

Expect More from Atlas



Don't settle for anything less.

Since our van line was founded in 1948, Atlas has strived to serve every customer with integrity, quality and solutions. Our commitment to these values has made us one of the nation's largest van lines. Today, Atlas is responsible for nearly one in four of all corporate relocations in the U.S. Our service begins with the quality and dedication of our agents and service partners.

Your Atlas Representative sets the stage.

Your first personal contact with Atlas may be a visit in your home with an Atlas Agency Sales Representative who prepares an estimate of services. You can expect the sales person to:

- Arrive on time or, if delayed, call and reschedule.
- Give you an accurate, written estimate.
- Explain the moving process and answer your questions.
- Provide you with **Atlas' Important Information Booklet** which includes all of the legally required information you need.

Experienced Atlas packers are trained to handle your property with utmost care.

Your Atlas Agent's professional packers will prepare your goods for safe transport. Expect them to:

- Arrive when promised or call if delayed.
- Pack your belongings carefully and efficiently, in fresh cartons, using new packing materials.
- Label each carton by room.
- Give you an accurate **Packing Services Report**.

Count on your Atlas Van Operator and loading crew for professional excellence.

Your Atlas Van Operator and loading crew will load your goods for transport. You can expect them to:

- Arrive within the promised spread of dates or call if delayed.
- Call 24 hours ahead to let you know the exact date and time of pick-up.
- Quickly and safely load your goods.
- Act with courtesy and respect for you, your home and your possessions.
- Use rug runners and door guards to protect carpets and moldings.
- Cover sofas and overstuffed chairs with stretch wrap for added protection.



Before loading begins, your Atlas Van Operator will ask you to read and sign a **Relocation Services Descriptive Inventory** (a list of loaded items and their condition). He may also ask you to sign an **Additional Services Performed/Origin Destination Report**.

Your Atlas Van Operator and unloading crew finish the job to your satisfaction.

Your Atlas Van Operator and crew will unload with care and efficiency.

They will:

- Arrive at your new home within the promised spread of dates or call if delayed.
- Call 24 hours ahead and advise you of the exact date and time of delivery.
- Unload quickly and safely.
- Remove all packing materials from cartons they unpack.

You can trust Atlas employees.

To ensure your safety and security, Atlas is the first major carrier to require criminal background checks on all new, permanently employed laborers. We request background checks on all temporary and part-time laborers as well



(an Atlas Initiative*).

You can be sure the people who serve you are honest, hardworking, and committed to your total satisfaction. Each member of your Atlas team is trained

to work efficiently and provide outstanding service. Our goal is to exceed your expectations and delight you with every aspect of your experience as our customer. You expect more from Atlas, and we'll make sure you won't have to settle for anything less.



*Atlas is committed to finding new ways to make the best even better – to be safer, faster, and more efficient. We call these "Atlas Initiatives."



go new places.™

Atlas Van Lines, Inc. 1212 St. George Road Evansville, Indiana 47711 **800-847-6683**

NOTICE: Atlas Van Lines, Inc. is an interstate motor carrier. Each affiliated agency is independently owned and operated. An affiliated agency represents Atlas for **interstate** (from one state to another) moves only. **Local** and **intrastate** (within a single state) moves are not provided as an agent of Atlas. Questions concerning *local* and *intrastate* moves should be directed to your local agency representative, not to Atlas Van Lines, Inc.

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