



Main Street Moving and Storage HAS EARNED THE PRESTIGIOUS DIAMOND CERTIFIED AWARD

Independently Rated Highest in Quality

MAIN STREET
CALIFORNIA PUC 189303
MOVING & STORAGE
MARIN COUNTY'S MOVING EXPERTS



Don Rosevear, Owner

Since 1980, Main Street Moving and Storage has been serving the Greater San Francisco Bay Area. Don Rosevear started the company with a single moving van and a small, but loyal following. Main Street's services now include long distance, interstate and international moving, all undertaken by a dedicated and experienced staff devoted to providing a hassle-free moving experience.

Whether relocating across town, across the country or overseas, Main Street understands what a great undertaking a move can be and that every item you own is precious. Main Street's professional packing team will carefully pack everything from your fine crystal and china to a cherished childhood train set and ensure that everything arrives at your destination safely. If storage is what you are looking for, Main Street's clean and secure North Bay storage facility is a safe place to store household items for a staging, remodel or any other reason.

Main Street Moving and Storage is licensed to provide moving services throughout the United States and are agents for Arpin Van Lines. They offer competitive rates and welcome the opportunity to give you a detailed estimate for services. Call for an appointment or complete the online estimate form at www.mainstreetmoving.com.

COMPANY PHILOSOPHY

"We're proud to be long-time residents of the community we serve and to have the privilege of being well-acquainted with many of our customers and their homes. Regardless of the size or distance of your moving or storage project, you can count on us to take excellent care of you and your belongings."

EXCERPTED SURVEY RESPONSES

"They were careful. Everything was wonderful. They were clean, careful, and considerate."—Anne V.

"I liked the size of the company and the fact that the owner worked with me personally. I also liked that the people who worked there were very confident."—Geoff W.

"I liked their promptness and the way they treated the items. They were careful. They made sure things were covered and packed well."—Barbara B.

For recent rating status and additional survey responses: www.diamondcertified.org

MAIN STREET MOVING AND STORAGE

(707) 763-2100

1129 Industrial Avenue, #101
Petaluma, CA 94952

(415) 388-1939

35 Miller Avenue, #110
Mill Valley, CA 94941

www.mainstreetmoving.com
mainstreet@mainstreetmoving.com
Don Rosevear, Owner

SERVICES

Household Moves Office Moves
Household Storage Packing Services
In-House Services
Intra, Interstate & International Moving

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

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DIAMOND CERTIFIED RATINGS DASHBOARD™

Workers Comp Insurance
Liability Insurance
State Lic No. MTR-0189303
Current Complaint File
Business Practices

CUSTOMER LOYALTY

Based on 100 random customer surveys made since Feb. 2010 asking each customer: "Would you use this company again?"



CUSTOMER SATISFACTION

"Please rate your satisfaction with the quality received."

Very Satisfied →



RATING STATUS

We declare this company Diamond Certified.

Certification No: 1625

Date: Feb. 17, 2010

Jim Stein
Jim Stein

Founder and Chief Executive Officer
American Ratings Corporation



THE RIGOROUS CERTIFICATION PROCESS ASSURES YOUR SATISFACTION

Stringent customer satisfaction research and rating are conducted



1. APPLY

Companies must apply to be certified.



2. SAMPLE

A random sample of typically 400 past customers is pulled from all customer files of the applicant company.



3. SURVEY

A confidential telephone survey captures the customer satisfaction score based on quality.



4. TABULATION

The quality score is tabulated. To qualify, a company must score 90 or higher on a 100 scale.

Rigorous standards are enforced



5. CREDENTIALS

The applicant company's credentials are independently rated (license, insurance, complaint status and credit for contractors).



6. PRACTICES

Are the company's business practices "customer friendly"? It must stand behind its performance.



7. AGREEMENT

The company agrees to adhere to the Diamond Certified Customer Satisfaction Principles.



8. AWARD

If quality rating, credential rating, and business practices qualify, the company is awarded Diamond Certified.

Ongoing customer satisfaction and performance is required



9. MONITORING

We monitor credentials and complaints and conduct ongoing customer surveys.



10. MEDIATION

If ever necessary, the company has agreed to participate in Diamond Certified mediation.



11. GUARANTEE

A limited guarantee ensures performance.



12. QUALITY

The company commits to ongoing quality ratings.

American Ratings Corporation—defining excellence

Our mission is to define excellence and identify for consumers the highest quality local companies. Our team at American Ratings Corporation is the most experienced in the nation in rating and certifying local companies. We are dedicated to ensuring you have confidence in the companies you choose.

We are totally committed to performing all ratings and ongoing certification work with the highest integrity and accuracy. We believe:

1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at a time.

Diamond Certified Performance Guarantee

If you use a Diamond Certified® company, are not satisfied and try unsuccessfully to resolve the dispute, contact us within six months of your service. We'll attempt to mediate a solution with the company. If we determine that the company's resolution to correct the problem is unfair, we will refund to you up to the purchase price with a maximum limit of \$1,000. See the details at www.diamondcertified.org/guarantee.html.

American Ratings Corporation
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