

Frequently Asked Questions



General Information

Why Interstate?

Our company was founded over 80 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 three years, 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 and dorm, including safe and secure storage between semesters or over the summer. We provide each student with boxes and tape. The labels are printable on our website. We will pick up your items and safely transport them to our Dulles, Virginia warehouse for temporary storage or extended storage and delivery to campus or residence in the DC Metro area. We can also prepare your items to be shipped to your preferred destination.

What if I need less than the number of boxes I picked up?

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?

Our agreement with GWU is to service on-campus students' only who reside in GWU halls and dorms. Students who live off-campus are encouraged to explore other moving services.

How does your service work?

First, we suggest you review our pricing and terms on the login screen to determine if you would like to use our services. Then you'll need to register with your student information only. You'll need to provide the student's name, GWorld ID number, student email and residence hall, and dorm number before creating your unique password. Please do not use personal email or parents' information when registering. This helps us keep track of each student using our services.

Once you've registered, your next step is to request material which includes boxes and tape only. The labels are printable on our website. 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 and pay for services here. Once you have requested your pick-up, you will receive an automated email from our team confirming your request. We will pick up your items directly from your dorm room and students are not required to be present during the pick-up. Students must leave their packed items inside their dorm room and not in any common areas or hallways. The school will provide us with universal key cards to enter the residence hall and dorm room.

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 your preferred delivery destination.

Storage

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

Our professionally maintained Dulles warehouse facility is at 22455 Powers Court in Sterling, Virginia, 20166, which is 45 minutes' drive from the GW campus.

Our warehouse is not a public storage, so if you need access to your stored items while they are in storage, then; contact us to schedule an appointment. If you are not within driving distance and would like to make arrangements to have an item shipped to you, then; contact us for a shipping quote after campus pickups.

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, conduct scheduled inspections of the warehouse. The facility also has a fire detection system monitored by a qualified third-party service provider and includes a sprinkler water flow detection system.

Can I store furniture?

Yes, you certainly can! Interstate stores most types of furniture and large items including, but not limited to: bicycles, mini-refrigerators, wall mirrors, shelving units, futons, desks, chairs, and more. Please note Interstate does not provide packing material for these items. Your items will be stored in the same condition when picked up from your residence hall.

Can I store electronics?

We suggest you take all electronics with you of any kind, and Interstate will not be responsible for the loss or damage if you decide to pack and store electronics with us. Please refer to our high-value items notice for more information.

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, and personal identification documents (e.g., your GWorld ID, driver's license, passport, etc.) are restricted. In addition, all non-restricted items will be packed according to the Packing Tips provided on the student portal. Please refer to our high-value items notice for more information.

Do you offer extended storage?

Yes, we offer extended storage at \$50/month for each additional month of storage beyond the initial term. Your initial storage price includes storage fees through August 31, 2023. Should you require extended storage beyond this term, the cost is \$50/month. Please refer to our pricing sheet for more information about extended storage.

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 the next steps. We will deliver your items for free within five miles of the Foggy Bottom campus during the fall semester of 2023 only. Please refer to the pricing sheet for more information on delivery exceptions and conditions.

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?

If your delivery address is within 6-50 miles of 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 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 the next steps.

Shipping

How should I prepare my items for shipping?

We will prepare your items for shipping after we've picked them up from your dorm room. Which 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. Please contact us after your items have been picked up to request a shipping quote.

Can I ship some items and store the rest?

Unfortunately, we're not accommodating partial shipping requests. We ask that you 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!

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. Please contact us to request a quote after the items have been picked up.

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 use 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 pay for services after you added items to your cart by clicking Items for Pick-up icon. 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! All cancellation requests must be in writing and emailed to us by Monday, May 8, 2023. Please note a refund amount will be determined at the time of the cancellation request.

Value Protection

What protection plans does Interstate offer and can I purchase additional protection?

Our goal is to deliver your goods in the same condition as picked up. We do understand, however, that damages can still happen. Please refer to your sign contract and our pricing sheet with more information about value protection and filing a claim.

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 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 the customer service team and we'll connect you with someone who can assist you.

