



**Your Local Residential
Moving Specialists**

Call us at 1-833 WE MOVE YOU



Home of The 7 Guarantees

- ✓ **Upfront, All-Inclusive, Moving Quote**
- ✓ **Dedicated VIP Move Manager**
- ✓ **On Time Arrival Window**
- ✓ **In-Home Blanket Wrapping of All Furniture**
- ✓ **Disassembly & Reassembly of Furniture**
- ✓ **Clean & Well-Maintained Trucks**
- ✓ **Certified, Professional Moving Team Leader**



FERGUSON
MOVING & STORAGE



Table of Contents

Letter from the CEO	Pg 1
Client Bill of Rights	Pg 2
References.....	Pg 3
Moving Day	Pg 4
Our Guarantees	Pgs 5-11
Packing & Supplies	Pgs 12-13
Portable Storage.....	Pgs 14-15
Moving Checklist.....	Pg 16
Your Quote & Documents.....	Inside Back Cover
Comparison Guide	Back Cover



Ferguson Moving & Storage

Honest, Genuine, Old School Values & Service Since 1916



Since 1916, Ferguson Moving & Storage's "Old School" values have remained the same.

Our Core Values

- S Safety.** We put safety as the main priority for ourselves, our customers, and their possessions.
- T Trust.** We always follow through on our commitments and build trust with our customers.
- R Relationship.** We are a positive team who set the example for positive attitudes and actions.
- I Integrity.** We promise to always do right by the customer.
- V Value of People.** We honour that every person has value and something to offer, and that many are dealing with hardship that cannot always be seen.
- E Entrepreneurship.** We will grow and take responsibility for our thoughts, goals, and actions.

We know moving is hard. You're not just moving into a new home, you're moving into a new life. Our team strives to exemplify these values in every part of our business, every day, and with every client.

As a leader in the moving industry, we look forward to having the pleasure of helping you with your moving and storage needs now, and for years to come.

Sincerely,

Lorne MacInnes
CEO

Client's Bill of Rights

Ferguson Moving & Storage is proud to abide by the Client's Bill of Rights for the Moving industry which protects our clients from any negative experiences they might otherwise have using other moving companies.

- 1** We will treat our clients and their possessions the way we would like ourselves and our families and their possessions to be treated.
- 2** We will provide an all inclusive, written Guaranteed Moving Quote for clients to protect them from unexpected surcharges common with companies who only offer hourly rate moving estimates or deceptive low-ball quotes.
- 3** We will provide an on-site home inspection and inventory so we can provide an accurate, fair quote based on sending the required truck size and the right number of movers for an efficient move.
- 4** We guarantee our clients will receive honest and ethical advice, service and pricing.
- 5** The client's best interest will always take precedence in the transaction and not the representative's best interest.
- 6** We will clearly explain the pros and cons of all options presented so the client can make a wise, informed decision and feel confident in their decision.
- 7** We will deliver on 100% of our promises, by never making promises we cannot keep.
- 8** The client will always receive fast communication from their dedicated VIP Move Manager.
- 9** Clear expectations will always be set and agreed upon in writing by the client and representative, to avoid misunderstandings and unnecessary problems.
- 10** Moving trucks will be clean and fully stocked with modern moving equipment, protective moving blankets, and all important packing supplies.
- 11** We will invest in the most advanced equipment in our industry to ensure our clients belongings are safely and efficiently moved.
- 12** We will protect our clients with the best guarantees in our industry.
- 13** All moving teams will have a team leader, be professionally trained, certified, fully insured with WCB, clean and wearing a company uniform, so you know who is in your home at all times.
- 14** All staff will respect your property at all times and never use tobacco products on your property at any time.
- 15** Ongoing, regular training for all staff will be given to guarantee the best possible experience for our clients.
- 16** We will do everything possible to make the move experience as stress free as possible for our clients.
- 17** If something does go wrong, we will do our best to make it right.

What Your Neighbours Think About Ferguson Moving & Storage...

Go Online and Read Over 500 Ratings & Reviews

Our clients are going online to rate and review our company, staff and their move experience. Ferguson Moving & Storage has hundreds of positive ratings and reviews on Google and HomeStars - for your peace of mind in choosing Ferguson.



“Responsive, friendly, and accommodating.”

This move was as smooth as it could possibly be.

We had a full pack as well as a move and then junk removal and **all elements were handled quickly, efficiently and professionally.**

Ferguson's was very responsive in answering any questions and the move teams were friendly and accommodating.

Highly recommend.

5/5 Review on Google



“We highly recommend Fergusons.”

[The team]

carefully wrapped and unwrapped our belongings without damaging a thing.

It was a challenging move in as several flights of stairs were involved yet **everything went smoothly and they finished on time.**

We have used Ferguson's previously and highly recommend them.

5/5 Review on Google



“Hard-working, efficient, and respectful.”

We moved a 6,200 sq ft. home full of stuff to 3 locations. **The scheduling was seamless and the advice given was invaluable.**

The movers were hard-working, efficient, and respectful of our properties and possessions. We would have no hesitations to use them again or **highly recommend them to others.**

5/5 Review on Google



“Created confidence and was stress free.”

Ferguson provided **outstanding professional help for our technically challenging internal move** of multiple large appliance in our small home.

We were grateful for the team's **in advance assessment and careful handling** on the day of the move.

It created confidence and was stress free.

5/5 Review on Google



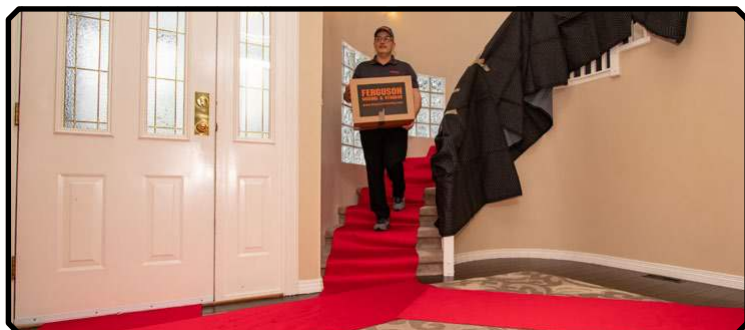
Here's What Your Ferguson Move Day Will Look Like...



1 Guaranteed on-time arrival so you are moved out on time.



2 Trained moving team led by certified crew leader.



3 Flooring, stair, and railing protection.



4 100% of furniture is blanket-wrapped & protected.



5 Free protective mattress bags & wardrobe carton rentals.



6 We'll dismantle your furniture as needed.



7 We'll carefully load everything to fit.



8 Safe transport, delivery, and assembly at your new home.

Your 7 Peace of Mind Guarantees



Upfront, All-Inclusive Moving Quote

Our Accurate In-Home Inventory Means A Fair, All-Inclusive Price

With Ferguson there are NO costly surprises on moving day.

Unlike other moving companies who give you a sight-unseen ballpark guess over the phone, Ferguson, an Accredited Better Business Bureau mover **first physically sees exactly what you need moved, learns about the site conditions that impact the move, and then gives you a moving quote in writing.**

Unfortunately, in the moving industry, most movers use the “guesstimate & surcharge” pricing model vs an accurate, all-inclusive moving quote to get your business.

The most common surcharges other movers often add to their quote at the end of your move include travel time, stairs, heavy items, disassembly and reassembly of furniture, fuel surcharges, all of which you will only be told about and billed for on move day.



Your Personal VIP Move Manager

Get All Your Questions Answered & Have A Custom Ferguson Less Stress Move Plan™ Created For Your Move!

Your personal, experienced VIP Move Manager will answer your every question, and be directly available to you as your single point of contact at Ferguson Moving & Storage.

Together with your **VIP Move Manager** you will clearly map out every important detail of your move based on the much talked about **Ferguson Less Stress Move Plan™** process enjoyed by thousands before you.

This guarantees your move will be the easiest, least stressful move humanly possible – all based on the service level and options you choose.

... and when you need to get in touch with Ferguson, **you'll have your VIP Move Manager's direct number** to call, saving you time and giving you the VIP treatment you deserve.



On-Time Arrival Window

When You Choose To Move With Ferguson, You Can Be Confident Your Move Will Start On Time

Because we understand you may have time sensitive move-out and move-in deadlines for occupancy and elevator lock offs and parking...

We guarantee (in writing) your moving team will arrive on time, and have the systems in place to make sure they do.

Sadly, in the moving industry late arrivals (which are stressful and mess up your entire move day) are quite common... not to mention complete no-shows.

We get calls monthly from people desperate for help on moving day when the mover they hired and expected to show up never did.

With Ferguson you get your move date confirmed in writing and we give a courtesy call 2 business days before to reconfirm your move details.



A Clean & Well-Maintained Truck

By Clean, What We Mean Is Your Moving Truck Has Never Moved Any Garbage!

Fact.

Many moving companies supplement their business by hauling nasty garbage and junk to the dump, and move clean home belongings in the same truck.

We think that's just wrong, not to mention unhealthy. We treat your belongings the way we'd want our belongings treated.

Because nobody wants their home moved in a "garbage truck"...

Ferguson only moves clean goods in our reliable, well maintained truck fleet.

What's more, our clean truck and professional moving crew will make a good first impression in your new neighbourhood.



A Certified, Professional Moving Team Leader

Your Moving Team Leader Liaises With You & The Crew To Make Your Moving Experience A Positive One

With Ferguson, there's no need for you to expose your family and your precious possessions to the less desirable, rough and often "fly-by-night" side of the moving industry...

You can be 100% confident only professional, clean and uniformed staff will set foot in your home because every moving team member has successfully completed at least the first stage of the Ferguson Mover Certification Program.

Your move team will also be led by a professionally trained, certified Moving Team Leader, whose priority is to make your move experience positive and efficient.

Your Moving Team Leader will lead and guide your team of clean, uniformed movers to safely and efficiently pack, wrap, and move your belongings.



In-Home Blanket Wrapping Of All Your Furniture

Protect Your Furniture & Home From Unnecessary Damage

Your move team will carefully wrap every piece of your furniture with special padded moving blankets and securely tape the blankets on, all inside of your home before it's ever moved out to the truck.

This guarantees your home's walls, doorways and furniture are properly protected.

Your furniture will also be unwrapped inside your new home (not in the truck like movers who cut corners do, which often leads to unnecessary dings, scratches, dents and breakage).

Be wary of moving companies who do not wrap every piece of your furniture inside your home and who unwrap your furniture outside your new home.



Disassembly And Reassembly Of All Your Furniture That Needs It

Your All-Inclusive Move Will Have You Set Up & Settled In Quickly

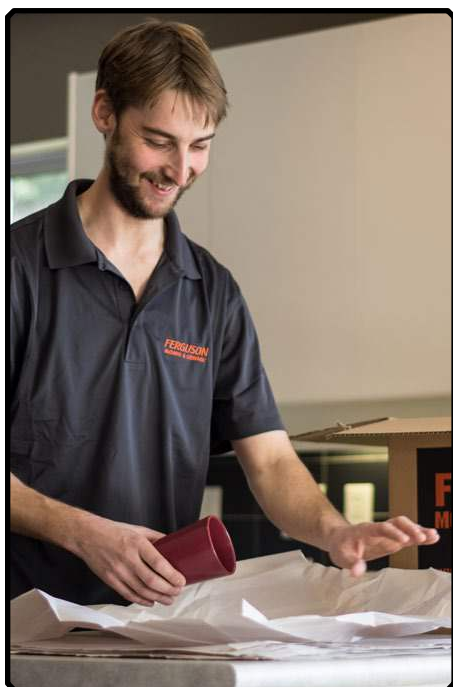
Unlike other moving companies, we don't feel it's right to charge you extra for something you'll want and need on your move day – that's why we call it an all-inclusive move.

Because you have higher priorities on moving day...

We want to help you quickly and easily settle into your new home and get a good night's sleep without having to fiddle with trying to get your bed and other furniture put together.

...so our experienced move teams, with all the right tools, will **happily disassemble and reassemble your furniture that needs it.**

Full Packing & Unpacking Service Options



We can pack & unpack everything for you to make your life & move easy.

Let the team at Ferguson Moving & Storage do the hard job of packing safely for you.

We understand how stressful and hectic moving can be - so we offer complete packing and unpacking at both ends, which is one of the services our clients appreciate the most.

Your moving crew is trained to handle, wrap, pack, and carry every item in your home with the utmost care and respect through your entire move process.

Based on the consultation with your VIP Move Manager, the team puts your things together to keep them safe and in the most efficient order for a quick and efficient move-in and unpacking.

Packing & Unpacking Services Can Include:

- Moving boxes packed, sealed, and labeled by hand for an easy unpacking experience
- Crate packing for fragiles like marble, glass, and ceramics
- Personal container storage units in the climate-controlled Ferguson Moving and Storage warehouse
- Moving box unpacking to your counter top
- Moving material collection and removal (e.g. boxes, pads, wrapping, etc.)
- Full container storage unit unpacking and placement
- Removing unwanted items for donation or disposal

Everything Is Packed Correctly Using The Proper Supplies



PLACE NAME J. ANDERSON	BEDROOMS
TAG HERE	<input type="checkbox"/> MASTER
ORDER NUMBER JOB 18783	<input type="checkbox"/> FAMILY RM
CONTENTS MUG'S / PLATES	<input type="checkbox"/> LIVING RM
	<input type="checkbox"/> DEN
	<input type="checkbox"/> DINING RM
	<input checked="" type="checkbox"/> KITCHEN
	<input type="checkbox"/> BATH
	<input type="checkbox"/> BASEMENT
	<input type="checkbox"/> GARAGE
	<input type="checkbox"/> ATTIC
SPECIAL INSTRUCTIONS FRAGILE	<input type="checkbox"/> LAUNDRY RM
PACKER'S INITIALS MT	



Boxes & Supplies: Self-Packing Survival Kits

If You Choose to Self-Pack Some or All of Your Belongings...

Having the right packing materials from Ferguson will make it less stressful and easier for you.

Buy boxes and supplies online - FREE delivery!*

FergusonMoving.com/Shop



One-Bedroom Kit
(customizable)



Two-Bedroom Kit
(customizable)



Studio/Loft Kit
(customizable)



Three-Bedroom Kit
(customizable)



Four-Bedroom Kit
(customizable)

Self-Packing: Don't Forget to Pack/Wrap These Items



Please be sure to properly pack items like:

- Artwork
- Mirrors
- Lamps and lampshades
- Small electronics

Don't stress, we offer a la carte packing services as well!

* Certain conditions apply

Overnight And Flexible Longer-term Storage In Our Climate Controlled, Secure Warehouse*

Secure overnight storage is available with Ferguson. Overnight storage items can typically stay on our truck which we padlock and secure at our facility. Every truck is also monitored by our 24/7/365 live GPS tracking system. **We take security seriously.**

Perfect for when you need to protect your belongings during a renovation or for painting, downsizing, or when you need a safe, secure home for your belongings between closing and moving day.

The personable, professional client experience you expect from Ferguson Moving is available with our warehousing system too.

If you need a storage container you have **the choice of packing and unpacking services** at both ends of the move, in addition to free protective blanket wrapping for all your furniture.

Ferguson's industry-leading storage containers offer a secure, clean, and climate-controlled environment to keep all of your belongings, big or small, in one place - for complete peace of mind.

No worries about freezing or dampness - regardless of where your items final destination will be. Your items are always safe with Ferguson.

For longer-term storage needs you can access your belongings whenever you need to.

Booking your warehouse visit ahead of time ensures the Ferguson Moving and Storage warehouse staff have time to bring your container out before you arrive - for easy access.

No more hassles of navigating the mazes of dark and dingy hallways at other storage facilities.

The forklift system makes it easier than ever to get into your unit when you want to; it's your stuff, after all.

Please note: certain fees apply for access.

* At participating locations only

Storage Service Reviews...



Fergusons moving and storage were so helpful, professional, prompt and hardworking.

We needed our furniture stored for 6 weeks while our home was renovated.

Fergusons moving and storage were so helpful, professional, prompt and hardworking.

They asked politely where things should go and were keen to do a good job. Would definitely use them again.

5/5 Review on Google



Their staff were professional, respectful and efficient as always.

Just completed our second move with Ferguson's.

This time to a vacation home which included furniture that they had previously stored for us.

Everything went perfectly.

Their staff were professional, respectful and efficient as always.

5/5 Review on Google

Here's How Storage With Ferguson Works...



1 Your storage containers are forklifted onto our customized container truck and brought to your home on moving day.



2 All your items are blanket-wrapped and safely stacked & loaded.



3 Your containers are secured for safe transport.



4 Your container truck is driven inside our 20,000 ft² warehouse.



5 Your numbered containers are forklifted and stacked in our heated warehouse secured with monitored alarm & video surveillance.



6 When you need your belongings we simply forklift and deliver!

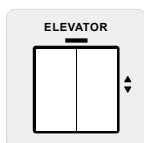
Important Moving Checklist Items And Time Line To Help Make Your Move Easier

Ferguson Offers the Full Range of Services:

- ☐ Lock-in your Move Date ASAP
- ☐ Packing & Unpacking Services
- ☐ Order your own boxes online at FergusonMoving.com/Shop
- ☐ Disposal Services
- ☐ Parking Permit application
- ☐ Container storage for storing items between move-out and move-in dates

4 to 6 weeks out...

- ☐ Arrange for utilities at your new home and set up cancellation of accounts at your current home for the day after moving day.
- ☐ If moving cities: notify schools, physician(s), dentist, veterinarian.
- ☐ Begin sorting your possessions. Determine items to be moved, sold at yard sale, and/or donated to charity.
- ☐ Get enough cartons and packing materials. Remember Ferguson can supply everything you need
- ☐ Reserve an elevator in your building for moving day (if applicable).



2 to 3 weeks out...

- ☐ Return all borrowed items (library, etc.) and check dry cleaners, storage, and repair shops for your items - if moving far enough away.
- ☐ Consider and arrange a babysitter/pet sitter for your moving day.
- ☐ Arrange for house cleaning after you move out.

1 week out...

- ☐ Back up your computer files before packing your system(s).
- ☐ Clean out refrigerator; clean out and defrost freezer.
- ☐ Arrange for street parking for the truck in front of your house (Move-out & Move-in locations).

Moving day!

- ☐ Walk movers through your home indicating special care items.
- ☐ Do a final walk through to check all cupboards, behind doors, all storage areas and the garage.
- ☐ Label the rooms in your new home so our movers can place boxes and furniture exactly where you want them.



FERGUSON MOVING & STORAGE

We Lift Your Expectations!

Moving Company Comparison Guide

Questions You Need To Ask To Protect Yourself And Guarantee A Move Free Of Unpleasant Surprises!

How Does Ferguson Stack Up To The Competition?	Ferguson Moving & Storage	The Other Guys	Move By Yourself
Say they'll show up and move your belongings on your moving day.	✓	✓	✓
Arrive on moving day and move your belongings. (Fact. We get no-show calls from desperate people wanting us to help on their move day monthly!)	✓	?	✓
Guarantees Provided			
A flat, upfront moving quote, based on an accurate in-home inventory (vs a ballpark estimated phone guess which often leads to costly surcharges).	✓	?	X
No unexpected surcharges for travel time, stairs, excessive weight, pianos, fuel, disassembly & reassembly of furniture.	✓	?	✓
On time arrival (vs a late start can turn your move day into a nightmare).	✓	?	?
Dedicated VIP Move Manager as your convenient single-point of contact.	✓	X	X
A custom Ferguson Less Stress Move Plan™ .	✓	X	X
Blanket wrap & unwrap 100% of your furniture in-home to protect your possessions and property (vs "on-truck wrapping" & unnecessary damage).	✓	?	?
Flooring, stair, and railing protection to avoid repair costs and hassles.	✓	?	?
Disassembly and reassembly of your furniture included.	✓	?	?
Clean, well maintained trucks that never transport garbage/junk.	✓	?	?
All boxes and furniture will be placed in the proper rooms.	✓	?	?
No tobacco products will be used by staff while on your property.	✓	?	?
Company Reputation, Status, Insurance, & Services			
Established business for 106+ years (vs 2-3 man company, or "Part-time Gig").	✓	X	X
Award winning moving company. Multi-time Homestars Winner.	✓	?	X
Accredited A+ rated Better Business Bureau mover status you can trust.	✓	?	X
Accepts Visa & Mastercard for delayed payment & points.	✓	?	?
Uniformed and clean moving teams led by a professionally trained & certified Team Leader, to ensure your belongings are moved safely and efficiently.	✓	?	X
Hundreds of 5-Star Google & HomeStars reviews – decide with confidence.	✓	?	X
Fully insured & shows proof of insurance for both liability and WCB for all movers – don't risk getting sued for injuries.	✓	?	X
Damage valuation is \$6/lb per item – 10x the industry standard of \$0.60/lb.	✓	?	X
Offers packing & unpacking services, plus crating for fragile items.	✓	?	X
Offers secure portable container storage facility for short & longer-term storage in a climate controlled building.*	✓	?	X
FREE special wardrobe carton rentals & protective plastic bags for all beds.	✓	?	X