



## STORAGE AND RELOCATION - IMPORTANT INFORMATION

Access
Storage Fees and Payment Policy
Cancellation Policy
Preparing for Your Move
Onsite – Day of the Move
Packing/Unpacking Tips
Valuation Coverage
Claims Information

### Access:

- ❖ In apartment or high-rise buildings, please arrange elevator access well in advance and advise your Move Coordinator of any special requirements. This may affect the time it takes to complete your move.
- ❖ If you're located in a city municipality (like Washington, D.C.) or an area with narrow streets where parking is difficult, contact the local police at least 10 days prior to your scheduled loading day so they can post "No Parking" signs for your requested date(s). Please specify at least 75 feet of access for our trucks.
- ❖ Newly-built residences commonly have freshly installed driveways that may not adequately support the weight of our vehicles. Check with your builder to ensure the proper curing time has elapsed to avoid damage or marks left on the surface. Advise your Move Coordinator immediately if access will be restricted.
- ❖ Our crews are not authorized to access attics that do not have floors throughout the entire area. Should you require our crews to access an unapproved attic area, a damage liability waiver may be required.
- ❖ Designate a specific area (e.g., a closet or small room) to place items that are not to be packed or moved by JK. We recommend placing items in the trunk of your car to keep them separated and prevent them from being packed or moved accidentally.

### Storage Fees and Payment:

- ❖ There is no maximum time contract on JK's warehouse storage. That is, if you need storage beyond when you expected, we will securely store your belongings for as long as you wish.
- ❖ Local storage fees are calculated by the number of pallets. The monthly fee will be pro-rated when pallets come into storage.
- ❖ For pallets delivered out of storage after the 5th of the month, you will be charged for the full month's fees.
- ❖ Storage-in-transit for long distance moves are calculated by weight and charged on a daily rate.
- ❖ Payment for delivery of goods from storage must be made in full prior to the unloading of your goods.
- ❖ Payment for outstanding monthly or overdue charges must be made in advance of scheduling future services.
- ❖ Acceptable forms of payment include cash, certified check, money order, American Express, MasterCard, Visa, or Discover. Please note:
  - Personal or business checks cannot be accepted.
  - Credit card payments are processed the day prior to delivery when collected by your Move Coordinator
  - **Deposits are nonrefundable when cancellations occur.**

### Cancellation Policy:

- ❖ There is a four (4) hour minimum applied to all moves cancelled after office hours the day prior to the scheduled start of your move. This includes emails requesting cancellation which are not confirmed in writing.  
**Our office hours are currently:**

- ☐ Monday to Friday – 8 am to 6pm
- ☐ Saturday – 8 am to 12pm
- ☐ Sunday – CLOSED
- ☐ Holidays – New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day – CLOSED

❖ **Deposits are non-refundable and can be applied to future or rescheduled services up to 1 year from date of booking.**

#### Preparation:

- ❖ For safety reasons, your pets must be confined during the move. The crew will be in and out of your home numerous times until your services are complete. [Helpful tips on moving with pets can be found here.](#)
- ❖ Please provide the crew leader with detailed directions to your new home, and your contact information during transit (e.g., mobile phone number), or to an alternate contact person you may assign.
- ❖ **JK cannot pack or transport certain valuable and critical items** (e.g., jewelry, currency, furs, personal documents). A complete list of [what not to pack can be found here](#). Please personally carry important keys (car, house, clocks, curio cabinets), remote entry devices (e.g., garage door opener), and similar items to ensure they are not misplaced.
- ❖ You will be required to complete a High Value Inventory form prior to move day, which will be provided by your JK Move Coordinator. This should include any Firearms JK is to transport. Please note that this listing your high-value items on this form does not constitute coverage for the items; you must also purchase full replacement valuation coverage from your mover for coverage.
- ❖ Items attached to walls or ceilings must be removed for JK to transport them. JK's move team will not demount or remove items from walls (i.e. TV's, Curtains, Art).
- ❖ Extensive house protection will be arranged during the loading and unloading process. Contact your Move Coordinator to address any special requirements or additional needs.
- ❖ You are required to provide the Crew Leader with a detailed listing, make, model and serial number, of any firearms being transported, and the firearms must be available to the driver so he can document on the inventory sheets. Also, packed cartons must **not** identify firearms within the contents.
- ❖ Dressers or similar furniture containing clothing or linens will be transported as-is. Please check to ensure there are no valuables or breakable items enclosed. Particle board or less sturdy furniture should be empty to prevent damage.
- ❖ Electronic equipment (e.g., computers and printers) must be prepared for transport. Computers should be "backed up" and ink/toner cartridges removed from printers, prior to your move. Please remove any DVD's or CD's from your electronics prior to packing. All Cords and attachments should be disconnected and packed prior to JK arriving on move day.
- ❖ Empty, defrost, and clean refrigerators and freezers a minimum of 24 hours prior to moving day. We will never accept responsibility for mold in appliances. (Note: JK cannot transport perishable items). If you are moving appliances, have the plumbing disconnected and serviced prior to moving day. **JK's crews cannot disconnect appliances**; if you need assistance, ask your Move Coordinator about our [Beyond the Move](#) services.
- ❖ Clean outdoor items, like trash cans and barbecue grills, in advance of the packing or loading crew's scheduled days. **Note: JK cannot transport or store propane tanks.**
- ❖ Retain only enough gasoline in automobiles, motorcycles, tractors, and riding mowers so they can be driven off the truck if necessary. Drain all gasoline and oil from lawn mowers and other gas-powered equipment. If we are storing an Automobile it must have less than ¼ tank of gas.

### On-Site:

- ❖ You or a representative must be present during the entirety of the move.
- ❖ At the origin location, you and the crew leader must jointly complete the inventory procedure on the scheduled load day(s), and both parties' signatures are required on the completed inventory documents.
- ❖ At the destination, to ensure all transported items are accounted for and in the same condition as when they were loaded, you and the crew leader must jointly reconcile your inventoried goods, and both parties' signatures are required upon completion. You will be asked to check off the inventory numbers and note any condition changes during the delivery. The crew leader will make every effort to accommodate your schedule in this process.
- ❖ Plan to have a supporting party on-hand on both the loading and delivery days to instruct the crew about items to be moved or placement of the goods in your new residence.

### Packing/Unpacking Tips:

- ❖ If you are packing your own items and fall behind or believe you will not be finished prior to our crew arriving, please contact your Move Coordinator prior to your scheduled load day. We're here to help! If you are in need of partial packing assistance on your loading day, we can prepare our crew with additional materials. ***Additional charges would apply.***
- ❖ On average, you'll need 5-10 cartons per room, with more for kitchens, basements and libraries. We can provide a variety of packing materials; please [refer to this list](#) for sizes and pricing.
- ❖ To properly seal cartons, use three strips of packing tape across the top and bottom of each carton; about one roll of packing tape for every 10-15 cartons. Label cartons immediately upon sealing, noting the room and contents.
- ❖ Do not use newspaper for packing — the ink will transfer to your packed items, including fine china. Clean, white "newsprint" is available in 25-pound bundles. Allow 5-7 pounds of newsprint for dish cartons. Paper plates make ideal separators for china plates, plus they can be used afterward during the first few days in your new home.
- ❖ If scheduled, our crews can only unpack your goods at your new home to a surface level. **Crews are not authorized to put items away into cabinets, closets, etc.** Talk to your Move Coordinator about unpacking needs and your personal needs.
- ❖ Our crews are only authorized to assemble items that were disassembled by the crews at the loading location. Some installation or assembly services may require a 3rd party, with which your Move Coordinator can assist.

### Valuation Coverage:

- ❖ Valuation covers the protection of your goods while being handled and while in transit during your relocation. Please contact your Move Coordinator prior to your scheduled move day if you have questions about your options. More [details can be found here](#). If you chose full replacement valuation please be sure to read and complete the HV inventory for any and all excessive.

### Claims:

- ❖ While we take extensive care with your belongings, it's possible that damage may occur during the move. Damages must be clearly documented on the inventory forms detailing your goods, complete with your and our crew leader's signatures.
- ❖ The carrier cannot accept liability for items delivered to a self-storage facility unless the damage and or any missing items are documented in writing at time of delivery to the facility.
- ❖ Damages to residences must be documented in writing by the customer with the crew leader at the time of occurrence.
- ❖ Damages to automobiles must be documented in writing by the customer with the crew leader at the time of delivery.

- ❖ To report damage or missing items, you must submit a claim form within 10 calendar days of your move. The claim form may be downloaded at [jkmoving.com/claimform](http://jkmoving.com/claimform). Once your form is received, our Claims department will address your submission.