



## Your Guide to a Successful Move

### Customer Responsibilities & Moving Tips

As part of our effort to ensure a convenient and stress-free move, Allied Van Lines developed the following list of tips and disclosures to help you prepare for your moving day. As you review the guide, please do not hesitate to contact us with any questions.

## MOVE PLANNER

### Eight Weeks Before Your Move

- Contact your Allied Van Lines agent to begin preparing for your move. At this time, schedule a pre-move survey of your home.
- Before the survey, go through your home and decide which items will be moved.
- Allied Van Lines provides professional packing services. If you plan to have us pack some of your belongings, specify those items during the pre-move survey. Identify any additional items that may need special services (i.e., pool tables, gym equipment, etc.).
- However, if you decide to pack yourself, you can purchase boxes and packing material from us. The cost of these materials and any delivery charges will be added to your Bill of Lading.
- At this time, review valuation protection options and any short or long term storage needs with your moving counselor.
- Begin packing items you will not be using over the next few months and dispose of belongings that you do not plan to move. Some options include:
  - Hold a garage sale.
  - Ask about our partnership with The Salvation Army, a great decluttering solution.
  - Sell unwanted furniture or appliances.
  - Dispose of any hazardous materials or any item which cannot be moved (see "Transportation Limitations").
- Obtain and read the booklet, "Your Rights and Responsibilities When You Move." If you do not understand any portion of this booklet, see your moving counselor.

### Six Weeks Before Your Move

- 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.
- Obtain copies of your personal records from schools, doctors, dentists, lawyers and accountants. Ask for referrals for your new neighborhood.
- Make a list of everyone you need to notify about your move: friends, professionals, creditors, subscriptions, etc.

### Four Weeks Before Your Move

- If you're packing yourself, begin to pack items that you won't need in the next month.
- Contact utility and related companies (gas, electric, water, telephone, cable TV, internet and trash collection) for service disconnect/connection at your old and new addresses. Remember to keep essential utilities connected at your current home throughout moving day.
- Be mindful of the goods packed in plastic totes - do not pack books or heavy items in them.
- Arrange special transport for your pets and plants.
- If you are moving out of an apartment or condo building, check with the building manager to reserve elevators, loading docks or a parking space for the move.

### Three Weeks Before Your Move

- 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 may arise.
- Collect important papers (insurance, will, deeds, stock, titles, registrations, birth certificates, social security/Medicare cards, passports, etc.). These should not be moved with your household goods.
- Contact your financial institutions and find out how to transfer your accounts. Clear out your safety deposit box.

### Two Weeks Before Your Move

- Contact your moving counselor to review and confirm all arrangements for your move.
- Complete all pre-move paperwork, including the High Value Inventory Form.
- 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.



## One Week Before Your Move

- Contact your moving counselor to confirm your move dates and estimated arrival time of the moving van.
- Prior to the crew's 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. Load this box last or carry it in your car.
- Drain gas and oil from power equipment (lawn mowers, snow blowers, etc.).
- Disconnect or defrost major appliances to prepare them for move day (washer, dryer, ice maker). Your moving counselor can also arrange for a third party to provide these services.
- Pendulum clocks, pool tables, hot tubs, sewing machines, pianos, waterbeds and large screen televisions may require servicing and special packing. Notify your moving counselor of these items to ensure they are properly prepared for move day.
- Backup any important stored data you have on your computer. Remove printer ink cartridges and copier toner.

## MOVE DAY

- All walkways and driveways must be clear of snow, ice, mud or other hazards.
- Make sure that you are present throughout the loading process to answer any questions the movers have and to give directions. If you cannot be there, make sure that an adult you trust is there to act as your representative.
- Keep children and pets in a secured area while movers are packing and loading.
- Accompany the driver and crew leader as they complete the inventory forms.
- Prior to the movers leaving, have the driver or crew leader join you for a final walkthrough of the residence to confirm that no items have been overlooked.
- Review the 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

- It is standard for the driver to contact you by phone or text message one day prior to delivery to confirm his arrival time. Note that if you are unavailable during the window of delivery dates (refer to the Bill of Lading), your shipment could go into storage at your expense.
- Be present at your new home when your belongings are delivered. If you cannot be there, make sure someone you trust is there. You must inform the driver of the name of the person you have authorized to act as your representative.
- You are required to check off the inventory sheet to ensure delivery of all items. At this time, note any damage or missing items on the inventory form.
- Let the movers know in which room each item belongs. Your movers are responsible for:
  - Laying rugs.
  - Placing each piece of furniture where you request.
  - Re-assembling any furniture that was disassembled by the driver at loading.
  - Setting up bed frames and mattresses (except for waterbeds and canopies).
  - Removing the furniture pads used to protect your belongings.
- The movers are not responsible for installing appliances or attaching items/fixtures to the wall.
- It is important to complete a final walkthrough of the residence prior to the driver leaving.
- Once the unloading is complete, carefully review the inventory forms to confirm that all items are accounted for. Sign and date the inventory forms, and make sure you receive copies. Signing the inventories acknowledges that you have received all your possessions and you agree with the condition of the items delivered.

# Welcome Home!





## 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
  - Pressurized containers (aerosols, fuel, scuba tanks, etc.)
  - Lithium-ion batteries, including hoverboards
- 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.
- 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/Watches
  - Securities
  - Deeds
  - Evidence of Debt
  - Plants
  - Wine Collections
  - School Records
  - Medical Records
  - Tax Records

