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"Everything you need to know about moving but was afraid to ask."

2008 - Universal moving guide

This guide is a compilation of TIPS and recommendations from reputable sources, government agencies, moving specialist, and authors in the moving industry that shares their experiences and knowledge for you to avoid making mistakes or being victims of moving scams. This guide will enable you to make the right choices for this upcoming moving season. It is ALL Here; Ladies and gentlemen, good luck and good reading. From the whole team of Movemewithcare.com, we wish you a successful and happy moving season and a great moving experience. Contact phone number is 1-877-963-7283. Our website URL is

<http://www.movemewithcare.com>

SECTION 1

Federal Regulations and Information (includes glossary of moving terms)

Federal Motor Carrier Safety Administration¹

Your Rights and Responsibilities When You Move

Prepared By :The Federal Highway Administration (FHWA)

OCE-100

TARIFF INSPECTION AND INCORPORATION NOTICE

Federal law requires that movers advise shippers that they may inspect the tariffs that govern your shipment. Carriers' tariffs, by this reference, are made a part of the contract of carriage (bill of lading) between you and the carrier and may be inspected at carrier's facility, or, on request, carrier will furnish a copy of any tariff provision containing carrier's rates, rules or charges governing your shipment, the terms of which cannot be varied.

Incorporated tariff provisions include but are not limited to those: (1.) establishing limitation of carrier's liability, the principal features of which are described in the valuation declaration section of the bill of lading; (2.) setting the time periods for filing claims, the principal features of which are described in Section 6 of the bill of lading; and, (3.) reserving the carrier's right to assess additional charges for additional services performed and, on non-binding estimates, to base charges upon the exact weight of the goods transported.

INTRODUCTION

The Federal Highway Administration (FHWA) regulations protect consumers on interstate moves and define the rights and responsibilities of consumers and household goods carriers (movers).

The mover gives you this pamphlet to provide information about your rights and responsibilities as a shipper of household goods. You should talk to your mover if you have further questions. The mover will also furnish you with a pamphlet describing its procedures for handling your questions and complaints. The pamphlet will include a number you can call to obtain additional information about your move.

ESTIMATES

Although movers are not required to give estimates, most movers do provide estimates when requested. There are two types of estimates, binding and non-binding.

¹ http://www.fmcsa.dot.gov/espa%F10l/english/rights_index.htm

BINDING ESTIMATES OF TOTAL COST

The mover may charge you for providing a binding estimate which must clearly describe the shipment and all services provided.

When you receive a binding estimate, you cannot be required to pay any more than that amount. However, if you have requested the mover to provide more services than those included in the estimate, such as destination charges (i.e., long carry charges, shuttle charges, extra stair carry charges, or elevator charges) often not known at origin, the mover may demand full payment for those added services at time of delivery.

To be effective, a binding estimate must be in writing and a copy must be made available to you before your move.

If you agree to a binding estimate, you are responsible for paying the charges due by cash, certified check, traveller's check, or bank check (one drawn by a bank on itself and signed by an officer of the bank) at time of delivery unless the mover agrees before you move to extend credit or to accept payment by charge card. If you are unable to pay at the time the shipment is delivered, the mover may place your shipment in storage at your expense until the charges are paid.

NON-BINDING ESTIMATES OF APPROXIMATE COST

The mover is not permitted to charge for giving a non-binding estimate.

A non-binding estimate is not a bid or contract. It is provided by the mover to give you a general idea of the cost of the move, but it does not bind the mover to the estimated cost. Furthermore, it is not a guarantee that the final cost will not be more than the estimate. The actual cost will be in accordance with the mover's published tariffs. All movers are legally obligated to collect no more and no less than the charges shown in their tariffs regardless of prior rate quotations contained in non-binding estimates. The charges contained in the tariffs are essentially the same for the same weight shipment moving the same distance. If you obtain differing (non-binding) estimates from different movers, you will be obligated to pay only the amount specified in the tariff. Therefore, a non-binding estimate may have no effect on the amount you will have to pay.

Non-binding estimates must be in writing and clearly describe the shipment and all services provided. Any time a mover provides such an estimate the amount of the charges estimated must be on the order for service and bill of lading relating to your shipment. If you are given a non-binding estimate, do not sign or accept the order for service or bill of lading unless the amount estimated is entered on each form when prepared by the mover.

If you are given a non-binding estimate, the mover cannot require you to pay more than the amount of the original estimate, plus 10 percent, at time of delivery. You will then have at least 30 days after delivery to pay any remaining charges.

IF YOU REQUEST THE MOVER TO PROVIDE MORE SERVICES THAN THOSE INCLUDED IN THE ESTIMATE, THE MOVER MAY DEMAND FULL PAYMENT FOR THOSE ADDED SERVICES AT TIME OF DELIVERY.

SPACE RESERVATIONS, EXPEDITED SERVICE, EXCLUSIVE USE OF A VEHICLE AND GUARANTEED PICKUP AND DELIVERY

It is customary for movers to offer price and service options. The total cost of your move may be

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increased if you want additional or special services. Before you agree to have your shipment moved under a bill of lading providing special service, you should have a clear understanding with the mover what the additional cost will be. You should always consider that you may find other movers who can provide the service you require without requiring that you pay the additional charges.

One service option is a **SPACE RESERVATION**. If you agree to have your shipment transported under a space reservation agreement, you are required to pay for a minimum number of cubic feet of space in the moving van regardless of how much space in the van is actually occupied by your shipment.

A second service option is **EXPEDITED SERVICE** to aid shippers who must have their shipments transported on or between specific dates which the mover could not ordinarily agree to do in its normal operations.

Another customary service option is **EXCLUSIVE USE OF A VEHICLE**. If for any reason you desire or require that your shipment be moved by itself on the mover's truck or trailer, most movers will provide such service.

Still another service option is **GUARANTEED SERVICE ON OR BETWEEN AGREED DATES**.

You enter into an agreement with the mover that provides for your shipment to be picked up, transported to destination and delivered on specific guaranteed dates. If the mover fails to provide the service as agreed, you are entitled to be compensated at a predetermined amount or a daily rate (per diem) regardless of the expense you actually might have incurred as a result of the mover's failure to perform.

Before requesting or agreeing to any of these price and service options, be sure to ask the mover's representatives about the final costs you will be required to pay.

TRANSPORT OF SHIPMENTS ON TWO OR MORE VEHICLES

Although all movers try to move each shipment on one truck it becomes necessary at times to divide a shipment among two or more trucks. This may occur if the mover has underestimated the cubic feet of space required for your shipment, with the consequence that it will not all fit on the first truck. The remainder or "leave behind" will be picked up by a second truck at a later time and may arrive at the destination at a later time than the first truck. When this occurs, your transportation charges will be determined as if the entire shipment moved on one truck.

If it is important for you to avoid the inconvenience of a "leave behind," be sure that your estimate includes an accurate calculation of the cubic feet required for your shipment. Ask your estimator to use a "Table of Measurements" form in making this calculation. Consider asking for a binding estimate, which is more likely to be conservative with regard to cubic feet than non-binding estimates. If the mover offers the service, consider making a space reservation for the necessary amount of space plus some margin of error. In any case, it is prudent to "prioritize" your goods in advance of the move so that the more essential items will be loaded on the first truck if some are left behind.

ORDER FOR SERVICE

Moving companies are required to prepare an order for service on every shipment transported for an individual shipper. You are entitled to a copy of the order for service when it is prepared.

The order for service is not a contract. Should your move be cancelled or delayed or if you decide not to use the mover, you should promptly cancel the order.

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Should there be any change in the dates on which you and the mover agreed that your shipment will be picked up and delivered, or any change in the non-binding estimate, the mover may prepare a written change to the order for service. The written change should be attached to the order for service. You and the mover must sign the order for service.

BILL OF LADING

The bill of lading is the contract between you and the mover. The mover is required by law to prepare a bill of lading for every shipment it transports. The information on the bill of lading is required to be the same information shown on the order for service. The driver who loads your shipment must give you a copy of the bill of lading before loading your furniture.

IT IS YOUR RESPONSIBILITY TO READ THE BILL OF LADING BEFORE YOU ACCEPT IT.

The bill of lading requires the mover to provide the service you have requested, and you must pay the charges for the service.

THE BILL OF LADING IS AN IMPORTANT DOCUMENT. DO NOT LOSE OR MISPLACE YOUR COPY.

Have it available until your shipment is delivered, all charges are paid and all claims, if any, are settled.

INVENTORY

At the time the mover's driver loads your shipment, he or she, although not required to do so, usually inventories your shipment listing any damage or unusual wear. The purpose is to make a record of the condition of each item. If the driver does not make an inventory, you should make one yourself.

After completing the inventory, the driver will usually sign each page and ask you to sign each page. It is important before signing that you make sure that the inventory lists every item in your shipment and that the entries regarding the condition of each item are correct. You have the right to note any disagreement. When your shipment is delivered, if an item is missing or damaged, your ability to recover from the mover for any loss or damage may depend on the notations made.

The driver will give you a copy of each page of the inventory. Attach the complete inventory to your copy of the bill of lading. It is your receipt for the goods.

At the time your shipment is delivered, it is your responsibility to check the items delivered against the items listed on your inventory. If new damage is discovered, make a record of it on the inventory form. Call the damage to the attention of the driver and request that a record of the damage be made on the driver's copy of the inventory.

After the complete shipment is unloaded, the driver will request that you sign the driver's copy of the inventory to show that you received the items listed. Do not sign until you have assured yourself that it is accurate and that proper notations have been entered regarding any missing or damaged items. When you sign the inventory, you are giving the driver a receipt for your goods.

SHIPMENTS SUBJECT TO MINIMUM WEIGHT OR VOLUME CHARGES

Movers usually have a minimum weight or volume charge for transporting a shipment. Usually the minimum is the charge for transporting a shipment of at least 1,000 pounds (454 kilograms).

If your shipment appears to weigh less than the mover's minimum weight, the mover is required to advise you on the order for service of the minimum cost before agreeing to transport the shipment. Should the mover fail to advise you of the minimum charges and your shipment is less than the minimum weight, the final charges must be based on the actual weight instead of the minimum weight.

DETERMINING THE WEIGHT OF YOUR SHIPMENT

If charges are to be based upon the weight of the shipment, the mover is required to weigh the shipment. Unless your shipment weighs less than 1,000 pounds (454 kilograms) and can be weighed on a warehouse platform scale, the mover is required to determine the weight of your shipment by one of the following processes.

ORIGIN WEIGHING - If your shipment is weighed in the city or area from which you are moving, the driver is required to weigh the truck on which the shipment is to be transported before coming to your residence. This is called the **tare weight**. At the time of this first weighing the truck may already be partially loaded with one or more other shipments. This will not affect the weight of your shipment. The truck should also contain the pads, dollies, hand-trucks, ramps, and other equipment normally used in the transportation of household goods shipments.

After loading, the truck will be weighed again to obtain the loaded weight, called the **gross weight**. The net weight of your shipment is then obtained by subtracting the **tare weight** from the **gross weight**.

DESTINATION WEIGHING - The mover is also permitted to determine the weight of your shipment at the destination at the time of unloading. The fact that a shipment is weighed at the destination instead of at the origin will not affect the accuracy of the weight of your shipment. **THE MOST IMPORTANT DIFFERENCE IS THAT THE MOVER WILL NOT BE ABLE TO DETERMINE THE EXACT CHARGES ON YOUR SHIPMENT BEFORE IT IS UNLOADED.**

Destination weighing is done in reverse of origin weighing. After arriving in the city or area to which you are moving, the driver will weigh the truck, with your shipment loaded on it, to obtain the gross weight before coming to your new residence to unload. After unloading your shipment, the driver will again weigh the truck to obtain the tare weight. The net weight of your shipment will then be obtained by subtracting the tare weight from the gross weight.

Each time a weighing is performed the driver is required to obtain a weight ticket showing the date and place of weighing and the weight obtained. The ticket must also have your name and shipment number entered on it, along with the identification (I.D.) numbers of the truck. The ticket must be signed by the person who performed the weighing. If both the empty (tare) and loaded (gross) weighings are performed on the same scale, the record of both weighings may be entered on one weight ticket.

At the time the mover gives you the freight bill to collect the charges, a copy of every weight ticket relating to your shipment must accompany your copy of the freight bill.

You have the right to observe every weighing. The mover is required to inform you of the specific location of each scale that will be used and to allow you a reasonable opportunity to be present. If

you desire to observe either or both of the weighings, you should tell the mover at the time the order for service is prepared or, in any event, before the date of your move. This will enable the mover to contact you before the weighing to advise you of the location of the scale.

REWEIGHING OF SHIPMENTS

If your shipment is weighed at origin and you agree with the mover that you will pay the charges at time of delivery, the mover is required to give you written notice of the weight and charges on your shipment before commencing to unload at your destination residence. If you believe that the weight is not accurate, you have the right to request that the shipment be reweighed before unloading.

The mover is not permitted to charge for the reweighing. If the weight of your shipment at the time of the reweigh is different from the weight determined at origin, the mover must recompute the charges based on the reweigh weight.

Before requesting a reweigh, you may find it to your advantage to estimate the weight of your shipment using the following method:

- Count the number of items in your shipment. Usually there will be either 30 or 40 items listed on each page of the inventory. For example, if there are 30 items per page and your inventory consists of four complete pages and a fifth page with 15 items listed, the total number of items will be 135. **If an automobile is listed on the inventory do not include that item in the count of the total items.**
- Subtract the weight of any automobile included in your shipment from the total weight of the shipment. If the automobile was not weighed separately, its weight can be found on its title or license receipt.
- Divide the number of items in your shipment into the weight. If the average weight resulting from this exercise ranges between 35 and 45 pounds (16 and 20 kilograms) per article, it is unlikely that a reweigh will prove beneficial to you and could result in your paying higher charges.

Experience has shown that the average shipment of household goods will weigh about 40 pounds (18 kilograms) per item. If a shipment contains a large number of heavy items, such as cartons of books, boxes of tools or heavier than average furniture, the average weight per item may be 45 pounds (20 kilograms) or more.

PICKING UP AND DELIVERING SHIPMENTS ON THE AGREED DATES

You and your mover must reach agreement as to when your shipment is to be picked up and delivered. It is your responsibility to determine on what date, or between what dates, you need to have the shipment picked up and on what date or between what dates, you require delivery. It is the mover's responsibility to tell you if the service can be provided on or between those dates or, if not, on what other dates the service can be provided.

In the process of reaching an agreement with a mover, it may be necessary for you to alter your moving and travel plans if no mover can provide service on the specific dates you desire. Do not agree to have your shipment picked up or delivered as soon as possible. The dates or periods of time you and the mover agree on should be definite.

Once an agreement is reached, the mover is required to enter those dates on the order for service and the bill of lading.

Once your goods are loaded, the mover is contractually bound to provide the service described in the bill of lading. The only defense for not providing the service on the dates called for is the

"defense of force majeure." This is a legal term which means that if circumstances which could not have been foreseen and which are beyond the control of the mover prevent the performance of the service as agreed to in the bill of lading, the mover is not responsible for damages resulting from the non-performance.

If, after an order for service is prepared, the mover is unable to make pickup or delivery on the agreed dates, the mover is required to notify you by telephone, telegram or in person. The mover must at that time tell you when your shipment can be picked up or delivered. If for any reason you are unable or unwilling to accept pickup or delivery on the dates named by the mover, you should attempt to reach agreement on an alternate date.

The establishment of a delayed pickup or delivery date does not relieve the mover from liability for damages resulting from the failure to provide service as agreed. However, when you are notified of alternate delivery dates it is your responsibility to be available to accept delivery on the dates specified. If you are not available and willing to accept delivery, the mover has the right to place your shipment in storage at your expense or hold the shipment on its truck and assess additional charges.

If after the pickup of your shipment, you request the mover to change the delivery date, most movers will agree to do so providing your request will not result in unreasonable delay to their equipment or interfere with another customer's move. However, the mover is not required to consent to amended delivery dates and has the right to place your shipment in storage at your expense if you are unwilling or unable to accept delivery on the date agreed to in the bill of lading.

If the mover fails to pick up and deliver your shipment on the dates entered on the bill of lading and you have expenses you otherwise would not have had, you may be able to recover those expenses from the mover. This is what is called an inconvenience or delay claim. Should a mover refuse to honor such a claim and you continue to believe that you are entitled to be paid damages, you may sue the mover. **The FHWA has no authority to order the mover to pay such claims.**

While it is hoped that your shipment will not be delayed, you should consider this possibility and find out before you agree for a mover to transport your shipment what payment you can expect if the service is delayed through the fault of the mover.

NOTIFICATION OF CHARGES

You must advise the mover at the time you make the arrangements for the move if you wish to be notified of the weight and charges. You are required to give the mover a telephone number or address at which the notification will be received.

The mover must notify you of the charges at least one 24-hour weekday prior to the delivery, unless the shipment is to be delivered the day after pickup. The 24-hour requirement does not apply when you obtain an estimate of the costs prior to the move or when the shipment is to be weighed at the destination.

RECEIPT FOR DELIVERY OF THE SHIPMENT

At the time of delivery, the mover expects you to sign a receipt for your shipment. This is usually accomplished by having you sign each page of the mover's copy of the inventory.

Movers are prohibited from having you sign a receipt which relieves the mover from all liability for loss or damage to the shipment. Do not sign any receipt which does not provide that you are signing for your shipment in apparent good condition except as noted on the shipping documents.

THE MOVER'S LIABILITY FOR LOSS AND DAMAGE

All moving companies are required to assume liability for the value of the goods which they transport. However, there are different levels of liability, and consumers should be aware of the amount of protection provided and the charges for each option.

Basically, most movers offer four different levels of liability under the terms of their tariffs and pursuant to the Surface Transportation Board's Released Rates Orders which govern the moving industry.

OPTION 1: RELEASED VALUE

This is the most economical protection option available. This no additional-cost option provides minimal protection. Under this option, the mover assumes liability for no more than 60 cents per pound (\$1.32 per kilogram), per article. Loss or damage claims are settled based on the pound weight of the article multiplied by 60 cents (or the kilogram weight multiplied by \$1.32). For example, if a 10-pound (4.54 kilogram) stereo component, valued at \$1,000 were lost or destroyed, the mover would be liable for no more than \$6.00. Obviously, the shipper should think carefully before agreeing to such an arrangement. There is no extra charge for this minimal protection, but you must sign a specific statement on the bill of lading agreeing to it.

OPTION 2: DECLARED VALUE

Under this option, the valuation of your shipment is based on the total weight of the shipment times \$1.25 per pound (\$2.75 per kilogram). For example, a 4,000-pound shipment (1814.4 kilogram) would have a maximum liability value of \$5,000.00. Any loss or damage claim under this option is settled based on the depreciated value of the lost or damaged item(s) up to the maximum liability value based on the weight of the entire shipment. Under this option, if you shipped a 10-pound (4.54 kilogram) stereo component that originally cost \$1,000, the mover would be liable for up to \$1,000, based on the depreciated value of the item.

Unless you specifically agree to other arrangements, the mover is required to assume liability for the entire shipment based on this option. Also, the mover is entitled to charge you \$7.00 for each \$1,000 (or fraction thereof) of liability assumed for shipments transported under this option. In the example above, the valuation charge for a shipment valued at \$5,000 would be \$35.00. Under this option, your shipment is protected based on its depreciated value, and the mover is entitled to charge you a fee for this extra protection.

OPTION 3: LUMP SUM VALUE

Under this option, which is similar to Option 2, if the value of your shipment exceeds \$1.25 per pound (\$2.75 per kilogram) times the weight of the shipment, you may obtain additional liability protection from the mover. You do this by declaring a specific dollar value for your shipment. The amount you declare must exceed \$1.25 per pound (\$2.75 per kilogram) times the weight of the shipment. The amount of value that you declare is subject to the same valuation charge (\$7.00 per \$1,000) as described in OPTION 2. For example, if you declare that your 4,000-pound (1814.4 kilogram) shipment is worth \$10,000 (instead of the \$5,000 under OPTION 2), the mover will charge you \$7.00 for each \$1,000 of declared value, or \$70.00, for this increased level of liability. If you ship articles that are unusually expensive, you may wish to declare this extra value. You must make this declaration in writing on the bill of lading.

OPTION 4: FULL VALUE PROTECTION

Many movers offer a fourth level of added-value protection, often referred to as "full value protection" or "full replacement value." If you elect to purchase full value protection, articles that are lost, damaged or destroyed will be either repaired, replaced with like items, or a cash settlement will be made for the current market replacement value regardless of the age of the lost or damaged item. Unlike the other options, depreciation of the lost or damaged item is not a factor in determining replacement value when the shipment is moved under full value protection.

The cost for full value protection is approximately \$8.50 per \$1,000 of declared value; however, the minimum value declared must be equal to the weight of the shipment multiplied by \$3.50 per pound (\$7.70 per kilogram), which is further subject to a minimum declaration of \$21,000.

For example, if your shipment weighs 5,000 pounds (2,268 kilograms), the minimum declared value must be at least \$21,000. The exact cost for full value protection may vary by mover and may be further subject to various deductible levels of liability which may reduce your cost. Ask your mover for the details of its specific plan.

Under these four options, movers are permitted to limit their liability for loss or damage to articles of extraordinary value, unless you specifically list these articles on the shipping documents. An article of extraordinary value is any item whose value exceeds \$100 per pound (\$220 per kilogram). Ask your mover for a complete explanation of this limitation before you move. It is your responsibility to study this provision carefully and to make the necessary declaration.

These optional levels of liability are not insurance agreements which are governed by State insurance laws, but instead are authorized under Released Rates Orders of the Surface Transportation Board of the U.S. Department of Transportation. In addition to these options, some carriers may also offer to sell, or procure for you, separate liability insurance from a third-party insurance company when you release your shipment for transportation at the minimum released valuation of 60 cents per pound (\$1.32 per kilogram) per article (Option 1). This is not valuation coverage governed by Federal law, but optional insurance that is regulated under State law. If you purchase this separate coverage, in the event of loss or damage which is the responsibility of the mover, the mover is liable only for an amount not exceeding 60 cents per pound (\$1.32 per kilogram) per article, and the balance of the loss is recoverable from the insurance company up to the amount of insurance purchased. The mover's representative can advise you of the availability of such liability insurance and the cost.

If you purchase liability insurance from or through your mover, the mover is required to issue a policy or other written record of the purchase and to provide you with a copy of the policy or other document at the time of purchase. If the mover fails to comply with this requirement, the mover becomes fully liable for any claim for loss or damage attributed to its negligence.

COMPLAINTS AND INQUIRIES ABOUT THE MOVER'S SERVICE

All movers are expected to respond promptly to complaints or inquiries from their customers. Should you have a complaint or question about your move, you should first attempt to obtain a satisfactory response from the mover's local agent, the sales representative who handled the arrangements for your move, or the driver assigned to your shipment.

If for any reason you are unable to obtain a satisfactory response from one of these persons, you should then contact the mover's principal office. When you make such a call, be sure to have available copies of all the documents related to the move. **Particularly important is the number assigned to your shipment by the mover.**

Interstate movers are also required to offer neutral arbitration as a means of resolving consumer

disputes involving loss or damage on collect on delivery (COD) shipments. Your mover is required to provide you with information regarding its arbitration program.

All interstate moving companies are required to maintain a complaint and inquiry procedure to assist their customers. At the time you make the arrangements for your move, you should ask the mover's representative for a description of the mover's procedure, the telephone number to be used to contact the carrier and whether the mover will pay for such telephone calls.

PAYMENTS

PAYMENT OF THE TRANSPORTATION CHARGES

At the time for payment of transportation charges, the mover is required to give you a freight bill identifying the service provided and the charge for each service. It is customary for most movers to use a copy of the bill of lading as a freight bill; however, some movers use an entirely separate document for this purpose.

Except in those instances where a shipment is moving on a binding estimate, the freight bill must specifically identify each service performed, the rate per unit for each service, and the total charges for each service. **Do not accept or pay a freight bill which does not contain this information.**

If your shipment was transported on a collect on delivery (COD) basis, you will be expected to pay the total charges appearing on the freight bill at the time of delivery unless the mover provided a non-binding estimate of approximate cost and the total charges for the services included in the estimate exceed 110 percent of the estimated charges.

It is customary for movers to provide in their tariffs that freight charges must be paid in cash, by certified check, traveler's check, or bank check (one drawn by a bank on itself and signed by an officer of the bank). When this requirement exists, the mover will not accept personal checks. At the time you make arrangements for your move, you should ask the mover about the form of payment that is acceptable.

Some movers permit payment of freight charges by use of a charge card. However, do not assume that because you have a nationally recognized charge or credit card that it will be acceptable for payment. Ask the mover at the time the arrangements are made.

If you do not pay the transportation charges at the time of delivery the mover has the right under the bill of lading to refuse to deliver your goods. The mover may place them in storage at your expense until the charges are paid.

If, before payment of the transportation charges, you discover an error in the charges, you should attempt to correct the error with the driver, the mover's local agent, or by contacting the mover's main office. If an error is discovered after payment, you should write the mover (the address will be on the freight bill) explaining the error and request a refund.

Movers customarily check all shipment files and freight bills after a move has been completed to make sure the charges were accurate. If an overcharge is found, you will be notified and a refund made. If an undercharge occurred, you will be billed for the additional charges due.

PAYMENT OF THE TRANSPORTATION CHARGES ON SHIPMENTS TRANSPORTED ON TWO MORE VEHICLES

Although all movers try to move each shipment on one truck it becomes necessary at times to divide a shipment among two or more trucks. This frequently occurs when an automobile is

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included in the shipment and it is transported on a vehicle specially designed to transport automobiles. When this occurs your transportation charges are the same as if the entire shipment moved on one truck.

If your shipment is divided for transportation on two or more trucks, the mover can require payment for each portion as it is delivered.

Movers are also permitted, but not required, to delay the collection of all the charges until the entire shipment is delivered. At the time you make the arrangements for your move, you should ask the mover about its policies in this respect.

PAYMENT OF TRANSPORTATION CHARGES ON SHIPMENTS LOST OR DESTROYED IN TRANSIT

Movers customarily make every effort to assure that while your shipment is in their possession for transportation, no items are lost, damaged or destroyed. However, despite the precautions taken, articles are sometimes lost or destroyed during the move.

In addition to any money you may recover from the mover to compensate for lost or destroyed articles, you are also entitled to recover the transportation charges represented by the portion of the shipment lost or destroyed.

On shipments with partial loss or destruction of goods, the transportation charges must be paid. The mover will then return proportional freight charges at the time loss and damage claims are processed. Should your entire shipment be lost or destroyed while in the mover's possession, the mover cannot require you to pay any of the charges except the amount you have paid or agreed to pay for added liability protection. The fact that you do not pay any transportation charges does not affect any right you may have to recover reimbursement for the lost or destroyed articles providing you pay the charges for added liability protection.

FILING OF CLAIMS FOR LOSS AND DAMAGE OR DELAY AND DISPUTE RESOLUTION PROGRAMS

Should your move result in loss or damage to any of your property, you have the right to file a claim with the mover to recover money for such loss or damage.

You have nine months following either the date of delivery, or the date on which the shipment should have been delivered, to file a claim. However, you should file a claim as soon as possible. If you fail to file a claim within 120 days following delivery and later bring a legal action against the mover to recover the damages, you may not be able to recover your attorney fees even though you win the court action.

While the Federal Government maintains regulations governing the processing of loss and damage claims, it cannot resolve those claims. If you cannot settle a claim with the mover, you may file a civil action to recover in court. In this connection, you may obtain the name and address of the mover's agent for service of legal process in your State by contacting the FHWA.

In addition, interstate movers are required to participate in a Dispute Resolution Program which provides that certain types of unresolved loss or damage claims must be submitted to a neutral arbitrator for resolution. You may find submitting your claim to arbitration under such a program to be a less expensive and more convenient way to seek recovery of your claim. Movers are required to advise all COD shippers of the existence and details of the arbitration program before they accept a shipment to be transported. If the mover does not provide you with information about a dispute resolution program before you move, ask the mover for the details of the program.

CONCLUSION

Should you have any questions about your move which are not answered in this pamphlet, do not hesitate to ask the mover's representative who handled the arrangements for your move, the driver who transports your shipment, or the mover's main office for additional information.

For further advice or assistance, contact the Federal Highway Administration:

LICENSING & INSURANCE DIVISION (HIA-30)

OFFICE OF MOTOR CARRIER AND HIGHWAY SAFETY INFORMATION ANALYSIS

GLOSSARY OF MOVING TERMINOLOGY

FEDERAL HIGHWAY ADMINISTRATION²
400 VIRGINIA AVENUE, SW
WASHINGTON, DC 20024
1-888-DOT-SAFT

GLOSSARY OF MOVING TERMINOLOGY

ACCESSORIAL (ADDITIONAL) SERVICES - services such as packing, appliance servicing, unpacking, or piano stair carries that you request to be performed (or are necessary because of landlord requirements or other special circumstances). Charges for these services are in addition to the transportation charges.

ADVANCED CHARGES - charges for services not performed by the mover but instead by a professional, craftsman or other third party at your request. The charges for these services are paid for by the mover and added to your bill of lading charges.

AGENT - a local moving company authorized to act on behalf of a larger, national company.

APPLIANCE SERVICE - preparation of major electrical appliances to make them safe for shipment.

BILL OF LADING - the receipt for your goods and the contract for their transportation. It is your responsibility to understand the bill of lading before you sign it. If you do not agree with something on the bill of lading, do not sign it until you are satisfied that it is correct. The bill of lading is an

² FEDERAL HIGHWAY ADMINISTRATION

important document. Don't lose or misplace your copy.

BINDING/NON-BINDING ESTIMATE - a binding estimate is an agreement made in advance with the mover that guarantees the total cost of the move based on the quantities and services shown on the estimate. A non-binding estimate is the carrier's approximation of the cost based on the estimated weight of the shipment and the accessorial services requested. A non-binding estimate is not binding on the carrier and the final charges will be based on the actual weight and tariff provisions in effect.

CARRIER - the mover providing transportation of your household goods.

C.O.D. - transportation for an individual shipper for which payment is required at the time of delivery at the destination residence (or warehouse).

EXPEDITED SERVICE - an agreement with the mover to perform transportation by a set date in exchange for charges based on a higher minimum weight.

FLIGHT CHARGE - an extra charge for carrying items up or down flights of stairs.

GUARANTEED PICKUP AND DELIVERY SERVICE - an additional level of service whereby dates of service are guaranteed, with the mover proving reimbursement for delays. This premium service is often subject to minimum weight requirements.

HIGH VALUE ARTICLE - items included in a shipment that are valued at more than \$100 per pound.

INVENTORY - the detailed descriptive list of your household goods showing the number and condition of each item.

LINEHAUL CHARGES - charges for the vehicle transportation portion of your move. These charges apply in addition to the additional service charges.

LONG CARRY - an added charge for carrying articles excessive distances between the mover's vehicle and your residence.

ORDER FOR SERVICE - the document authorizing the mover to transport your household goods.

ORDER (BILL OF LADING) NUMBER - the number used to identify and track your shipment.

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PEAK SEASON RATES - higher linehaul charges that are applicable during the summer months.

PICKUP AND DELIVERY CHARGES - separate transportation charges applicable for transporting your shipment between the SIT warehouse and your residence.

SHUTTLE SERVICE - use of a smaller vehicle to provide service to residences that are not accessible to the mover's normal, larger linehaul equipment.

STORAGE-IN-TRANSIT (SIT) - temporary warehouse storage of your shipment pending further transportation, for example, if your new home isn't quite ready to occupy. You must specifically request SIT service, which may not exceed a total of 90 days of storage, and you will be responsible for the added charges for SIT service, as well as the warehouse handling and final delivery charges.

TARIFF - the mover's required, published price list of rules, regulations, rates and charges for the performance of interstate moving services.

VALUATION - the degree of "worth" of the shipment. The valuation charge compensates the mover for assuming a greater degree of liability than that provided for in the base transportation charges.

WAREHOUSE HANDLING - an additional charge applicable each time SIT service is provided. This charge compensates the mover for the physical placement and removal of items within the warehouse.

POINTS TO REMEMBER

- Movers may give binding estimates.
- Non-binding estimates may not be accurate; actual charges may often exceed the estimate.
- Specify pickup and delivery dates in the **order for service**.
- The **Bill of Lading** is your contract with the mover... **READ IT CAREFULLY...** If you have any questions ask your mover.
- Be sure that you understand the extent of your mover's liability for loss and damage.
- You have the right to be present each time your shipment is weighed.
- You may request a reweigh of your shipment.
- If you have moved on a non-binding estimate, you should have enough cash or a certified check to pay the estimated cost of your move plus 10 percent more at time of delivery.
- Unresolved claims for loss or damage may be submitted to arbitration; ask your mover for details.

SECTION 2 – Know Your Rights and Responsibilities (R's & R's)

A Must Read: Your Rights and Responsibilities When You Move³

Shipments Subject to Minimum Weight or Volume Charges

Movers usually have a minimum weight or volume charge for transporting a shipment. Usually the minimum is the charge for transporting a shipment of at least 1,000 pounds (454 kilograms).

If your shipment appears to weigh less than the mover's minimum weight, the mover is required to advise you on the order for service of the minimum cost before agreeing to transport the shipment. Should the mover fail to advise you of the minimum charges and your shipment is less than the minimum weight, the final charges must be based on the actual weight instead of the minimum weight.

Determining the Weight of Your Shipment

If charges are to be based upon the weight of the shipment, the mover is required to weigh the shipment. Unless your shipment weighs less than 1,000 pounds (454 kilograms) and can be weighed on a warehouse platform scale, the mover is required to determine the weight of your shipment by one of the following processes.

ORIGIN WEIGHING - If your shipment is weighed in the city or area from which you are moving, the driver is required to weigh the truck on which the shipment is to be transported before coming to your residence. This is called the **tare weight**. At the time of this first weighing the truck may already be partially loaded with one or more other shipments. This will not affect the weight of your shipment. The truck should also contain the pads, dollies, hand-trucks, ramps, and other equipment normally used in the transportation of household goods shipments.

After loading, the truck will be weighed again to obtain the loaded weight, called the **gross weight**. The net weight of your shipment is then obtained by subtracting the **tare weight** from the **gross weight**.

DESTINATION WEIGHING - The mover is also permitted to determine the weight of your shipment at the destination at the time of unloading. The fact that a shipment is weighed at the destination instead of at the origin will not affect the accuracy of the weight of your shipment. **THE MOST IMPORTANT DIFFERENCE IS THAT THE MOVER WILL NOT BE ABLE TO DETERMINE THE EXACT CHARGES ON YOUR SHIPMENT BEFORE IT IS UNLOADED.**

Destination weighing is done in reverse of origin weighing. After arriving in the city or area to which you are moving, the driver will weigh the truck, with your shipment loaded on it, to obtain the gross weight before coming to your new residence to unload. After unloading your shipment,

³ http://www.homefair.com/moving_and_planning/map_article/rights_responsibilities/index.asp?section=6&cc=1

the driver will again weigh the truck to obtain the tare weight. The net weight of your shipment will then be obtained by subtracting the tare weight from the gross weight.

Each time a weighing is performed the driver is required to obtain a weight ticket showing the date and place of weighing and the weight obtained. The ticket must also have your name and shipment number entered on it, along with the identification (I.D.) numbers of the truck. The person who performed the weighing must sign the ticket. If both the empty (tare) and loaded (gross) weightings are performed on the same scale, the record of both weightings may be entered on one weight ticket.

At the time the mover gives you the freight bill to collect the charges, a copy of every weight ticket relating to your shipment must accompany your copy of the freight bill.

You have the right to observe every weighing. The mover is required to inform you of the specific location of each scale that will be used and to allow you a reasonable opportunity to be present. If you desire to observe either or both of the weightings, you should tell the mover at the time the order for service is prepared or, in any event, before the date of your move. This will enable the mover to contact you before the weighing to advise you of the location of the scale.

Reweighing of Shipments

If your shipment is weighed at origin and you agree with the mover that you will pay the charges at time of delivery, the mover is required to give you written notice of the weight and charges on your shipment before commencing to unload at your destination residence. If you believe that the weight is not accurate, you have the right to request that the shipment be reweighed before unloading.

The mover is not permitted to charge for the reweighing. If the weight of your shipment at the time of the reweigh is different from the weight determined at origin, the mover must recompute the charges based on the reweigh weight.

Before requesting a reweigh, you may find it to your advantage to estimate the weight of your shipment using the following method:

- Count the number of items in your shipment. Usually there will be either 30 or 40 items listed on each page of the inventory. For example, if there are 30 items per page and your inventory consists of four complete pages and a fifth page with 15 items listed, the total number of items will be 135. **If an automobile is listed on the inventory do not include that item in the count of the total items.**
- Subtract the weight of any automobile included in your shipment from the total weight of the shipment. If the automobile was not weighed separately, its weight can be found on its title or license receipt.
- Divide the number of items in your shipment into the weight. If the average weight resulting from this exercise ranges between 35 and 45 pounds (16 and 20 kilograms) per article, it is unlikely that a reweigh will prove beneficial to you and could result in your paying higher charges.

Experience has shown that the average shipment of household goods will weigh about 40 pounds (18 kilograms) per item. If a shipment contains a large number of heavy items, such as cartons of books, boxes of tools or heavier than average furniture, the average weight per item may be 45 pounds (20 kilograms) or more.

SECTION 3 – Choosing a Mover (Who and What you need to look for.)

In this section there are several offerings presented which compliment each other and complete the picture of, what to look for, how to locate and then how to engage a moving company.

To start off consider the next three paragraphs. Simple common sense approaches to locating that mover that will get where you need to go. Next, we will expand in much greater detail ALL the issues that should weighed and or considered to have a great moving experience.

The best way to find a reliable moving company is by recommendation or reputation. If someone you know has had a good experience then copies it! You do still need to be careful, however. If a local moving company successfully moved your mother-in-law across town, they won't necessarily have the skills, resources and experience to move you internationally, for example. Talk to your realtors or estate agents - they should be able to give experienced and knowledgeable recommendations. If you're looking to move relatively close to home then a quick and easy way to spot local companies is to keep your eyes peeled on the street as soon as you start thinking about moving. You'll see the vehicles of certain movers time and time again and you can take some comfort from the fact that they are busy.

Many of us will simply pick a moving company from a Yellow Pages type directory or from an Internet search. Some of us will simply choose a known name - i.e. a national company - and others may opt for a smaller local company. **In all cases, it's especially wise to choose companies that have taken the time and trouble to become accredited members of a moving association or trade body. You can assume from this that they take themselves seriously and you can probably do the same too.** They will probably have to adhere to certain standards and you'll have recourse to action if you do have problems. **But you should still beware - if you are at all suspicious, check out their membership.** You can even ask them for referrals from previous satisfied customers. You don't have to follow up on this but, if the company seem less than keen to let you talk to people they've dealt with in the past, then you need to start thinking hard about whether they're right for you.

The problem is we don't tend to move often enough in our lives to make it a process we get used to. We're generally all novices when it comes to moving and it shows! But, like any process, moving is all about being smart and knowing what you're doing. **You're about to find out more about the hardest part of the process - choosing a moving company.** You'll find more information on the other ins and outs of moving on the menu on the left of the page.

This article is by MovingAtoZ.com⁴

Choosing a Mover

Choosing the right mover is not a simple task. When moving, you want to be sure that your belongings will be in good hands until they reach your new home. You also want to be sure that the costs will not skyrocket in the end, or that you will have to wait too long before your belongings are finally delivered to you.

When choosing a moving company for your move make sure you deeply investigate each and every candidate. Use the following topics to guide you on your research:

1. Licenses and insurance
2. Better Business Bureau record
3. Place of business
4. Sales personnel
5. Important documents
6. Questions you should ask the movers

Licenses and Insurance

When choosing a mover make sure to verify his license with your local DOT office. Every moving company has to be licensed and insured. There are different types and levels of licensing, and the rules are different from state to state.

Local Moves: If you are moving within a state, make sure the mover you are considering is licensed by that state's Department of Transportation, Public Utilities Commission, or Bureau of Consumer Affairs. A call to your local state association can help determine if a mover is licensed. If you are moving to a different state, check to make sure the mover is licensed by the Federal Department of Transportation.

Interstate Moves: Interstate moving companies have two additional criteria they are required to meet:

1. Publish their tariffs or price list and make it available to anybody who requests a copy
2. Participate in a dispute settlement program and to offer neutral arbitration in the event a dispute arises. A dispute may arise in the event loss or damage happens to a shipment while in the hands of the mover.

Workers' Compensation Insurance: Another criterion to consider when choosing a moving company is whether it carries Workers' Compensation Insurance. Such coverage is required by the DOT. This adds to the cost of doing business but it protects you, so make sure you only choose a company that is covered.

Better Business Bureau record

⁴ Source: <http://www.movingatoz.com/MovingGuide/Chapters/choosing-mover.php>

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Check with the Better Business Bureau if the moving company has more than a few unresolved complaints filed against them. Local Better Business Bureau offices keep records on companies registered in the state. Moving company that has more than a few unresolved complaints should be avoided.

Remember - even responsible moving companies may have a few complaints, because the more moves they handle the higher is the chance something will go wrong. But their record with the Better Business Bureau should show that they have a satisfactory rating and that they respond to and resolve complaints.

Ask if the company is a member of the state moving and storage association in the state in which they are based or a member of the American Moving & Storage Association (AMSA). A reputable company should be a member of one or the other.

Place of business

When choosing a mover make sure their place of business actually exists. Beware of companies who provide no business address on their website, business documents, or a company that is hesitant to provide you with their physical business address. It is important that you know where to track the company down if you have a problem.

Consider visiting the moving company's office before you make your final choice. You can learn a lot about how your shipment will be treated by visiting the company.

Residential Address: A few movers operate legitimately from a residential address. The important thing is that he actually is located there and not using a fictitious address to make you think he is.

Yellow Pages: Another thing worth checking is if the moving company was listed in last year's Yellow Pages. You would expect a legitimate new company not to be listed there. But as a matter of precaution, keep in mind that some moving companies had their DOT license revoked. Those companies might try to operate under a new name or the name of another licensed mover.

Sales personnel

A universal advice: never listen to sales personnel who tell stories. A high-quality moving company with a good reputation doesn't need to knock the competition, or to criticize other moving companies in an attempt to make itself look better.

Be wary of high-pressure tactics from telemarketers. This could be a ploy simply to get a sales person into your home to give you an estimate. Be careful, do research and decide who to invite into your home, based on references. Always remember that the price of the moving estimate should never be the deciding factor. The reputation of the moving company goes a long way.

In addition, you should be able to meet or talk to the owner of the company. If you can talk to the owner of the business, even if only by phone, you will be able to develop a feeling of confidence that he is experienced and capable enough to assure a professional move.

Important documents

If you are moving to a different state you need to receive important documentation from your mover.

The documents you need to receive from your mover are:

1. An "Order for Service" signed by your mover.

The Order for Service protects you by spelling out the agreement between you and your mover regarding the dates the shipment will be loaded and delivered, the estimated cost, and (if you are moving to a different state) the fact that the mover can only collect 110% of the estimate at the time of delivery.

2. A written estimate with an itemized breakdown of all charges that makes up the estimate for your moving cost.

Prior to the move date, insist on an in-home visual inspection of the goods you are moving. Accurate estimates can seldom be provided over the telephone. Remember: estimates given over the phone in most cases will be lower than the actual cost of your move.

3. A "Table of Measurements".

The estimator must create a table of all items that need to be moved. This helps calculating the size and weight of your move.

If the mover is hesitant to provide you with any of these items you should consider not using this moving company.

Questions you should ask the movers

This summary can be very helpful in your search for the right moving company for your move. When talking to a representative consider asking the following questions:

Estimate:

1. Ask the mover if he will be willing to come to your home and perform visual estimate.
2. Is the estimate you received binding or a non binding?
3. How long his or her estimate is valid?
4. Are there additional surcharges for things like parking problems, road access, street accessibility, delivery time restrictions or if there are any stairs or elevators involved?
5. What is the estimated delivery time and will the driver give you prior notice?
6. What would be the packing policy of the company if you decide to pack yourself?
7. What are the charges for additional weight?

Insurance:

8. What is the level of insurance coverage for your move?
9. Does the company offer additional insurance coverage besides the basic liability?
10. What is the process of filing a claim?

Payment:

11. How do I pay for the move? Cash, credit card, money order, or personal check?
12. Is there a deposit that you are required to pay? If yes, can it be refunded in case you choose to cancel the move?

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13. When do I pay? There can be different payment arrangements, make sure you understand the details.

Company record:

- 14. How long the company is in business?
- 15. Is it licensed to do moves in your state?
- 16. Is it a member of BBB, AMSA, or other organizations?
- 17. Does it have any complaints with the BBB? If yes, how were they handled?
- 18. How many trucks does it have?
- 19. For long distance moves – does the company have its own interstate trucks, or it uses subcontractors?
- 20. Will the company perform the move, or it's just a broker?

Area for Notes, Questions

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2/22/2008

SECTION 4 – MOVING CHECK LIST SCHEDULER (What you need to do and when to do it.)

This is the best scheduler available. It was designed by Mayflower.⁵

Moving Reminders Checklist

Six to Eight Weeks before Moving Day

Working With the Mover:

- Call your selected moving agent. Set a date for the agent to visually survey your home and prepare an estimate.
- If your company is paying for your move, refer to their moving policy to determine the services the mover will be authorized to perform.
- Do you want to do any of the packing -- or will you have it done by our experienced packers? Your agent will be happy to discuss packing services with you.
- Show the agent everything that is going to be moved. **Any items you fail to disclose or that are added later to the shipment will increase the cost, even if you have been given a binding estimate.**
- Read the "Your Rights and Responsibilities Manual" to make certain that you fully understand the extent of the carrier's liability.
- Sign the Estimate/Order for Service after you are sure you have a clear understanding of each section. If you have any questions, ask your agent to explain.
- Keep the phone number and name of your salesperson or move coordinator handy.

Four to Six Weeks Before Moving Day

Places to Notify:

- Notify the post office that you are moving. An online Change of Address form is available on the United States Postal Service Web site.
- Prepare a list of friends, relatives, business firms and others who should be notified of your move. The following checklist will be helpful:

Utilities

Personal Accounts

- ☐ Electric
- ☐ Pharmacy

⁵ <http://www.mayflower.com/moving/full-service-movers/moving-tips/moving-checklist.html>

- ☐ Gas
- ☐ Dry Cleaner
- ☐ Water
- ☐ Lawn Service
- ☐ Telephone
- ☐ Bank/Finance Companies
- ☐ Sewer District
- ☐ Credit Card Companies
- ☐ Trash
- ☐ Laundry Service
- ☐ Cable/Satellite
- ☐ Auto Finance Company
- ☐ Fuel (Oil/Propane)
- ☐ Health Club
- ☐ Sewer District

Professional Services
Publications

- ☐ Doctor(s)
- ☐ Newspapers
- ☐ Dentist
- ☐ Magazines
- ☐ Accountant
- ☐ Newsletters
- ☐ Lawyer
- ☐ Professional Journals
- ☐ Broker
- ☐ Insurance Agency

Government Offices

- ☐ Department of Motor Vehicles
- ☐ Social Security Administration
- ☐ State/Federal Tax Bureaus
- ☐ City/County Tax Assessor
- ☐ Veterans Administration

Miscellaneous:

- Have a "garage sale" or use an online auction service to dispose of unwanted items. Ask your agent for a copy of our "Let a Garage Sale Lighten the Load" booklet.

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- Donate unwanted clothing or household goods to charitable organizations. Obtain receipts showing the items' approximate value for possible tax deductions.
- Begin to use up supplies of canned goods, frozen foods and other household items. Buy only what will be used before moving.

Two to Three Weeks before Moving Day

Working With the Mover:

- Notify your agent if you add or subtract items from your planned move or if there are any changes in dates. Be sure to supply your agent with destination address and phone numbers where you can be reached.
- Confirm any extra stops required to pick up or deliver goods to a location other than the main pickup or delivery points.
- If your car is being moved, be prepared to drive it to a suitable loading site. Also be prepared to pick up your car at a suitable destination location.

Preparing the Family:

- Take the family for a farewell visit to some of the places that hold happy memories.
- Have a going-away party for the children and their friends.
- Have some fun for yourself...an open house or an informal dinner or barbecue. Keep it simple.
- Make family travel plans. Reserve hotel rooms and airline tickets as needed.
- If driving, have your car serviced for the trip (check tires, brakes and windshield wipers, fluids, belts, etc.)

Preparing Household Items:

- Federal law requires that you dispose of flammables such as fireworks, cleaning fluids, matches, acids, chemistry sets, aerosol cans, ammunition, and poisons such as weed killer. Drain fuel from your power mower and other machinery. Discard partly used cans of oil, paint, thinner, bleach, or any other substances that may be flammable or combustible or those stored in containers that may leak. Please read the complete list of non-allowables.
- Discard propane tanks which are used for barbecue grills.
- Set an appointment with a service technician to prepare your major appliances for shipment — or have your agent send someone out who is authorized to perform this service.
- Set a date for having utilities disconnected. If possible, plan to keep utilities in service through moving day.
- Have rugs and draperies cleaned. Leave both wrapped when they are returned from the cleaners.
- Obtain a written appraisal of antique items to verify value. Avoid waxing or oiling wooden antiques (and fine wood furniture) before moving because some products might soften the wood, making it vulnerable to imprinting from furniture pads.
- Do not clean your upholstered furniture before moving. Moisture could cause mold if furniture must be placed in storage. Ask your agent for a copy of our "If There Are Antiques in Your Move... "booklet".

One to Two Weeks before Moving Day

Pet and Plants

Decide what to do with house plants. Your mover cannot safely move your plants because they may suffer from lack of water and light as well as probable temperature changes while in the van.

Alternatives:

- Give plants to friends or relatives.
- Donate plants to a hospital or other organization.
- Include plants in a garage sale.
- Some states permit the entry of all house plants; others admit them in accordance with specific rules and regulations.
- Take pets to the veterinarian. Most states require health certificates and rabies inoculations. See that identification and rabies tags are securely attached to your pet's collar.
- Arrange for transportation of pets. Take them in the car or send via air. Consider boarding pets either at destination or at a kennel near your present home until you are settled in the new city.

Other Important Details:

- Collect all items that are being cleaned, stored or repaired (clothing, furs, shoes, watches, etc.). Empty your locker at the club, bowling alley or gym.
- Return library books and anything borrowed from friends or neighbors, and collect things you may have loaned.

Day Before Moving Day

Working With the Packers

- Point out to the packers any extra-fragile items needing special attention. Mark appropriately any items you do not want packed or moved, as well as cartons you will want first when the van arrives at destination.
- If you are doing your own packing, make sure everything is ready to go before moving day. Upon arrival, the van operator will check to see if boxes have been properly packed.
- Collect things you definitely want packed together, such as children's toys, and place in separate groups.
- Unplug all electronic appliances 24 hours in advance of a move, except plasma televisions, so that they will be at room temperature on moving day. This includes home computers, stereos, and audio/video equipment. Ask your agent for a copy of our "If There's a Home Computer in Your Move... " booklet".

Last Minute Details:

- Check closets, cabinets, and storage lockers for any articles overlooked.
- Be on hand when the service representative arrives to prepare your appliances for shipment.
- It is your responsibility to see that all mechanical and electrical equipment is properly serviced for shipping prior to the arrival of the moving van at your expense. If you have failed to have an article serviced, the van operator may load and haul it but will mark the inventory sheet "Not Serviced."

Moving Day

Working With the Mover:

- It is your responsibility to see that all of your goods are loaded, so remain on the premises until loading is complete. After making a final tour of the house, check and sign the

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inventory. Get your copy from the van operator and keep it.

- Approve and sign the **Bill of Lading/Freight Bill**. It states the terms and conditions under which your goods are moved and is also your receipt for the shipment. Be sure to complete and sign the declared valuation statement.
- Complete and sign the **High-Value Inventory form**, whether or not items of extraordinary value are included in the shipment. You also need to sign and date the "Extraordinary (Unusual) Value Article Declaration" box on the Bill of Lading, if applicable to your shipment.
- Make sure the van operator has the exact destination address. Be sure to let the van operator know how you can be reached, including phone numbers, pending the arrival of your household goods.

Last-Minute Details:

- Leave your phone connected throughout moving day. After the van leaves and you finish last-minute calls, be sure to pack the phone in one of your suitcases.

Take a Last Look Around:

- Water shut off?
- Furnace and air conditioner shut off?
- Light switches turned off?
- All utilities arranged for disconnection?
- Windows shut and locked?
- Old house keys surrendered?
- Have you left anything?

Delivery Day

Working With the Mover:

- Be on hand to accept delivery. If you cannot be there personally, be sure you authorize an adult to be your representative to accept delivery and pay the charges for you.
- On the day of delivery, the van operator will attempt to contact you by phone and/or will make an appearance at residence if he is unable to reach you. If you are unable to accept delivery of your shipment within the waiting time (i.e., two hours) after notification of arrival at destination, you may request waiting time until delivery can be made.
- Check your household goods as they are unloaded. If there is a change in the condition of the property from that noted on the inventory at the time of loading or if any items are missing, note discrepancies on the van operator's copy of the inventory sheet. By signing the inventory sheet, you are acknowledging receipt of all items listed. Personally report any loss or damage to your salesperson or move coordinator.
- When unloading, each piece of furniture will be placed as you direct, including the laying of rugs and setting up any beds disassembled at origin. However, mattresses will not be unpacked, and appliances and/or fixtures will NOT be installed. At your request and at an additional charge, your salesperson or move coordinator can arrange for this service. The mover is not obligated to rearrange your furniture.
- Place a floor plan of your new home by the entrance, which the movers can use to determine where each piece of furniture should go.
- Keep all documents pertaining to your move in a safe place. You will need them for verification of moving expenses when you file your federal income tax returns.
- To prevent possible damage, television sets, other electronic equipment and major appliances should not be used for 24 hours after delivery, allowing them time to adjust to room temperature.

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One Week after Move

Settling In:

- Check with your new post office for any mail being held and ask for delivery to start.
- Check state (and local) requirements for auto registration and a driver's license.
- You may want to select an attorney to discuss laws that pertain to your destination state, county, and/or city. Be sure to cover such matters as wills, transfers of property and investments, insurance regulations, inheritance laws, taxes, etc. Most laws affect a family as soon as residence in the new state and city is established.

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Settling In:

- ## Area for Notes, Questions

SECTION 5– Self-packing Tips:

(What you need to do if you are going to do the packing and boxing your possessions for the move.)

This article was created by our expert moving knowledge base as a source of “how to” if you elect to pack yourself. Allow plenty of time and always consider extra packing.

We decided to provide you with these self-packing tips, to show you how much we dedicate ourselves to save you money. Despite the fact that it may be financially disadvantageous to us to teach you how to do your own packing, our main goal is to save you money and enjoy your experience with us.

We try to offer you packing supplies that are available at any other packing stores in your area. Our prices are similar to those found elsewhere but most of our others packing materials are less expensive and more affordable. This can, as well, save you time to drive yourself to these supplies store. You can purchase the supplies ahead of time and if got any excess materials, you can return them (unused) by the end of move for a full refund. We do it in order to make it affordable for you to choose Movinguwithcare.com agents for your moving needs.

A common mistake many customers make is to use light weight boxes to pack fragile items, such as ceramic/glass table lamps, statues, electronics, DVD, VCR, china dishes etc... This can be a big and problematic situation. These light weight boxes are not strong enough and can't provide enough protection for glass items.

- **Book Boxes:** As the box mentions, it is for books ☺. You can add CD's, videotapes, office files, and other small items.
- **Medium Boxes:** Well, those boxes are not for books! You can always put in these boxes some office files and other small miscellaneous items, such as small picture frame, computer speakers, etc...
- **Large boxes:** Those are not for books as well! They are made for toys, clothing, kitchen utensils (not glass dishes), plastic containers, frying and cooking pans.
- **Wardrobe boxes:** Those for sure are not for books☺. You can always stack small and light items, such as shoes, handbags, pillows, blankets prior placing the bar in order to place your clothing. You can even add a dining chair that you want to protect from any scratches or dents.

How do you need to handle glass, fragile and electronic items?

For those items, there is a special box called china box/dish pack. This is a more rigid box that can handle more weight and is designed for these items specifically. You should use this box in order to pack safely most of your fragile belongings, such as stereo equipment, other glass and ceramic fragile items, and even your lampshades.

How to pack your dishes?

1. Open the box, use lots of box sealing tape at the bottom of the box to prevent spillage or mishaps when the box is moved.
2. Before placing any dishes, simply fold a sheet of bubblewrap (thicker bubblewrap) to create a double level of bubblewrap at the bottom of the box to soften the base so to enhance protection of the items.
3. Start with the dish plates. Usually, you can form two vertical rows of dish plates one next to the other. Beware! Do not put them one on top of each other. This is a common mistake, people usually stack them one on top of each other, and this will create too much pressure that the probability of breakage is higher. This is why it is very important to position them vertically one next to each other.
4. All the glass dishes must be double wrapped by white newsprint paper. If one of the glass items should break during the move, the broken item will stay trapped in the paper and avoid spreading all over the box. By the time of the unpacking, you will not be injured or cut with the broken pieces. Some people choose to save money and use old newspaper to wrap dishes. This is a very big mistake because the newspaper ink can run out and stain the dishes. If you still want to save money on white newsprint paper, make sure to use white newsprint paper to wrap your dishes for the first wrap (the one that is closer to the dish) and you can simply use the normal daily newspaper for the second wrap.
5. After completing the first level of plate's dishes, please place another sheet of folding bubblewrap in order to create a new level. It doesn't have to be even but it needs to be used as a soft divider for the second level.
6. The second level: Now it's the time to put the thicker drinking glass or the coffee and tea mugs. Make sure to double wrap them the white newspaper. You can place them in the box horizontally since they are strong enough to withstand the pressure.
7. After completion of the second level, please place another sheet of folding bubblewrap in order to create a new level. At the third level, you can place all the wine glasses or thinner fragile glasses and porcelain. All items on the third level are fragile and need to be handled carefully. Regarding the wineglasses, we recommend to triple wrap them for added protection. Place them in the box horizontally. Do not fill the box all the way to the top. Leave enough space to add another layer of bubble wrap to avoid breakage. Make sure not to leave empty space on the top. Use some white newsprint, form paper balls, and place them equally all on top of the box and between dishes so to keep every item in the box secured during transportation. This is the way to pack those kind of dishes and other dishes, such as vase, glass salad bowls, and even statues, use another box and simply surround the glass item with lots of bubblewrap (use the thicker bubblewrap to increase protection). In all cases, please make sure the box is not too heavy so it won't break from the bottom!!!

Electronic Items:

For all electronic items, such as amplifier, DVD, VCR, video, boom box, stereo speakers, computer

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(not computer screen) printer, fax, small copy machine etc... We still recommend to use dish pack box because it is considered to be the strongest and thickest box available in our inventory that will provide you with added protection. Please surround each one of them (electronic items) with lots of bubblewrap (use the thick bubblewrap) and place them in the box. Put the heaviest at the bottom and the lightest at the top. It is always good to put the amplifier at the bottom since it is a heavier electronic item. The rest should be depending on size and weight.

Table Lamps:

For ceramic or glass table lamp, we still recommend to use the dish pack box simply surround them with lots of bubblewrap (use the thick kind of bubblewrap for added protection). Place them in the box make sure they are well secured around the walls of the box by using bubblewrap or paper balls around the items to avoid movement during transportation. Regarding the lampshades, you will need to open a new dish pack. They will have to be placed by themselves since they will keep its full protection within the transportation. No bubblewrap is necessary for the lamp shades, simply place them in the box and they will still have the necessary protection.

Please note: For all of your fragile items, we don't recommend using other boxes, beside dish pack, since they are not strong enough and can get smashed or break under pressure.

Picture:

Open the box, surround the picture with bubblewrap. For oil paint, simply wrap with paper sheets, do not wrap it in bubblewrap since the wrap might increase heat transport to the paint and the oil might leak and stain the whole picture. Place the picture or oil paint per box. If it's a small painting, two paintings can be placed in a box but they should not intertwine. Do not mix oil paint with glass picture that you protect with bubblewrap due to the same reason mentioned above. Make sure they are well placed in the box to prevent excess movement during transportation.

TV and computer screen:

A special box is available that comes in different sizes. Small, medium and large. Simply surround the TV or computer screen with lots of bubblewrap (two layers of bubblewrap is enough when using thicker wrap) and place them in the box to prevent movement. You can add paper balls in between items to increase protection as well.

Other self packing tips

Now, before tapping yourself on the shoulders, and scream "I am a professional packer" ☺ , we would like to remind you that you forgot to pack the glass plate from the microwave ☺. Before making any mistakes, make sure to remove the plate from the microwave oven and place it in the dish pack.

It is always good to write on top of all boxes which rooms it's originated from and the content of the box.

It doesn't matter which moving company you choose do not ever, ever, ever write CD on your CD box. Simply name the book boxes so to avoid any... well, you get my drift.

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Please, for any other questions regarding packing or other inquiries, do not hesitate to contact us
TOLL FREE@1-877-963-7283 and ask for our packing instructor.
Or simply email us at admin@mowewithcare.com

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SECTION 6– FAQs (Frequently Asked Questions (What you need to do and what questions to ask.)

This article came from “Household Goods and Office Relocation”.⁶

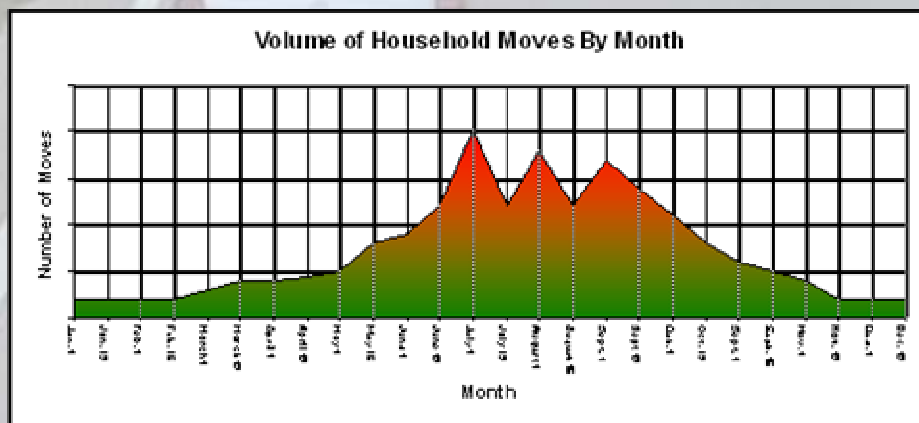
FAQ'S

When should I call a moving company?

The sooner, the better. Though the actual van assignment may not be made until a few days before your move, to assure availability it is wise to give your mover notice from four to six weeks in advance, if possible. The more lead-time you can give, the more likely we will be able to meet your preferred dates.

When is the best time to move?

If there is a choice, most moving companies suggest you select a time other than summer or the end of the month. The heaviest demands are placed on vans, equipment and personnel during the summer months (June through mid-September) when children are out of school and at the end of any month. The attached graph demonstrates the peak periods for the moving industry:



Your mover understands that there are many factors that influence your choice of when you move. We will help you design a move that will accommodate your busy schedule.

⁶ Source: <http://www.aarnold.net/faq.htm>

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How long does it take to move?

That depends on many factors, including the time of year, weather conditions, time required to load and unload, and the direction and distance your shipment is traveling. With the help of a centralized dispatch system, pickup and delivery dates are scheduled according to your needs with the safety always taking top priority.

Is a moving company "Licensed"?

It would be more accurate to say that a moving company is "certificated". This means that a company which has been issued a certificate and has the authority to move household goods.

When moving, you will receive and sign two important documents - the "Order for Service" and "Bill of Lading". Each of these will clearly identify on whose operating authority (certificate) your shipment is being moved.

Do I need an estimate?

Your mover will make a pre-move survey of your household goods to be transported. In this way you will be able to budget your move cost and your elected mover can develop the best operational plan to meet your needs.

How much will my move cost?

Basic transportation charges depend on the weight of your goods and the distance they will travel. The total cost will include these transportation costs, any charges for transit coverage, plus charges for any additional services such as packing, unpacking, stair carries, etc. These charges are based on tariff rate schedules. Local moves are typically charged based on time and materials.

What is a Tariff?

This is the "price list" used by moving companies who provide interstate transportation of household goods. The list includes all of the various services offered by the company.

How and when should I pay the moving company?

Tariff regulations require that all charges be paid in cash, credit card, money order, cashier's check or traveler's check before your shipment is unloaded at destination. In cases where the charges are being paid by an organization, billing arrangements can be made in advance with proper authorization.

Am I protected against loss or damage?

Under the terms of the Uniform Household Goods Bill of Lading (the receipt for your goods and part of the transportation documentation given to you by the moving company), you may choose from several different types of transit coverage. Your selected representative will provide you specific details regarding transit related coverage.

Can my possessions be stored temporarily?

If you are unable to take immediate possession of your new residence, your belongings can be stored at a reasonable cost in a local warehouse. Your mover typically operates and contracts with state of the art storage facilities throughout the world to provide you with safe storage solutions. You must specifically request storage service, however. You are responsible for the storage charges, as well as warehouse handling and final delivery charges.

- **How long can I expect the movers to take when packing and loading my belongings?**

Since households vary in size, the time needed to pack and load will vary. A typical household of about 2500-3000 square feet usually requires two days to pack and one day to load. Smaller homes and apartments can often be done with only one day of packing and one day of loading. Sometimes a very large home can take as long as four days. Factors such as long carriers, shuttles, and bad weather may cause a move to run slightly longer than expected.

When will the movers arrive, and when can I expect them to leave?

When possible, a work day will begin around 8:30AM and finish around 5:30PM. Factors such as traffic and weather occasionally alter these times. While small moves will often dictate shorter days, a large move may require longer ones. Keep in mind that your move is scheduled to be completed in a given span of time and our crews may need to continue working later into the evening to ensure that these deadlines are met.

I realize that my mover offers a full service move, but is there anything I should do before the movers arrive?

The single most important thing you can do is to be as organized as possible before the movers arrive. You should:

1. Have a garage sale to get rid of everything you don't want to take with you. Use the money you make to buy something nice for your new home!
2. Create an inventory list of your possessions. You might want to include the room each item belongs in, the year of purchase, the original cost, and the current value.
3. Be sure to drain water from hoses, refrigerators, and washers, and gasoline from garden equipment before moving them.
4. After you've completely cleaned out your refrigerator, put a handful of fresh coffee or baking soda in a nylon stocking and place it inside to keep the interior fresh.
5. Pack a few boxes with things you will need when you first arrive at your new home, and mark them "Unpack first." Remember to include basic tools, cleaning supplies, towels, toilet paper, light bulbs, a first aid kit, paper plates and cups, and snack foods.
6. Take your current phone book with you – you may need to make calls to residents or businesses in your former town.
7. When moving plants to your new home in the car, be sure not to let the foliage rest against the windows, as the leaves will scorch.

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8. Once you arrive at your new home, you might consider hooking up the TV and VCR first to occupy the kids while the rest of the truck is being unloaded.

9. When moving in electronic appliances, such as PCs, be sure to let them acclimate to room temperature before plugging them in.

10. If you need to store some of your belongings, it's a good idea to tour the warehouse you are planning to use. Look for cleanliness, organization, and security.

How many people will pack my items? Will the same people who pack my goods load them onto the van?

Normally, two to four people will pack your home. However, the exact number *may* vary depending on the size of your house. Your mover can be contracted as a pack & haul carrier, which means the same crew that packs, will also load and deliver your goods.

How will the movers label the boxes after they are packed?

When showing the packers around your home for the first time, make sure to let them know how you would like each room to be labeled. When packing, they will label the boxes as asked and will also include a general listing as to the contents of each carton.

Do I, or someone in my family need to be present while they are packing my home?

Someone will need to be present to let the movers in and to show them around. Because moving is often a hectic time, we understand that you may need to run out for a short time. However, we have found that packing goes best when someone familiar with the move is available for a majority of the move.

Are there any items that your mover will not pack?

Household Goods movers are prevented from packing the following:

- Aerosol can, such as hairspray.
- Flammables of any sort such as gasoline, kerosene propane.
- Perishable foods (canned and boxed foods are fine).
- Paints, thinners, bleaches, or other toxic materials.
- Explosive, such as ammunition, firecrackers, and matches.
- *These items should be removed from your home prior to the packers' arrival.*

Will the packers use any of my original cartons when packing?

If original cartons are left near the objects for which they were designed and all the original packing (Styrofoam, cardboard cutouts, etc.) is still in the box, then the packers will try to use them. If the use of the original box entails the disassembly of an object (pressboard furniture, large toys, etc.),

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then the movers will try to find an alternative means of protecting the object. Small boxes for fragile items such as figurines, glassware and dolls come in very handy but due to their small nature, it is suggested that you pack these items yourself and have the packers repack them in a larger carton.

If I already have items boxed up from a previous move will the movers repack them so that I am covered for damages?

The packers will look at each previously packed carton to determine whether it requires repacking. If a box is worn, then it will require repacking. Remember that you will be held responsible for boxes you ask us to leave unopened and which you do not want repacked.

Will the movers inventory my move, and if so, how?

Any move involving storage or which crosses state lines will be inventoried. Intrastate moves charged by the hour are not normally inventoried; however, if you specifically request it, we will be happy to inventory your shipment. The inventory process will usually take place just after packing and prior to the loading of the truck. The person doing the inventory will bring a roll of colored stickers with them and each sticker on the roll will have a different number on it. Every item in your home will have a sticker placed on it (with care being used to avoid damaging finished surfaces). As each item is tagged, it will be recorded on the inventory sheet next to the number which is on the sticker. Notes will also be made regarding any current wear or tear on the objects. Before leaving your home, our crew will supply you with a copy of your inventory.

Is any care taken to protect the fabric on my furniture?

Yes. All light colored, overstuffed furniture (sofas, dining room chairs, recliners, etc.) may be wrapped in padded paper prior to being wrapped in moving pads. If you feel there are certain objects that need to be paper padded, point these items out to the team when they arrive at your home. Keep in mind that there is an additional charge for this service and prior authorization from your company's relocation representative may be required.

What kind of packing materials do the packing crews use?

Our teams use white paper similar to everyday newspaper, but it contains no inks or dyes. They also use a padded paper for pictures, lamps, mirrors, and various other delicate items, and a form of bubble wrap may be used for valuable breakables.

Can I continue to stay at my home throughout the packing and loading process?

Yes. It is entirely possible for you and your family to remain in the house and sleep in your beds throughout the entire move. When showing the movers around your home, make sure you let them know that you will be staying. Point out any beds that you need left undisturbed. Also make sure to separate any items you will be using while the move is taking place. You should pack a bag just as if you were going away for the night. Place the items you will be using either on your bed or in an out of the way area and make sure they are marked "Do Not Pack until Last Day of the Move".

Will the interior of my home be protected during the loading of the truck?

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Yes. We always provide full premise protection at both origin and destination. This protection entails using carpet runners, padding the railings and banisters, and placing protective coverings on hardwood and tile floors. We will do the best possible job of protecting your home.

Will there be someone on the job to supervise the crew?

Yes, most of our teams consist of a driver and 1-3 helpers. The head driver is responsible for his crew and should oversee the entire move. If for some reason you need to notify someone about a problem, you should always speak to the lead driver. Should you need to notify someone else of a problem, our move Customer Service Hotline is available 24/7.

Will they disassemble any items before loading them onto the truck?

Items will only be disassembled if they cannot be easily handled or if they are less prone to damage when apart. Normally, all beds are disassembled and table legs are removed if possible.

How will my furniture be protected during the move?

Since most scratches and nicks occur while carrying objects through the home, we feel it is very important that every piece of furniture be fully padded and protected inside the home. This helps in reducing damage to both the furniture and the walls during the loading process.

If my belongings go into storage will I have the same crew deliver my belongings out of storage?

Typically scheduling makes it difficult to schedule the same crew. However, we will attempt to accommodate your wishes. The sooner you notify us that you would prefer the same crew, the better the chance that we can schedule them for the second half of your move.

If a certain driver was recommended to me, can I request him for my move?

A significant portion of our business comes from repeat customers and referrals. Because of this, we are very accustomed to special driver request. Whenever possible we try to accommodate your driver preferences. The sooner you make us aware of a driver request, the better the chances are that we can schedule him/her for your move. Fortunately, when we are unable to meet a specific driver request our clients end up being just as satisfied with the alternate driver assignment.

When delivering my furniture, will they assemble those items which were taken apart at my former home?

Yes. Any items that our movers altered in order to safely transport them will be restored to the original condition during unloading. These items often include beds, large wardrobes, desks, tables, and shelving units. If you prefer to leave certain items disassembled in your new home, just let the movers know prior to unloading.

Are your movers qualified to disassemble and/or assemble items such as my grandfather clock and pool table?

While many of our drivers possess the knowledge to perform these services, we will occasionally use a third party company for any situations that require a high degree of expertise. This ensures

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that the job is always done properly and allows our crews to devote more time and effort to the move itself.

Which items can I expect a third party company to handle?

Third party companies will often be used to disassemble and reassemble grandfather clocks, pool tables, large exercise machines, outdoor playgrounds, and unusually large or intricate furniture items. Also, they are often called upon to disconnect icemakers, gas dryers, water softeners, and light fixtures.

Will your selected mover move high value items such as stamp and coin collections?

No, we recommend you move such items on your own. Transit insurances will not cover these items for loss or damage.

Do I really need to check off my inventory sheet?

Yes. This is your responsibility and it should always be done while the delivery is in progress.

What happens if I find that one or more of my items didn't arrive?

Don't panic. There is a good chance that the item isn't gone, but merely misplaced. As soon as you notice an item is missing, immediately notify the driver (if he is still at residence) or call your Move Coordinator and make him/her aware of the missing item.

What types of items are crated? How does crating take place, and can I request crating?

The main function of wooden crates is to add more protection for items that may not be fully protected in corrugated containers. Crates are mainly used for large, flat breakable items that are not in a protective frame. Often these consist of large glass tabletops, marble tops, intricately framed pictures/ mirrors and large unframed mirrors. Also large grandfather clocks are sometimes crated depending on their delicacy. Valuable paintings, statues, and chandeliers with fragile extremities are also crated. The distance of the move also plays an important role in whether an item will be crated. Obviously, the greater the distance, the more likely an item will require crating. Our estimators are trained to recognize which items can most benefit from crating. If you feel that an item needs to be crated let your estimator know and if possible we will try to accommodate you.

What happens if the truck cannot get near my home due to physical restrictions?

Sometimes, due to steep and winding driveways or rural roads, a tractor-trailer cannot get close (within 100 yards) to the home. When this occurs, the crew will often make use of a shuttle van. This requires the use of a smaller truck to transport items between the residence and the moving van. Although not always possible to determine, our estimator usually will be able to recognize if a shuttle van is required. Sometimes this cannot be determined until an attempt is made when the moving van arrives. Due to the nature of a shuttle, extra time and extra labor will be needed to complete your move. If you feel that for any reason the moving van will not be able to get close to your new home, please make sure your move estimator and/or Move Coordinator are aware of this.

Will the movers work on weekends?

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Typically your mover will work on the weekends when required. Keep in mind that there is an additional cost associated with weekend work. Many companies will not authorize this additional cost, so ask your Move Coordinator if your move can be authorized for weekend scheduling.

Will the movers unpack my boxes, and if so, what does the unpacking entail?

If your move was authorized for unpacking, then the movers will be happy to unpack any boxes that they packed for your move. When unpacking a box, each item in the box is removed and unwrapped and placed neatly on a nearby flat surface. The main advantage to unpacking is the removal of the packing materials. If you will require a full unpack, please notify your Move Coordinator prior to your move and make him/her aware of this need.

If I unpack myself will you remove the cartons at a later date?

As long as your move is authorized for a carton pickup, we will be happy to schedule the removal of the packing materials. As with most requests, please notify your Move Coordinator prior to the scheduling of your move.

What happens if the weather is poor on the moving day?

The moving crew will attempt to wait out any bad weather such as heavy rain or snow. A light drizzle or snow will not hamper the move process since all furniture is fully protected before being removed from your house. If weather conditions persist for the majority of the day, your move may have to be rescheduled for the following day.

IMPORTANT: You are responsible for making sure that your driveway and walkways are clear of leaves, mud, snow, ice, and other hazards prior to the arrival of the moving crew.

THANK YOU!

From all the staff at MoveMeWithCare.com we sincerely hope this document was useful and answered ALL of your questions and left you with a comfort level to have a great moving experience. Please note we have an array of expert movers and other affiliates as listed on our website that can handle any job that you require. Thank you for your time and effort is downloading and getting informed and be IN CHARGE. Our stated goal is to make sure you only deal with the best in the moving industry and insuring you and safe and successful move.

Feedback, comments please go to
<http://www.movemewithcare.com/feedback1.php>
we would appreciate hearing from you.