

## Moving Guide

### At least Four weeks before your move date:

Call at least three movers and arrange a walk through, be sure all the movers are present at the same time, this will eliminate you from duplicating your work, or forgetting to show a mover something. Estimates are free and you are under no obligation.

Be sure to tell the movers the dates you are planning to move.

Be sure you know what items are to be moved and what items will be discarded, prior to the move.

Make the move date one convenient for you and not the mover, remember you are the customer.

If you've already made the arrangements with a mover, confirm with them to make sure you are still scheduled.

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### One or Two Weeks:

Meet with mover to have another walk through and get advice on items like copies, PC's etc.

Check with the utility companies and make arrangements to turn on all utilities at the new location, the day before your move day. You may want to some prep work prior to moving in.

Make arrangements to have the new office cleaned if needed.

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### Two to Seven Days Prior:

Confirm move dates with the movers and ask any questions that have been asked of you. Put together a "Move Day Kit" of everything you think you'll need to take with you on moving day.

Try to pack as much of what is left as possible. The more organized you are today the less organized you will be on move day.

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### The Day Before:

Pack as much as you can. Mark a few cartons "last day" so they are ready for you to pack those last minute things.

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### Moving Day:

Toss the final batch of things into the "last day" cartons.

As the final items are placed on the truck, be sure to do a final sweep for any items that may have been overlooked.

## Office Relocation Packing Tips

Print out the packing tips listed below, copy and pass one out to everyone who is moving.

In addition place a schedule of when you want to start packing and when it must be finished, attach any special instructions you may have.

Keep the map simple for the destination of furniture be sure to clearly mark each person will be moving, use space numbers or a lettering system whatever is best for you.

Have plenty of cartons set around for trash and recycling.

Always use strong cartons that are closeable and can be taped shut. Always mark clearly the owner of the carton, its contents, and the room or cubicle where it is going.

Use only the special tags provided by the mover. Tag everything regardless of how small or seemingly inconsequential. Items not tagged generally do not get moved.

Place tags in locations that are easy to find, i.e.:

- On the back of a chair
- On the front of storage cabinets
- On the top of bookcases
- On the top of work surfaces of desks, tables, etc.

Leave only the two bottom drawers of lateral (the wide type) file cabinet full - all drawers above the two bottom ones must be completely emptied.

It is not necessary to empty vertical (the narrow type) file cabinets - these can be moved full.

### Miscellaneous

Arrange to provide the movers with a clear and direct pathway to entrances, work areas and any required elevators at both locations.

It is important when moving copiers that they have been serviced. You must notify your service carrier a minimum of one week in advance.

It is not necessary to have a lot of company personnel in your facilities on moving day. They will only get in the way and distract the movers. It is a good idea to have only two key company employees at your facility to assist the movers.

Always use strong intact boxes that are collapsible and can be taped shut. Always clearly mark the owner of the box, its contents, the room it came from and where it's going.

### Insurance/Valuation:

All companies include minimal insurance. However, we suggest you purchase additional moving insurance through your carrier.

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### How to Get a Good Estimate:

Only allow licensed and insured movers to bid. Check with your local Public Utilities Commission to verify that your mover has the necessary licenses and insurance.

Try to avoid phone estimates if possible. On site estimates have a greater degree of accuracy and will allow you to have a better feeling about the moving company you have chosen.

Try to get at least 3 estimates. They are free so this is to your advantage.

Eliminate any suspicious estimates. Take out the estimates that appear to good to be true, it probably is.

It is important to show the estimator everything you intend on moving. Don't forget the Attic, Basement, Garden Shed, Garage and Closets? The more information he has the more accurate your move will be.

Estimates should be broken down and compared to one another. Note of the following items and compare: the time estimated to complete your move, the number of people needed to make the move, especially if you are paying by the hour, the amount of materials estimated to be used and the quality of the movers and their equipment.

Below you will see some things that can make some estimates different. And, why can it happen?

- Change of destination.
- Lack of access to an elevator at either location.
- Restricted truck access, especially on long distance.
- Did not show the mover all of the items.
- Restriction of building or apartment you did not mention thoroughly.
- Acts of God. (e.g. fire, flood, earthquakes)

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### **Insurance, Coverage & Claims:**

This is the most misunderstood and problematic aspect of the moving contract. A Company's track record in handling claims is should be another important factor when choosing a mover.

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### **Limited Liability:**

This is the minimum coverage required by law and it's free. If an item is lost or damaged, you would receive 0.60\$ per pound. As a customer, this has very little value to you. If the mover drops a plate that weighs half a pound, all you get back is 30 cents. If all your property was lost, the most you would receive is a maximum of \$2500. It is important to think this through before you sign the contract with your mover.

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### **Lump Sum Value:**

You can purchase optional coverage which is recommended. This coverage you must declare the value of your merchandise. If the value of your shipment is more than \$1.25 per pound, you pay \$10 per \$1000.

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### **Full Value Protection:**

If you decide 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. The exact cost for full value protection may vary by mover. Ask your mover for the details of its specific plan.

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### **Things to note:**

- Items in cartons that were not packed by the mover are not covered, unless there is entire box was dropped or mishandled during the move. You must be able to prove this.
- Some homeowner's policy cover property transit, check with your agent.

- It may be wise to get your own insurance policy for the move if your merchandise is very expensive.
- Unlike most property insurance, valuation does not automatically pay for any damage. It must be clearly shown that the mover was responsible.
- The mover is only responsible for any electronic item that does not function after the move, there must clear evidence that the item was dropped or mishandled by the movers.
- The customer is still legally responsible to pay for the move regardless if extensive damages occur during move. The customer must submit a claim and go through the claims process to receive compensation for any damages.
- If a settlement cannot be reached between the customer and mover, the customer can contact the local governing agency to seek settlement or arbitration.