



WHY SHOULD WE USE T&N?

This is the fundamental question all of our prospective clients must answer. We believe the answer is that T&N provides the best 'value' for your money. Today more than ever, businesses need to be very cautious in their use of funds. Increasingly people seek to meet this need by focusing on the lowest cost. This approach may work well when purchasing commodity type items, but can lead to disappointing results when poor quality leads to less than satisfactory performance.

So, if 'best value' encompasses more than lowest cost, what other factors need to be evaluated? Clearly the 'quality' of the goods or services needs to be considered. In the case of relocation services we believe that 'quality' is directly related to 'experience' and 'integrity'.

Let us consider 'experience' first. T&N was formed in 1992 by four partners, Russell Taddei, Jr., general manager, Kenneth Taddei, VP Sales, Donald Taddei, VP, and David Nelson, President. Each of the partners came from a commercial moving background, three from D. Cristinzio, Inc. and the fourth from Menlo Movers, Inc. But their experience goes beyond this work history, as Cristinzio was owned by Russ Taddei, Sr. and Don Taddei, Sr. Indeed, while our trade name is T&N Van Service, our legal name is Tad's Delivery Service, Inc., dating back to the original moving company founded by their grandfather Dominic Taddei in 1928. You could say that moving is in their blood.

But the 'experience' factor extends well beyond the partners. Among our sales staff, Bob Fowler, VP, has over 40 years experience and also comes from a family owned moving business. Dave Nary has in excess of 30 years experience including XX years with a large national van line. John Irvin is approaching 20 years in the business, with extensive project management and specialized equipment experience. Mike Seaver, Project Coordinator, has been planning and executing relocations for over 16 years. Our newest sales staff member, Bob Welliver, comes from outside the industry, but has over 30 years background in commercial sales and was client of T&N's for almost 20 years.

Last and most important, our crews who actually do the work are where we truly stand out. Among our supervisors, drivers and helpers we average in excess of 15 years experience and in many cases they have been with T&N since we opened our doors. The bottom line, when it comes to 'experience', no one in the industry has more qualified people!

Another important consideration in choosing your mover is 'integrity'. When doing business with T&N 'integrity' starts with our name.....our owners have put their name right on our trucks. This reflects their commitment and hands-on involvement in all phases of our business.

In regards to your project, 'integrity' starts in our steadfast commitment to provide you with our best estimate on the time and equipment required to complete the work, on-time and on-budget. We will never provide a quote simply to position ourselves to be the low bid. When we state that a certain size crew is required for a specified number of hours you can be sure that this is our best estimate of what is needed to complete the job in the professional manner your business deserves. The proof of this is our track record over twenty years, where we have demonstrated this time and again with invoices that are the same amount as what we quoted. Indeed, it is a source of great pride, that it is an exception when we submit an invoice greater than the amount quoted without changes in the scope of work.

The best testimony to the way we handle our clients' relocation work does not come from us; rather it comes from the clients themselves. We are extremely proud of the long term relationships we have developed. These include the largest financial institution in the market, as well as the largest insurance company serving the region. We have been the mover of choice for the fastest growing pharmaceutical company in the area from their first move to their last. We are a preferred vendor for the most highly regarded university and hospital in the Delaware Valley. Among professional services firms, one of the largest law firms in the city has used numerous movers, but now partners with T&N exclusively for all their relocation projects.

But our superior service extends not only to our largest clients; we handle every project with the respect and commitment everyone deserves. Whether you are an individual attorney, a small accounting firm or a charter school administration group, T&N will provide all the attention your relocation requires. There are two main indicators of a satisfied client; repeat business and referrals. As most small companies, T&N depends on this type of relationship as the lifeblood of our business. As you will see on the attached sheet what we have stated in this paper is not just what we believe, but how our clients feel about T&N after their project reaches a successful conclusion. We look forward to having the opportunity to work with you and adding your company to our long list of highly satisfied clients.