

Volunteer Movers

"Moving at It's Best"

Complaint and Arbitration Procedure

Although Volunteer Movers has very few complaints, and rarely has any damages, we are obligated to respond to any complaint in a timely manor. We are required by law to give a process for any complaints or damages. If you are unable to get a satisfactory response, please contact Volunteer Movers Customer Service Manager at 1-866-3 88-MOVE.

This is the Procedure for handling Complaints and Inquiries:

1. If you have questions prior to your move call the number that you booked the move and our representative will try to answer any of your Questions.
2. If the Complaint or inquiry is while the move is taking place, ask your lead mover. If he cannot answer your questions satisfactorily, call the move manager at the number you used to book your move.
3. If this is a damage claim show, show your lead mover the damage and also document your damage on the Bill of Lading Marked Comments. Your lead mover will take a picture and contact your move manager
4. The Moving Manager will investigate the claim and attempt to resolve the issue with you.
5. If all attempts to resolve the issue are not satisfactory to you, you may ask for the arbitration as outlined below.
6. Please use our toll free number 1 -866-388-MOVE for any complaints at no cost to you.

All Movers must have an arbitration process for your use in resolving disputes concerning loss or damage to your household goods. Volunteer Movers utilizes the American Moving and Storage Association for their arbitration process. Arbitration is optional and voluntary for you. This process is used if you (the shipper) and Volunteer Movers cannot resolve a dispute with your claim. However, this process cannot be used until you have exhausted all remedies through the claim process.

Arbitration is appropriate for unresolved claims mat may occur as a result of loss or damage to an interstate shipment of household goods for an individual shipper. Fees charged for the Arbitration process will be divided equally between the shipper and the mover.