

Frequently Asked Questions



General Information

Why Interstate?

Our company was founded over 75 years ago on the values of integrity, quality and customer service.

We have been moving GW students in and out of their residence halls since the beginning of the pandemic in 2020. Over the last year or so, we've earned our role as a preferred provider – by putting students at the center of everything we do.

What services does Interstate provide?

We provide everything you need to move into or out of your university residence hall or off-campus apartment, including safe and secure storage between semesters or over the summer. We provide each student with up to five (5) boxes, labels and tape. We will pick up your items and safely transport them to your new residence or to our Dulles, Virginia warehouse for temporary storage. We'll deliver your items to your new residence at a scheduled time that is convenient for you.

What if I need less than the required minimum of 5 boxes?

You will only be charged for the actual number of boxes you use for storage or shipping. In an effort to reduce waste and protect our environment, we encourage you to donate or re-gift the additional packing material to a friend, fellow student or family member!

Will Interstate pick up my items if I don't live on campus?

Absolutely! If your pick-up address is within 5 miles of the GW Foggy Bottom campus, we can service your pick-up. There is an additional cost of \$125 for this service, which will be added to your payment amount when you schedule your box pick-up.

How does your service work?

First, you'll need to register as a customer on our student portal. Registration is easy. You'll need to provide your name, GWorld ID number, email and current address before creating your unique password.

Once you've registered, your next step is to order and schedule the pick-up of your packing materials, including boxes, labels and tape. Once you've requested your packing materials, you will receive an automated email from our team letting you know when and where on campus you'll be able to pick up the packing materials you've requested.

Once you have received your packing materials and have packed your items, you can return to our portal to schedule your box pick-up. Once you have requested your pick-up, you will receive an automated email from our team letting you know the date on which our team plans to collect your items. Generally speaking, pick-up dates will be determined by the location of your residence hall or off-campus apartment.

If you are located on campus, for your convenience and due to a prior arrangement with GW, we'll pick-up your items directly from your residence hall after your departure. You do not need to be present when we arrive to pick up your items.

If you are located off-campus, we will require you to be present during pick-up to ensure our team has access to the building and is able to collect all of your items.

Once your items are picked up and delivered to our warehouse, they will either be stored or prepared for shipment, according to your instructions. Items designated for shipping will be shipped using one of our partner carriers to their destination.

If you choose to store your items with us, your items will be stored in our professionally maintained Dulles warehouse facility, located at 22455 Powers Court in Sterling, Virginia and within driving distance of the GW Foggy Bottom campus.

Storage

Where is your warehouse located and can I get my stuff once it's in the warehouse?

If you choose to store your items with us, your items will be stored in our professionally maintained Dulles warehouse facility, located at 22455 Powers Court in Sterling, Virginia and within driving distance of the GW campus.

If you need access to your stored items while they are in storage, you should contact a member of our customer service team in advance of your planned visit to schedule an appointment. If you are not within driving distance and would like to make arrangements to have an item shipped to you, our customer service team can assist you. Our electronic inventory tagging system makes it easy for us to find and ship your items from our warehouse.

Is your warehouse safe and secure?

Our warehouse has intrusion detection systems and interior motion detectors, which are monitored 24/7 through a remote security service company. Police and fire officials from Loudoun County, Virginia make regular on-site inspections of the facility. The warehouse also has a fire detection system that is monitored by a qualified third-party service provider, and includes sprinkler water flow detection systems.

Can I store furniture?

Yes, you certainly can! Interstate stores most types of furniture and larger items including, but not limited to: bicycles, mini-refrigerators, wall mirrors, shelving units, futons, desks, chairs and more. Please note that you will be charged an additional fee for these items when you schedule your pick-up.

Can I store electronics?

Yes, you certainly can. We strongly suggest using the original manufacturer's packaging or carton to pack computers, TVs and other electronic items. Damage to electronics is usually caused by inadequate packing. Failure to properly pack and protect the contents inside a box can result in damage from electrostatic discharge, vibrations or drops.

Carefully secure any electronic device so that when the box is moved, the item cannot move around inside. We suggest using available paper, towels, blankets, clothes or crumpled paper to fill open spaces in the box prior to sealing.

Do you have any restrictions on items that can be stored?

Yes. All liquids, whether open or closed, cash, hazardous materials, jewelry and other high value or sentimental items, food, personal identification documents (e.g., your GWorld ID, driver's license, passport, etc.) are restricted. In addition, all non-restricted items need to be packed according to the Packing Tips provided on the student portal.

Do you offer extended storage?

Yes. We offer extended storage at the rate of \$50/month for each additional month of storage beyond the initial term. Your initial storage price includes storage fees through the end of August. Should you require extended storage beyond this term, the extended storage rate of \$50/month would apply.

Delivery

I want to schedule a local delivery within 5 miles of the GW Foggy Bottom campus, but the dates/times provided do not work with my schedule. What should I do?

Please enter and submit an inquiry request under our 'Contact Us' tab. A member of our customer service team will respond to you within one (1) business day to assist you with next steps.

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I want to schedule a delivery to an address that is further than 5 miles from the GW Foggy Bottom campus. What should I do?

We can help! If the location you provided is within 6-50 miles from the GW Foggy Bottom campus, we can coordinate delivery for an additional flat fee of \$250. We will work with you to price delivery greater than fifty miles or to anywhere in the world. Please enter and submit an inquiry request under our 'Contact Us' tab. A member of our customer service team will respond to you within one (1) business day to assist you with next steps.

Shipping

How should I prepare my items for shipping?

We will prepare your items for shipping for you. This includes creating, printing and labeling boxes for shipping should you decide to ship your items. Interstate will prepare and ship your items from our warehouse facility in Sterling, Virginia.

Can I ship some items and store the rest?

Unfortunately, we're not able to accommodate partial shipping requests. We ask that you clearly identify whether you want to ship or store all of your items. We will not be able to separate any of your belongings after we have picked them up, so please pack carefully!

Can I purchase shipping-only services with no storage?

Absolutely! When you access the student portal, you can sign up for the shipping service and indicate that no storage is required. After you schedule the pick-up of your items and they are returned to our warehouse facility, Interstate will prepare to ship your items. A member of our customer service team will provide you with a quote to ship your items, collect payment and then coordinate shipping in a timely fashion.

How much does shipping cost?

All shipping services are calculated using the estimated weight and dimensions of the contents that are being shipped, along with the destination address you provide.

Can I ship furniture and larger items?

Yes, of course! Keep in mind that shipping items that cannot be stored in a box often requires a different mode of transportation. While this may increase your cost to ship, our team is committed to finding the best available price and shipping timeline at the time of your request.

Do you offer international shipping?

Absolutely! Our company has been in business for over 75 years and we have a vast amount of experience in domestic and international shipping of household goods.

Payment

How do I pay for services?

You can pay for services in a couple of different ways.

First, we encourage you to utilize the student portal to enter and save your preferred payment method online. We accept most major credit cards (e.g., Discover, Mastercard, VISA). You will be prompted to pay for the services you have selected after you have scheduled your Box Pick-up through the portal. As an alternative, you can contact our customer service team at TeamGWU@invan.com or 703.226.3152 to discuss payment options. All services, including shipping, must be pre-paid.

Can I cancel my scheduled services?

Yes! As long as you cancel your scheduled service at least one (1) week before your scheduled service date, you will receive a full refund.

Protection

What protection plans does Interstate offer?

We do our very best to make sure your items get from A to B without so much as a scratch. We do understand, however, that damage can still happen. We include basic cargo protection in an amount equal to \$100 in value at no cost to you.

Can I purchase additional protection?

Absolutely! You can purchase additional valuation at \$4 per \$100 of additional protection. You can purchase valuation to a maximum of \$200 per box with a total maximum of \$1,000 per shipment account.

Sustainability and Green Initiatives

What green initiatives have you implemented as part of your company's commitment to sustainability?

We are committed to environmental awareness and corporate sustainability practices. We attempt to encourage, promote and maintain an ongoing awareness, sensitivity and conservation of our environment and its resources, both internally and externally, with our customers through the use of recycled materials and recycling. Our warehouses also utilize motion-sensor lighting and energy-efficient light bulbs as part of our company's carbon reduction effort.

Additional Services

I loved working with Interstate! Does Interstate offer any additional services?

We sure do! Interstate is a global supplier of moving, relocation and logistics services and solutions to federal, state and local government agencies, corporate enterprises and residential clients. Interstate is also ranked as the second largest office moving company in Greater Washington, D.C. by the Washington Business Journal and is a member of the Office Moving Alliance. The U.S. General Services Administration ranked us #1 in customer satisfaction among 86 eligible domestic transportation service providers (TSPs) and 90 eligible international TSPs in 2020.

Contact any member of our customer service team and we'll connect you with someone who can assist you.