



Customer Rights & Responsibilities Guide

Barnes Van Lines

Welcome

Thank you for choosing Barnes Van Lines. Our goal is to provide a smooth, professional moving experience. This guide outlines what you can expect from us—and what we need from you to ensure your move goes as planned.

Your Rights as a Customer

- Professional service from trained movers
- Transparent pricing and written estimates
- Protection of belongings with basic and optional coverage
- Clear claims process for damages
- Ability to ask questions at any time

Your Responsibilities as the Customer (Shipper)

Packing: Use proper boxes, label fragile items, keep boxes under 50 lbs.

Prohibited Items: No cash, jewelry, hazardous materials, or perishables.

Furniture Prep: Empty drawers, disconnect electronics, secure loose parts.

Access: Ensure clear access and parking for trucks.

Payment: Due upon delivery unless otherwise agreed.

Presence: Must be present at pickup and delivery.

Damage Reporting: Note damages at delivery and report within 3–7 days.

Pro Tips

- Pack an essentials bag
- Take photos of valuables
- Label boxes clearly
- Keep important items with you

Acknowledgment

By booking services with Barnes Van Lines, you acknowledge that you have read and understand this document.

Contact Information

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