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### HELP US MAKE THIS YOUR FINEST MOVE EVER

In our continuing effort to provide you with a quality relocation that meets your expectations, we have assembled a list of helpful tips and suggestions. Please make the time to read them.

- We need a cell phone number throughout your moving process.
  
- The following items cannot be packed or loaded on the van:
  - **AEROSOL CANS**
  - **AMMUNITION**
  - **CLEANING SUPPLIES**
  - **PESTICIDES**
  - **BLEACH**
  - **CORROSIVES**
  - **PLANTS**
  - **HERBICIDES**
  - **PAINTS**
  - **PERISHABLE ITEMS**
  - **COMBUSTIBLES**
  - **FIRE WORKS**
  
- The following items are not covered under your valuation policy. Please arrange to take these with you personally. We recommend you remove such items from your residence prior to your pack day.
  - **CURRENCY**
  - **PRECIOUS STONES**
  - **CHECK BOOKS**
  - **JEWELRY**
  - **IMPORTANT DOCUMENTS**
  - **SOFTWARE PROGRAMS**
  
- We are not allowed to remove any article that is permanently affixed or secured to the property such as wall-to-wall carpeting, electrical or plumbing fixtures, shelving, etc. (If you plan to take any of these items, please make arrangements to have them removed from the walls before the mover arrives).
  
- To protect your belongings and avoid accidents, all motorized products such as lawn mowers and other applicable machinery must be drained of gasoline and oil. Automobiles are recommended to have ½ a tank or below. Photocopier toners, both liquid and powdered, need to be removed.
  
- Plants are considered perishable. They do not survive inside the moving van. The driver has the final right to refuse plants and will not be liable for damage to plants.
  
- Outdoor heaters without propane tank can be shipped. Gas grill without propane tank can be shipped. Propane tanks cannot be shipped.
  
- Pets need to be kept in a secured area while movers are packing and loading. Put a note on the door "Animals Inside - Do Not Open!" Moving is difficult for them. Keep them safe.
  
- It is required for you or your agent to be involved in the inventory process during the load and delivery. The driver will be listing the condition of your items along with the box count. On load date you are responsible to verify the accuracy of the inventory. At delivery, you or your agent are required to check off on inventory sheets to insure all of the items are delivered, or note any items that may be missing.



**northAmerican**  
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- Flat screen TV's and Plasma TV's must be crated and require special handling.
- Refrigerators and freezers must be defrosted and allowed to dry 12 to 24 hours prior to loading. All frozen items are to be removed. We suggest the interior be wiped dry to protect the unit from mold or mildew. To avoid any unpleasant odor, we recommend placing a stocking filled with charcoal or fresh coffee grounds in each compartment.
- Appliances such as washers, dryers, and icemakers must be disconnected and serviced before they are moved. This may be done by you or we can arrange for 3rd party services.
- Disassembly/disconnect 3rd party **charges** at origin do not include reassembly/connection at destination.
- North American Van Lines is not responsible for internal circuitry of electrical items shipped. No claim for electronic components will be processed unless the carrier has caused external damage to the electronic component.
- Waterbeds, grandfather clocks, pool tables, hot tubs, etc., may require special packing or servicing. Please make sure that these are in good working order and we are aware of your plans to move such items, so we can assist you with proper presentation.
- Consult your manufacturer's recommendations for the proper preparation of computer components before packaging and moving.
- After delivery, all bicycle should be inspected and serviced by an authorized dealer for riding.
- All items to be moved must be accessible to the mover. Items in crawl spaces, attics or temporary storage areas should be brought to an accessible area in your home.
- Place the items you **DO NOT WANT** the movers to pack in a empty closet or secured area. Let movers know these items will be taken care of by you personally.
- Walkways must be clear of snow, mud, and plant debris. Low limbs on trees must be removed, for safe truck access.

A move is a very unique and personal experience. Good planning, preparation and cooperation will help you make this your finest move ever. If at any time you have questions or are not pleased with your move, please call us at 1-800-537-4812 or (858) 602-1010.

**Thank you for moving with North American Van Lines.  
Oakley Relocation™ in Poway, California**