

IMPORTANT RESPONSIBILITIES FOR YOUR MOVE

YOU are the most important team member in this process. Your active participation and engagement are essential in every segment of your move.

- On the days set aside to service your move, **DO NOT** make travel arrangements. It is critical you are available throughout the relocation process to answer crew questions, sign paperwork and secure the residence when the crew is finished.
- Notify gas, electric, water and phone companies to discontinue service the day **AFTER** your load day.
- Take enough clothing with you to provide for your family until the end of your delivery spread.
- Separate and secure, prior to our crew's arrival, any items you do not want the movers to take with them (important documents, deeds, insurance papers, prescription medicine, airline tickets, travel itinerary, car keys, cellular phone chargers, garage door openers, etc.). Keys to furniture must be kept with you as they are too small to be safely packed and the drivers do not need them. Either pack these items and put in your vehicle or be sure to label them well as items not to be packed and discuss with the crew upon their arrival.
- Check all dresser drawers **PRIOR** to the packers' arrival to be sure nothing valuable or breakable is left in them. Items such as fine jewelry, coin collections and currency should be transported by you.
- Guns may be transported by your driver but must be declared separately to him and listed on your inventory including serial numbers. All gun ammunition must be transported by you.
- The Van Lines has no liability for alcoholic beverages although the driver may agree to transport them. That agreement does not constitute liability on the part of the Van
- Wines. We suggest during warm or freezing weather, you ship fine wines by another method or take with you.

- Plants may be transported at the driver's discretion, however, in some states a certificate of inspection from your local Department of Agriculture certifying their health to give the driver is required by law. If the driver agrees to transport your plants neither he or the Van Lines has any responsibility for condition at destination.
- Complete the High Value Inventory form identifying all items that are valued at \$100 or more per pound. Examples: Art, China, Crystal, small electronics (iPods, iPads, Tablets, Laptops, etc.), Digital Cameras, Furs, Antiques, Designer Shoes/Clothing/Handbags, Sports Memorabilia, etc. Provide the crew with the completed form, upon their arrival, and point out where all the items on the list are in the home so they can ensure the items are properly packed and tagged.
- Take down all items that are permanently affixed to walls that need to be moved prior to our crew's arrival (shelving, ceiling fans, curtains, under the counter appliances, light fixtures, etc.) unless your company has authorized other arrangements.
- Consult the manufacturer's instruction manual and disconnect all your home electronics that we will be packing for transit prior to the crew's arrival (computers, stereo's, DVD players, TVs, etc. – remember to remove the ink from your printers!). All wiring must be detached by you and should be kept nearby, so it can be packed together. Please keep remote control units with the item they control to aid in locating them at destination. Most companies do not provide disassembly or reassembly of electronic equipment. Should you require this, please check with your company's policy.
- Please remove all attic items prior to our crew's arrival unless your company has approved the additional extra labor charges for our crew to remove them. Our crews are **NOT** authorized to go into the attic unless it is completely floored **AND** has a permanent ladder due to safety and liability reasons.
- Empty, defrost, clean and dry your refrigerator/freezer 24 hours prior to loading to avoid mildew or unpleasant odors. We suggest baking soda or coffee grounds in a nylon stocking as a freshener to prevent musty odors.
- Lawn mowers and other gasoline engines must be emptied of oil and gas. Gas cans should be rinsed to avoid fumes.
- Be sure to clean out your charcoal BBQ grill if applicable and all trash cans. If you have a propane grill, the tank must be removed and disposed of by you even if it has not been used. We are not allowed to put propane tanks on the van.

- Outdoor furniture must be dry and free of moisture before we can load onto the truck.
- All items to be packed should be cleaned and dry prior to pack day. The packers make every attempt to be considerate, however, they have a great deal to accomplish and cannot wash dishes, empty containers of sugar, spices, etc. before packing.
- If vehicles are being transported, the gas tank should be ¼ full or less, but not empty. All items not considered standard automotive equipment should be removed. The driver can refuse to load a vehicle if there are any personal items inside the vehicle including the trunk.
- Do a complete walkthrough of your home at the end of the packing and loading service with the lead crew members to ensure every item has been packed and loaded onto the truck. Be sure to check the cabinets, drawers, closets, dishwasher, attic, garage, shed and all outdoor areas. Items left behind are your responsibility to transport as there is usually no way to have your driver return.
- Be sure to check the property for any damage, notate any issues on the paperwork and notify your Move Coordinator **immediately** if damage has occurred. Property damage must be reported to your Move Coordinator within (2) business days of packing or loading.
- At delivery, verify the delivery of all items by checking off the 'bingo' sheet. **DO NOT** waive checking the bingo process as that may result in denial of a claim for missing items. Examine the condition of all non-packed items. Open any carton that appears damaged or has tape broken before the van operator leaves. Make any exceptions to cargo loss or damage on the completed inventory lists referencing the inventory or 'sticker' number from the item or carton. **DO NOT** discard any damaged items! It is imperative the item is available for inspection or the claim may be denied. In the event of loss or damage, notify your Move Coordinator **immediately!**
- Prior to the Van Operator leaving the destination residence, do a complete walkthrough to ensure all items have been placed in the area you have designated, all items have been reassembled and that there is no physical damage to the property. Property damage **MUST** be reported to your Move Coordinator within (2) business days of delivery.