



## Customer Responsibilities Checklist

- ☐ **Box everything.** If it can fit in a box, it must be packed in a box. This includes lamps, light bulbs, glass and wood shelves, electronics, pictures, and a whole lot more.
- ☐ **Seal and label all boxes.** All boxes must be fully sealed on each side. When sealing, overlap 3 to 4 pieces of tape on the entire length of the box seam. Also, write room name on label and place on the side of the box, in the space provided.
- ☐ **Clear off furniture.** Clear furniture of any and all items that may sit on top, on shelves, or within drawers. Remember to pack any glass or wood shelves.
- ☐ **Secure parking.** It is your responsibility to arrange adequate space for parking. If loading docks or parking meters are present, ensure they are reserved or capped. Failure to reserve space may result in additional fees.
- ☐ **Clear pathways.** It is your responsibility to provide a clear access path to all items. For safety, remove any snow, ice, mud, or any other elements from all paths (sidewalks, steps, etc.) prior to the movers' arrival. Also, place boxes along outer walls of rooms.
- ☐ **Multiple people are present.** Our movers are quick and efficient. Be prepared to have at least two people on site to help guide our movers and answer questions for the duration of the move.
- ☐ **Keys are in hand & closing is complete.** Complete your closing or lease signing well in advance. We recommend that all closings are completed at minimum 48 hours prior to your move. Failure to have keys ready or delays due to closing will result in additional charges.
- ☐ **Reserve elevators.** Please reserve any elevator(s) for the day of your move. Contact your building supervisor to receive a "lock-out" key.
- ☐ **Prepare refrigerators & freezers.** Refrigerators and freezers should have all items removed prior to the movers' arrival. Remember to properly disconnect and pack any attached waterlines or hoses, unless you have contracted Moovers to do so.
- ☐ **Disassembly & reassembly.** Any item requiring disassembly and/or reassembly must be brought to the attention of your Account Manager and added to your quote.
- ☐ **Disassemble particleboard furniture.** All "Ready to Assemble Furniture" made of engineered wood (press board/particle board/glue board) and paper laminate finish should be disassembled into manageable pieces due to the inherent risk and sub-standard structural integrity of this type of furniture. Moovers cannot accept liability for any type of engineered wood.
- ☐ **Secure valuables.** Any valuables (jewelry, coin, papers, collections, personal electronics, etc.) should be transported personally by the customer. Valuables not being moved should be placed in a locked room prior to the movers' arrival to prevent any doubt that the items may be misplaced or missing. Jewelry cabinets and any furniture containing jewelry should be emptied to prevent valuables from falling out and becoming lost.
- ☐ **Non-allowables.** We cannot ship hazardous materials (flammable, corrosive, or explosive items) and perishables (food, plants, or living items). Remember to remove propane tanks from grills, food from refrigerators and freezers, and cleaning supplies from your shipment.
- ☐ **Avoid plastic totes.** Don't pack with plastic totes because they flex in the summer and crack in the winter. If it is necessary to have plastic totes in your shipment, ensure all lids are stretch-wrapped or taped securely around the entire edge of the lid. Only light items should be placed in totes.
- ☐ **Box drawer & cabinet contents.** All drawers and cabinets should be emptied completely, except for lightweight clothing. Don't forget to remove and pack all shelves and other unsecured furniture accessories.

- **Accessing attics & crawlspaces.** If we are moving items within an attic or crawl space, the area must have a solid, fastened subfloor with safe entry and exit openings. If moving within these spaces, you will be required to assume all liability and indemnify Moovers in the event of an accident or damage.

**IF IT CAN FIT IN A BOX, IT MUST BE PACKED IN A BOX, including the below items.**

- **Electronics.** All electronics should be fully disconnected. DVD players, gaming consoles, speakers, printers, computers, and any small electronics must be boxed. Remember to disconnect and pack all cables, wires, and remotes.
- **Lamps & lamp shades.** Lamp shades must be removed from the lamp and packed (only one to a carton). The harp and light bulb should be removed and then packed in the separate carton with the lamp base.
- **Mirrors & pictures.** All mirrors and pictures must be wrapped in 3-ply paper pads and then placed within a box. We sell "Mirror/Picture Boxes" that can accommodate pictures and mirrors up to 40" x 60" in size. Anything larger must be crated.

**Moving Day Procedures**

- **Prepare washers & dryers.** Disconnect washers and dryers prior to the movers' arrival, unless you have contracted Moovers to do so. Also ensure you have the proper connection at your new residence to hook up the new appliances.
- **Waterlines.** It is the customers' responsibility to properly close all waterline shutoff valves before the movers arrive. After disconnection, monitor for leaks for at least 24 hours. A corroded or faulty valve may appear to be closed, but can often loosen or provide a false sense of closure if sediment is blocking the valve. Moovers is not liable for incidents relating to waterlines. For maximum protection, shut off the main and drain all valves.
- **Kids & pets.** Please keep children and pets out of the direct path of the movers. If possible, arrange to have a babysitter watch younger children at an offsite location. Prior to the movers' arrival, kennel pets or place in a room that will not be accessed by the movers.
- **Inclement weather.** We move in rain or snow. In the event of severe weather, Moovers will notify you should the schedule change.
- **Box everything.** Prior to the movers' arrival, ensure everything is packed in a box. If it can fit in a box, it must be packed in a box. Unpacked miscellaneous items may be refused for transport. Not only are unpacked items the most time consuming to move, they also ruin the integrity of the load within the truck and take up significantly more space than a box, as the item does not stack well.
- **Overweight/overpacked boxes.** Overweight and overpacked boxes will result in an extra fee and may be refused for transport. Moovers is not liable for overweight or overpacked boxes.
- **Underpacked boxes.** Underpacked boxes are easily susceptible to damage and ruin the stability and safety of your shipment. Moovers is not liable for underpacked boxes.

All ready? Help take the uncertainty out of moving day by ensuring you're fully prepared. Use this helpful checklist to gauge your progress and mark each task as complete. If additional questions arise, please call your Account Manager at 1-800-MOOVERS.