

Whalen's Allied Van Lines
1-800-759-4253

In order to make your relocation process a smooth one, help avoid last minute stress, and keep your goods safe while being transported, please review the following outline to help you understand your personal responsibilities during the moving process. Understanding and upholding your responsibilities will help our professionals provide you with efficient, quality service. Although this document may seem a little lengthy, I promise you it is filled with tried and true, helpful ideas as well as required information. I encourage you to take a few minutes and read this document, and to call me with any questions you may have.

**Your Responsibilities In Your Inter-State Move Process And an
Explanation of Our Services**

"First Things First"

The first and most critical step in your move process is the pre-move survey of your residence and the goods to be shipped. Without this survey, we cannot proceed with your move arrangements. Please allow our local agent that I have assigned to provide this service, to schedule this appointment with you as soon as possible, whether you are moving immediately or not for several months. This survey will help me to answer your questions and help both you and I plan the logistics of your move. Let's get this important step over with now, before your personal schedule becomes more hectic as you get closer to the move itself.

The second critical step is to contact me immediately when you have some targeted pack and load dates. The more advanced notice we have, the easier it will be for me to secure and commit to those dates. As the beginning of May through the end of September is our industry's busiest season, the need for as much advance notice as possible is vital.

"General Information"

Please arrange to have your utilities (electricity, water, heat, and home telephone) disconnected or discontinued not sooner than 24 hours after your scheduled load day.

During inclement weather, the Van Foreman (driver) will take every possible precaution he/she can to insure that your home and your goods stay protected from the elements. It is your responsibility, however, to insure that your walkway, outside steps and driveway are clear of snow and ice, and are safely accessible to our crews.

General Information” (continued)

If you are moving out of or into a dwelling in which we must use an elevator, it is your responsibility to arrange for elevator usage or make an “elevator reservation” with your building’s management well in advance of your load or delivery date. If your building’s management requires a Certificate of Insurance from us, please let me know as soon as possible and I will address this requirement. The need for a Certificate of Insurance is most common in large metropolitan areas.

As a courtesy, you may wish to have plenty of paper cups, paper towels, some hand soap and some bottled water on hand during the packing, loading and delivery process. Your crews will be working hard for you. Providing any other refreshments or lunch is totally at your discretion.

Consider carefully if you wish to move your particleboard furniture. These pieces of furniture are sold flat in a box, and are meant to be transported flat. Your van foreman will have no choice but to attempt to get them as flat as possible once again, for safe & efficient transport. Once these items have been disassembled at origin & then reassembled at destination (a very time consuming project), they lose their sturdiness and integrity. It may benefit you in the long run to sell, give away, or discard items of this type *before* moving and buy new at destination.

We strongly suggest you designate an area of your home as a “No Pack/No Load” zone. Here is where you should place items that you do not want our crews to pack or load, such as your traveling luggage, and important medications. Two ideal areas are a closet that has already been emptied, or a second bathroom. Almost any segregated and distinct area will do. Simply instruct the packing and loading crews that items in this area are not to be packed or moved.

Children and pets should be closely supervised and kept safely out of harm’s way during the packing, loading and delivery process. No child under the age of 18 may act in your stead. If for any reason you are unable to be available during the packing, loading or delivery of your goods, you must assign an adult representative who has clear knowledge of your instructions, who can make decisions on your behalf and can act as your representative in signing any required documentation. Please supply me with the name of that person in advance.

It is helpful to place in your “No Pack/No Load” zone a few toys or favored books for your children to keep occupied with during the move process. Moving is stressful enough on us adults, imagine how stressful on kids. Having a few familiar objects available to them will help lessen the stress. This is a great idea for pets too.

“On or Before Pack Day” Information

If we are to move your appliances, any last minute laundry should be done before packing day. It's wise to eat on paper plates the night before and morning of your pack day. Your dish washer should be run and emptied the night before packing

Prior to pack day, please examine all nightstand, desk, dresser & bureau drawers & remove your valuables and breakables. In most cases, furniture drawer contents are not packed into cartons and the furniture piece is transported “as is”. Please be sure to remove and pack into your luggage or into your “No Pack/No Load” zone, any important and needed medications, airline tickets or your itinerary etcetera.

Any items permanently affixed to walls and ceilings that need to be packed and transported should be removed by you, prior to the professional packing crew's arrival. If you cannot perform this service yourself, we can make arrangements for a professional third party company to perform this service for you. Please bear in mind that your company may not approve this service and it may become a costly “out of pocket” expense to you. Services such as these must be arranged for well in advance of your move and are extremely difficult if not impossible to secure at the last minute.

You must remove all items from any crawl spaces and from attics that do not have standard, solid flooring, placing them in an area that is easily accessible to the packers.

Disconnect your VCRs, DVD players, and cable or satellite connections the night before, or early the morning of, pack day. Additionally, if you need to return a cable or satellite receiver with its remote control device to your service provider, this item should be moved to your “No Pack/No Load” zone.

Your computer and peripherals must be disconnected and made ready for transport, including performing a complete computer “back-up”. If you need assistance, contact your local computer retailer.

Asking us to move any item that has not been properly packed, such as in plastic bags, is never a good idea. Be sure to make these items accessible to the packing crew for professional preparation. Also, make sure your packers examine any cartons you may have previously packed yourself that might be stored in your garage or attic. These cartons may need to be repacked for safe transportation.

“On or Before Pack Day” continued

Typically, you can expect your pack crew to arrive between 8-10:00 AM, unless we have advised you differently. After the packers have completed the packing process, but before you sign their papers and documents, please do a walk-through of your residence to make sure that nothing has been inadvertently overlooked. It is a good idea to check all cupboards (kitchen and bath), all kitchen drawers, all closets, your basement, attic, garage and shed to make sure that whatever needed to be professionally packed, has been. Only then should you sign the packing crew’s documentation.

Since your Van Foreman (the driver) is responsible for disassembling your beds and packing your bed linen on load day, it is important, before your pack crew departs, to make sure that they have left with you the proper quantity and sizes of required mattress cartons, and a few cartons for linens and last minute items. If you find that they have not, please call me immediately so I can insure that these cartons get supplied the following day, if your move out is a two day process.

Ask your pack crew, before they go, to leave you with an extra medium sized carton or two for those last minute items you may need to keep out overnight, like your coffee pot.

“On or Before Load Day” Information

Typically, you can expect his/her arrival at residence to be between 8-10 AM, unless you have been advised differently. Your Van Foreman is the key person at your residence during your moving process. He/she is the one that is in charge of the loading, and eventually, the delivery, labor crew. If you have any questions or minor concerns during the course of the day, please speak with your Van Foreman directly. For any major issues that may arise, please continue to contact me so that I can assist you. Rest assured that I will be checking in with you during your entire move process.

Your signature will be required on several pieces of documentation upon completion of loading (and again after delivery). Please be sure you have a thorough understanding of the documentation before signing. Your Van Foreman should be able to assist you. If not, please feel free to call me.

“On or Before Load Day” continued

By Federal Law, moving companies cannot transport ‘hand guns’ or ammunition of any kind. There is no exception to this rule. We may, however, move your shotguns and hunting rifles. (Note - If you are moving to or from Canada, different rules may apply). Please make sure that all ammunition chambers are empty and the safety is in place. The packers should place these into wardrobe cartons and mark the carton as ‘Sports Equipment’. They should not mark the contents as containing weaponry of any kind. You should bring these cartons to the Van Foreman's attention on the morning of load day. You must supply the Van Foreman with the make, model, & serial number of each weapon. Upon delivery, you should initial the inventory for receipt of these cartons individually, next to the item listing itself.

You must personally transport all valuables. This includes all fine jewelry, stamp or coin collections, currency of any kind, furs, medications, and documents and records (such as insurance papers, deeds, wills, tax and bank records, marriage and birth certificates to name a few) as well as precious keepsake albums or old, irreplaceable photographs. There is absolutely no coverage provided or liability assumed by any moving company for the loss or damage to these items in the unlikely event such might occur.

Moving companies cannot transport any perishable items, including live plants and frozen or refrigerated foods regardless of the distance your move is being transported. Dry and canned foods may be moved if they have been properly packed.

Moving companies cannot transport any flammable, explosive, corrosive or combustible items. This includes all paints (even art or craft paint), paint thinners, cleaning fluids, aerosol cans of any kind, propane tanks, gas tanks, matches, batteries, lighter fluid, nail polishes and removers, pre-conditioned charcoal and most household cleaners, especially those containing bleach or ammonia. Lawn mowers and other gasoline-propelled engines must be emptied of oil and gas. Large Riding mowers should have ¼ of a tank of gas or less. Propane tanks for gas BBQ grills cannot be transported under any circumstances.

If you are moving an auto or a motorcycle, the gas tank should be only ¼ of a tank full. Additionally, your vehicle must be operable. Please be sure to remove any personal or household items from inside the vehicle or from the trunk. Moving companies are not responsible for these items.

If you are moving a Charcoal grill, the grill must be cleaned of all ash, washed out & thoroughly dry. Lawn mowers, grass-catcher bags and other gardening related tools should be cleaned of all grass, soil and leaf debris. Outdoor toys, such as sand boxes, should be emptied, washed out and thoroughly dry.

“On or Before Load Day” continued

Your refrigerator and freezer should be completely emptied and defrosted before moving day. Remember to clean any pans and empty water lines.

For your safety, insurance policy prohibits any one except authorized personnel from using the Van Foreman's equipment (walk boards, straps, tools, dollies etcetera) or from entering the moving van or trailer itself. You are welcome to watch the load or unload process if you wish, but only from a safe distance. If we are transporting your auto or motorcycle, you may not drive your vehicle onto or off of the trailer or flatbed.

Before signing the Van Foreman's documents at the completion of loading, please perform a walk-through of your residence. Check all rooms, all closets, your basement, attic, crawl spaces, garage and shed, to insure that we have not inadvertently left something behind. Your Van Foreman will give you copies of all documentation after you have signed.

Please insure that your Van Foreman has the proper telephone numbers to reach you with while in transit and prior to delivery. You should double check that he/she has your correct delivery address. In the event you do not have this information at the time of loading, please call me as soon as it is available and I will see to it that your Van Foreman receives this critical information. It is important that I, too, have this contact and delivery information. I am confident that your Van Foreman will provide you with his/her mobile phone number as well.

“Delivery Day Information”

It's possible that your delivery may occur within a “spread” or “window” of days. Your Van Foreman will give you a minimum of a day's notice of his/her intent to make delivery. I would be happy to check with our local agent at any time to get this information for you,

If possible, and especially with large households, having a second, responsible party with you at destination such as a spouse or significant other will be helpful in this process. While one of you can “direct the flow of traffic” as goods are off loaded from the moving van, the other can “direct the flow of traffic “ and placement of goods *within* the home. All furniture items and packed cartons will be placed in their appropriate rooms, unless you direct the Van Foreman otherwise. You should already have a “room plan” as to where your furniture and cartons are to be placed. Please allow this delivery process to flow smoothly until it is completed. Your Van Foreman will be happy to have his/her crew adjust the position of a particular piece of furniture once everything has been delivered inside. Minimally, the Van Foreman will insure that your mattresses are unpacked and your beds reassembled. Additional reassembly of any items the Van Foreman needed to disassemble for transport is typically done at the end of the delivery process.

“Delivery Day Information” continued

If, in the unlikely event you find something to be missing or damaged, please make a notation of the Van Foreman’s documents. Contact me as soon as possible thereafter and I will assist you with the next step in filing a claim. Many States have strict limitations on the length of time you have to file this claim from the date of delivery to residence. It is important that you contact me in a timely manner so that we can start your claim expeditiously.

Please do not turn on or engage any major appliance, television, and computer etcetera until the item has had a chance to adjust to the temperature of your new residence. This is especially important regarding your clothes washer, Inside trailer temperatures can be extreme (both in winter and summer), and immediate use of the electrical item before it has become adequately acclimated can cause internal damages to that item. You should allow a time frame of at least 6 hours to pass before attempting to use that item. You will need to arrange for a professional Piano company to tune your piano after it has been moved, regardless of the distance of your move or length of time it was on the moving van.

If you have requested a Full Unpacking service (assuming you have made arrangements for this with me in advance), it is typically done by a separate crew, the next business day after delivery. Unpacking service consists of unpacking all professionally packed cartons, placing items on a flat surface such as a counter or tabletop, and removal of the packing carton debris. Items are not placed into cupboards or cabinets (with the exception of “hanging clothes” from wardrobe cartons which will be hung in your closet).

Please understand that the packing crew, Van Foreman and the loading/delivering labor crews cannot provide any additional services, during loading or delivery, unless expressly authorized to do so by me or another Allied Van Lines representative. If you require a service beyond what we have already discussed and what I have already arranged for, please call me immediately for assistance.

Should any service we provide for you, at your request, not be covered by your company's relocation policy, those costs incurred must be paid to the Van Foreman at destination via cash, certified check or bank/cashier’s check. Personal checks will not be accepted. The Van Foreman must collect these funds from you before he/she can begin the delivery process. In the event that we are placing your goods into storage at an Allied Van Lines facility, those charges will be due before we can arrange delivery to your new residence.

In conclusion...

My personal responsibility to you, as well as that *Whalen's Moving & Storage*, and *Allied Van Lines*, does not end with the delivery of your goods. Should you require my input or assistance at anytime after your move, I welcome your phone call or email.

I hope you have found this information to be helpful. It is our goal to provide you with top quality service in your relocation, and for your move to proceed as smoothly as is possible. If you promise to do your part, we promise to do ours. Working together, your move will be a success. As always, I invite you to contact me with any questions or concerns. Thank you.

Your Relocation Specialist,

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