of additional shuttle charges as required, (consult street view of address(es) as required).
- UNPACKING:** The method by which carrier packed items will be removed from cartons and placed openly for inspection. Packing material and debris will be removed upon completion. Note: This service does not include the placement of articles in cupboards, shelves, closets, etc.  
\_\_\_\_\_ Unpacking Requested by Customer      \_\_\_\_\_ Unpacking Not Requested by Customer
- INADMISSIBLE ITEMS:** An explanation of what types of items cannot be shipped on the moving van as they are flammable, corrosive, explosive, perishable or have an inherent vice.
- TRANSIT PROTECTION:** The coverage options available as discussed:  
\_\_\_\_\_ Released      \_\_\_\_\_ Replacement Value Protection      \_\_\_\_\_ Explanation to client of items that are Excluded from Coverage  
\_\_\_\_\_ Transit Protection Certificate Received      \_\_\_\_\_ High Value Items Identified
- PAYMENT:** Initial appropriate method of payment to be collected prior to delivery.  
\_\_\_\_\_ COD – Certified cheque, cash or money order upon delivery      \_\_\_\_\_ VISA/MASTERCARD/AMEX  
\_\_\_\_\_ Invoice employer (subject to credit approval and receipt of written authority)
- CROSS BORDER:** Relocations to the United States require a completed 3299 form; proof of status (work visa, US permanent resident card or US citizenship) and a copy of your photo ID (passport).
- CONFIRMATION:** Details of your relocation will be confirmed in writing.
- FOLLOW-UP QUESTIONNAIRE VIA EMAIL:** Customer advised that a follow-up questionnaire will be sent via email.

**Thank you for this opportunity to discuss your upcoming relocation.  
Your signature confirms that we have reviewed the above services as they related to your relocation.**

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Moving Consultant: \_\_\_\_\_

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