



northAmerican[®] MOVING SERVICES

Your Guide to a Successful Move Customer Responsibilities & Moving Tips

As part of our effort to ensure a convenient and stress-free move, we developed this guide to help you prepare for move day. Good planning, preparation and cooperation will help make this your finest move ever. Please do not hesitate to contact us with any questions.

MOVE PLANNER

Eight Weeks Before Your Move

- Begin preparing for your move. At this time, schedule a pre-move survey of your home.
- Before the survey, go through your home and decide which items will be moved.
- We provide professional packing services. If you plan to have us pack some of your belongings, specify those items during the survey process. Identify any additional items that may need third-party services (grandfather clocks, pool tables or gym equipment).
- However, if you decide to pack yourself, you can purchase boxes and packing material from us. The cost of these materials and any delivery charges will be added to your Bill of Lading.
- At this time, review valuation protection options and any short or long term storage needs with your moving counselor.
- Begin packing items you will not be using over the next few months and dispose of belongings that you do not plan to move. Some options include:
 - ✓ Hold a garage sale.
 - ✓ Ask about partnerships with local charitable organizations.
 - ✓ Sell unwanted furniture or appliances.
 - ✓ Dispose of hazardous materials or items which can't be moved.
- Questions on what you can't pack? Refer to "Transportation Limitations" on page 3.
- Obtain and read the booklet, "Your Rights and Responsibilities When You Move." If you do not understand any portion of this booklet, discuss with your moving counselor.

Six Weeks Before Your Move

- If you're moving at an employer's request, verify what expenses and responsibilities are theirs and which are yours.
- Contact the IRS and/or your accountant for information on what moving expenses may be tax deductible.
- Obtain copies of your personal records from schools, doctors, dentists, lawyers and accountants. Ask for referrals for your new neighborhood.
- Make a list of everyone you need to notify about your move: friends, professionals, banks/lenders, insurance carriers or subscriptions.
- Ask about our partnership with Updater, a company that facilitates the transfer of utilities and mail forwarding. We provide this service to our customers free of charge.

Four Weeks Before Your Move

- Start to pack items that you won't need in the next month.
- Be mindful of the goods packed in plastic totes (do not pack books or heavy items in them).
- Arrange special transport for your pets and plants.
- Contact utility and related companies (gas, electric, water, telephone, cable TV, internet and trash collection) for service disconnect/connection at your old and new addresses. Keep essential utilities connected at your home during move day.
- If you are moving out of an apartment or condo building, check with the building manager to reserve elevators, loading docks or a parking space for the move. Confirm with the building if proof of COVID-19 vaccination is required for the moving team.

Three Weeks Before Your Move

- Make travel arrangements and reservations for your moving trip. However, don't make plane reservations for the same day that you're moving out because house closings are often delayed, and other unexpected situations may arise.
- Collect important papers that should not be moved with your household goods. Refer to page 3 for a specific list of items.
- Contact your financial institutions and find out how to transfer your accounts. Review items in your safety deposit box.

Two Weeks Before Your Move

- Contact your moving counselor to confirm all arrangements for your move. At this time we will review the pick-up and delivery addresses on the move paperwork. We double check that a cell phone number is on-file for the driver.
- Complete any outstanding pre-move paperwork, including the High Value Inventory Form.
- All items in the attic, crawl space or temporary storage must be brought to an accessible area for the driver.
- If moving into a cold climate, make sure vehicles, boats, ATVs and other recreational vehicles are properly serviced to handle freezing temperatures.
- Vehicles and boats should have all personal items removed prior to transport.

One Week Before Your Move

- Contact us to confirm move dates and review any open questions.
- We are not permitted to remove any article permanently affixed or secured to the property. If you plan to move any of these items, remove them before move day.
- Prior to the packing crew's arrival, it is imperative that you place any items not intended for transport in a safe and clearly marked area. We recommend that you use painter's tape to clearly identify the items that you want, and do not want, the crew to pack.
- Pack a box of personal items that will be needed immediately at your new home. Load this box last or carry it in your car.
- Drain gas and oil from power equipment (lawn mower or snow blower).
- Disconnect or defrost major appliances to prepare for move day (washer, dryer, ice maker). Your moving counselor can also arrange for a third party to provide these services.
- Peloton bikes, pendulum clocks, pool tables, hot tubs, sewing machines, pianos and large screen televisions may require special servicing. Notify us of these items to ensure proper preparation for move day.
- Backup any important stored data you have on your computer. Remove printer ink cartridges and copier toner.

MOVE DAY

- All walkways and driveways must be clear of snow, ice, mud, low tree limbs or other hazards.
- Make sure that you are present throughout the loading process to answer any questions the movers have and to give directions. If you cannot be there, make sure that an adult you trust is there to act as your representative.
- Keep children and pets in a safe and secured area while movers are packing and loading.
- Accompany the driver and crew leader as they complete the inventory forms.
- Prior to the movers leaving, have the driver or crew leader join you for a final walk through of the residence to confirm that no items have been overlooked.
- Review the Bill of Lading and inventory carefully before you sign them. Keep these and all related papers in a safe location until all charges have been paid and all claims, if any, have been settled.

DELIVERY DAY

- It is standard for the driver to contact you by phone or text message one day prior to delivery to confirm his arrival time. Note that if you are unavailable during the window of delivery dates (refer to the Bill of Lading), your shipment could go into storage at your expense.
- Be present at your new home when your belongings are delivered. If you cannot be there, make sure someone you trust is there. You must inform the driver of the name of the person you have authorized to act as your representative.
- You are required to check off the inventory sheet to ensure delivery of all items. At this time, note any damage or missing items on the inventory form.
- Let the movers know in which room each item belongs. Your movers are responsible for:
 - ✓ Laying rugs.
 - ✓ Placing each piece of furniture where you request.
 - ✓ Re-assembling any furniture that was disassembled by the driver at loading.
 - ✓ Setting up bed frames and mattresses (some exceptions apply, such as a complicated bunk bed set).
 - ✓ Removing the furniture pads that the driver used to protect your belongings.
- The movers are not responsible for installing appliances or attaching items/fixtures to the wall.
- It is important to complete a final walk through of the residence prior to the driver leaving.
- Once the unloading is complete, carefully review the inventory forms to confirm that all items are accounted for. Sign and date the inventory forms, and make sure you receive copies. Signing the inventories acknowledges that you have received all your possessions and you agree with the condition of the items delivered.

Welcome Home!



TRANSPORTATION LIMITATIONS

- Movers are forbidden by law to ship or store the following items:
 - Ammunition
 - Automotive Repair (Car Batteries) and Maintenance Chemicals
 - Bleach and Cleaning Supplies
 - Butane or Propane Tanks/Bottles (even if certified empty)
 - Cooking Oils and Vinegars (Avocado, Corn or Olive)
 - Combustibles, Includes Candles
 - Fireworks
 - Gasoline
 - Herbicides and Pesticides
 - Hazardous Materials
 - Household Batteries
 - Lighter Fluid and Matches
 - Lithium-ion Batteries, Includes Hoverboards
 - Nail Polish and Nail Polish Remover
 - Oxygen Bottles/Tanks
 - Paint and Paint Thinners
 - Perishable Items
 - Pressurized Containers (Aerosols, Fire Extinguisher, Fuel or Scuba Tank)
- Wine is perishable and wine collections are susceptible to damage caused by atmospheric conditions. You should transport the wine or arrange for a climate-controlled vehicle.
- Plants should not be moved on the moving van. The driver has final right of refusal and will not be liable for plant damage.
- We do not recommend transporting firearms in the moving van. If firearms are transported, the Brady Bill requires that the make, model and serial number are listed on the inventory. You will need to initial the inventory line acknowledging receipt.
- The following items are not covered under your valuation (transit protection) policy and should be taken with you personally:
 - Checkbooks and Credit Cards
 - Coins or Currency
 - Collections (ex: Comic book, Stamp or Baseball card)
 - Evidence of Debt or Deeds
 - Important Documents (Birth Certificates, Passports, Social Security/Medicare Cards)
 - Insurance, Medical, Property, School or Tax Records
 - Jewelry or Watches
 - Legal Documentation, including Wills and Trusts
 - Plants
 - Precious Stones
 - Securities
 - Wine Collections
- Other items that we recommend you take with you on move day:
 - Cell phones, laptops, tablets and all related chargers
 - Items used to care for a child or individual with a disability
 - Medications or medical devices

I have discussed the customer responsibilities listed above with my Agent Representative and understand what is required of me to prepare my shipment for transport.

Customer Name: _____

Customer Signature: _____

Registration #: _____

Date: _____

Agent Name: _____

Agent Signature: _____

