



Customer Responsibilities & Moving Tips

As part of our effort to ensure a convenient and stress-free move, we've developed the following list of tips and disclosures to help you properly prepare for moving day. Please read through the following document carefully, and be sure to pack and prepare your shipment in compliance with all requirements below.

PRE-MOVE Checklist

8 weeks before you move:

- Contact your mover to make arrangements for moving day.
- Start to use up things you can't move, such as frozen foods and cleaning supplies.

6 weeks before:

- If you're moving at an employer's request, verify what expenses and responsibilities are theirs and which are yours.
- Contact the IRS and/or your accountant for information on what moving expenses may be tax deductible.
- Contact schools, doctors, dentists, lawyers and accountants and obtain copies of your personal records. Ask for referrals where possible.
- Make a list of everyone you need to notify about your move: friends, professionals, creditors, subscriptions, etc.
- Begin your inventory and evaluate your possessions. What can be sold or donated to a charitable organization? What haven't you used within the last year?
- If some of your goods are to be stored, make the necessary arrangements now. Your moving counselor should be able to help.

4 weeks before:

- If you're packing yourself, purchase packing boxes from your local mover. Begin to pack items that you won't need in the next month.
- Contact utility and related companies (gas, electric, oil, water, telephone, cable TV, internet and trash collection) for service disconnect/connect at your old and new addresses. However, remember to keep phone and utilities connected at your current home throughout moving day.
- Arrange special transport for your pets and plants.

3 weeks before:

- Make travel arrangements and reservations for your moving trip. However, don't make plane reservations for the same day that you're moving out because house closings are often delayed and other unexpected situations often arise.
- Collect important papers (insurance, will, deeds, stock, titles, registrations, etc.). These should not be moved with your household goods.
- Arrange to close accounts at your local bank and open accounts in your new locale.

2 weeks before:

- Contact your moving counselor to review and confirm all arrangements for your move.
- Make sure you have completed your Valued Inventory form and have provided it to your moving counselor.
- If you're moving out of or into a building with elevators, contact the building management to schedule use of the elevators.
- All items in the attic, crawl space, or temporary storage must be brought to an accessible area for the driver.
- If moving into a cold climate, make sure vehicles, boats, ATVs, and other recreational vehicles are properly serviced to handle freezing temperatures.
- Vehicles and boats should have all personal items removed prior to transport.

1 week before:

- Contact your moving counselor to confirm arrival time of the moving van and provide any last minute details. Give directions to your new home for your moving company and include your itinerary, emergency and contact numbers.
- Prior to the packers' arrival, place any items not intended for transport in a safe area.
- Pack a box of personal items that will be needed immediately at your new home. Have this box loaded last or carry it in your car.
- Drain gas and oil from power equipment (lawn mowers, snow blowers, etc.).
- Defrost your freezer, refrigerator and wipe it out. Block doors open so they can't accidentally close on pets or children.
- Have your major appliances disconnected and prepared for the move (washer, dryer, ice maker). Your moving counselor can help with arrangements for a third party to provide these services.
- Pendulum clocks, pool tables, hot tubs, sewing machines, pianos, waterbeds and large screen TVs may require servicing and packing. Please notify your moving company of these items to ensure they are properly prepared.
- Backup any important stored data you have on your computer. Remove printer ink cartridges and copier toner.

Transportation Limitations

• **Movers are forbidden by law to ship or store the following items:**

- Aerosol Cans
- Ammunition
- Automotive Repair and Maintenance Chemicals
- Bleach
- Butane or Propane Tanks/Bottles (even if certified empty)
- Cleaning Supplies
- Combustibles
- Fireworks
- Gasoline
- Hazardous Materials
- Lighter Fluid
- Matches
- Nail Polish Remover
- Oxygen Bottles/Tanks
- Paint & Paint Thinners
- Perishable Items

- Wine is perishable and wine collections are susceptible to damage caused by atmospheric conditions. You should transport the wine or arrange for climate-controlled vehicle.
- Plants should not be moved on the moving van. The driver has final right of refusal and will not be liable for plant damage.
- We do not recommend transporting firearms in the moving van. If firearms are transported, the Brady Bill requires that the make, model and serial number be listed on the inventory. You will need to initial the inventory line acknowledging receipt.

Transportation Limitations

- The following items are not covered under your valuation (transit protection) policy and should be taken with you personally:
 - Checkbook
 - Credit Cards
 - Important Documents
 - Precious Stones
 - Collections (e.g., stamps, baseball cards)
 - Currency
 - Jewelry
 - Securities

Move Day

- Organize and set aside those things that you're taking with you so that they don't get loaded on the van.
- Keep children and pets in a secured area while movers are packing and loading.
- Make sure that someone is at home to answer the van foreman's questions.
- All walkways and driveways must be clear of snow, ice, mud or other hazards.
- It is important to do a final walkthrough of the residence prior to the driver leaving to ensure everything has been loaded and any residence damage is noted.
- Read your Bill of Lading and Inventory carefully before you sign them. Keep these and all related papers in a safe location until all charges have been paid and all claims, if any, have been settled.

Delivery Day

- You are required to check off the inventory sheet to ensure delivery of all items and note any missing items.
- It is important to do a walkthrough of the residence prior to the driver leaving and note any property damage.

I have discussed the customer responsibilities listed above with my Agent Representative and understand what is required of me to prepare my shipment for transport.

Customer Signature: _____

Date: _____

Agent Representative: _____

Date: _____

