



Frequently Asked Questions

What is MÜVET?

Müvet is a 24/7 On-Demand mobile application that connects independent contractors (Müvers) with people who need things moved or delivered. Müvet's independent contractors are all vetted and background checked.

How do I request a Müver on the application?

Müvet aims to make its mobile app as easy as select, request and relax. But new things can be difficult to navigate sometimes and we get that. On the main screen of the Müvet app select one of the vehicles that are near you or your pick up location. Once you have one selected then request them. Once you click Request our mobile app will ask a few more questions to better understand your exact needs complete the following steps, take a picture of your item(s), request and sit back and relax a Müvet Müver is on their way!

Why do I need to take a picture of my item(s)?

Müvet requires you take a picture of your items so that our users can keep track of the items they are having moved. It also grants us the ability to know what it is a user has had moved giving our users belongings security. And lastly it gives a higher level of accountability to all parties involved.

How much does MÜVET cost?

We provide an estimated price that's determined by distance, item count and a successful delivery fee.

Can I see the item(s) that I've had moved?

We love this question! Absolutely just go to the "My Müvets" section on your Müvet app and click on history.

What determines how many people need to help?

This is really a judgment call, most big items like couches and dressers require more than one person. However, we recommend to our independent contractors that they use a dolly when making big moves.

How do I pay and tip my Müver?

All payment is done in the app—a credit card is required to post a MÜVET. We place a temporary authorization on your card for the total MÜVET amount to schedule your MÜVET. You may see a pending charge on your statement, but you will NOT be charged until the MÜVET is complete. **You may pay a Müver a tip on the side and the Müver receives 100% of the tip amount if you choose to tip.**

Is there a cancellation fee?

Yes. There is a 20% cancellation fee (of the MÜVET price) when you cancel within 24 hours of your scheduled



time. We encourage you to reschedule in the event of a scheduling conflict. We will not charge a cancellation fee if the MÜVET is rescheduled and completed successfully.

How do I communicate with my Müver?

You and your Müver will be able to message in the iPhone or Android app about details and logistics.

Will a MÜVET Müver pack boxes or disassemble/assemble my furniture?

MÜVET Müver's will help carry and transport any items that easily fit into a pickup truck, van, or large SUV; however, they are not required to pack boxes or disassemble/assemble furniture. MÜVET Helpers will come equipped with straps and blankets, but if there is any item you are concerned about protecting, it's best to wrap it up beforehand.

What if my item needs to be returned to the pickup location?

In the event your item can't be delivered, the fee is the same as the MÜVET price minus MÜVET's commission—so your Helper still gets paid!

How many items is a bed?

We get this one a lot! If you have a mattress, box spring, and bed frame, that would be 3 items. If you just have a mattress, that would be 1 item. If you ever have a question about item count, please feel free to contact our Support Team, and we'll get back to you within 15 min during service hours.

If my item doesn't fit through the doorway of my home?

In the event your item can't be delivered because it doesn't fit through the door, we can leave the item outside your home or return it to the pickup location for a fee that is the same as the MÜVET price minus MÜVET's commission.

How do you keep MÜVET Customers safe?

All of our Müvers are thoroughly background and DMV checked before being accepted into the app. Additionally, each Müver is reviewed after every MÜVET move.

Does MÜVET offer insurance?

Yes, your stuff is covered! MÜVET currently offers a multi-million-dollar insurance policy.

How do I become a Müver?

MÜVET Independent Contractors are background and DMV checked, trained, and regularly reviewed. If you own a clean truck, van, or large SUV please fill out the form [here](#).

Still have questions? [Contact Us](#)