



northAmerican
MOVING SERVICES



Your Move

What You Need to Know About Moving from the Professionals
at Oakley Relocation, agent for North American Van Lines



**OAKLEY
RELOCATION**



Moving? We've Got You.

Relocating your entire household is a big job. But by choosing North American Van Lines, you are already off to a great start. Our experienced and knowledgeable moving professionals are here to help you every step of the way to make sure you are prepared, all your questions are answered, and your move goes as planned.

This guide was written with you, our customer, in mind. Consider it a handy resource for your moving day preparations. Topics covered include:

- Moving Process: What to Expect
- Getting Ready for Moving Day
- Protecting your Possessions with MVP
- Moving Day
- Keys to Moving Success
- Packing Options and Tips
- After the Move
- FAQs: You Asked, We Answered

For more information, please visit www.oakleyrelocation.com or reach out to your Relocation Consultant. At Oakley Relocation LLC, agent for North American Van Lines, we are committed to delivering a moving experience that exceeds expectations—because your move is our highest priority.





The Moving Process: What to Expect

The key to an efficient and cost-effective move is planning. We're here to help. Here are some expert pre-move tips to get you move-ready:

Moving Prep Takes Time – Maximize Your Effort

1. Ask questions
2. Use online planning resources (www.northamerican.com) and Moving Timeline
3. Use your Moving Team as a resource:

Your Relocation Consultant

- Is your “go-to” advisor & “answer person” that develops a custom plan to make your move a success.
- Conducts a survey and estimates your move cost.
- Points out items that may require special attention or that can't be moved.
- Schedules pack, load and delivery dates.

Your Move Coordinator

- Manages move scheduling and process.
- Is available to answer basic questions that come up before, during, and after the move.

Your Driver and Crew

- Manages all aspects of moving day.
- Prepares a detailed inventory of items to be moved.
- Tags all items with color-coded labels.
- Loads and packs truck.
- Provides a Bill of Lading (moving or shipping contract authorizing transport of your possessions over state lines).
- Delivers and sets items up at your new home.

Moving Means Change – Prepare Those Involved

Kids & Teens: Help ease the transition

- Share your move plans with kids and teens when finalized.
- Update them on move/new home/town details (based on age) and listen to their concerns.
- Include kids and teens in house hunting, garage sales, planning, and the overall move process as much as possible.
- Help them research current activities in their new hometown.
- Compile family and friend contact information and, depending on age, create “new address” cards they can send to stay in touch.

Pets: Reduce stress and help acclimate

- Research destination pet rules and compile necessary paperwork before moving.
- Schedule a final vet visit to check your pet’s health, get vaccination records and a health certificate, update identification tags, and discuss tranquilizers/ calming methods for move day.
- Moving by car:
 - Conduct short car trips with your pet prior to the move to make them comfortable.
 - Don't feed your pet for 7 hours prior to the trip.
 - Bring fresh, cool water.
 - Take frequent stops during the drive to walk your pet.
 - Confirm that hotels accept pets before booking.
 - Never leave your pet alone in the car.
 - Keep smaller pets (birds, hamsters) in covered cages placed in a well-ventilated area during drive.
- Moving by air:
 - Check the airline’s pet shipping policy pre-move.
 - Fly direct if possible.
 - Select an air-transport kennel that allows your pet to stand and move around.
 - Acclimate your pet to the kennel before the move.
 - Mark the kennel “LIVE ANIMAL”, with your pet’s name, your new address, phone number, and any special handling instructions.
 - Confirm with the flight attendant that your pet is on board once you are boarded.

Plants: Special care requirements mean move personally

Plants are not moved by moving companies (ask your Relocation Consultant for details).

- Expose plants to extra sunlight for several weeks prior to the move.
- Prune overgrown leaves and branches and stop feeding plants 1 month prior to the move.
- Generously water plants the day prior to the move.
- For transport, place plants in a sturdy carton or box to prevent tipping.
- Make sure leaves don't touch windows to prevent them from scorching.

Moving Vehicles

We are able to facilitate the transportation of your car, mini-van, pickup truck, boat, motorcycle, or ATV to your new home via an auto transport carrier (contact your Relocation Consultant for details). To prepare your vehicle to be moved:

- Reduce gas in automobile and truck tanks to ¼ gallon or less.
- Check vehicles for any fluid leaks; repair and refill all fluids prior to transport.
- Drain all fuel and oil out of boats.
- Winterize vehicles if moving from a warm to cold climate.

Other important things to expect:

- Arrange to be present on moving day. If possible, have small children and pets watched away from the home during the moving process.
- Plan on spending 2 full days with the mover for your move: one day moving out of your old home and one day moving into your new home.
- Preparing for your move, especially if you pack yourself, will take longer than you think. Organization and maintaining a strict schedule is important!
- Be realistic about what you can accomplish to reduce stress for everyone involved.



Getting Ready for Moving Day: A Timeline for Success

You've picked your mover and set your move date. Now the real work begins. Below is a short list of things to do so that you are ready to go on moving day. Remember, if you have any questions, reach out to your moving expert – your Moving Consultant.

After your move is booked (4-6 weeks before your move)

- Create a folder to hold and track all move-related information, including a list of everything you plan to move (broken down by what should go on the moving truck and what you will be moving yourself).
- Declutter your home by selling, donating, or throwing away unused or unwanted items.
- Encourage younger kids to start packing their “nonessentials”, every little bit helps!
- Assess your expected moving expenses and budget. Be sure to include estimates for your travel (hotels, airfare or gas, meals, etc. – in other words, anything not included in your moving estimate).
- Determine sleeping arrangements and furniture placement in your new home. This will simplify and speed up unloading, furniture assembly, and unpacking.
- Familiarize yourself with the key features of your new neighborhood (grocery stores, gas stations, parks, recreational places, and any other spots of particular interest to you and your family).
- Stock up on moving supplies, like boxes, duct tape, labels, etc. for any items you are packing yourself.
- Start packing less frequently used rooms, like storage areas, guest rooms, basements, attics, garage, etc.
- Start packing bedrooms, focusing on non-essentials.
- Start packing living areas, such as the “living” rooms, kitchen, and bathrooms, again focusing on nonessential items. Save any big pieces of furniture for last.
- Review/double check everything you've done up to now for the move, per your checklist, noting anything you may have missed. It's better to catch issues now than on moving day.
- Confirm your moving date with your mover, including any service details (such as moving vehicles, picking up items at a storage locker, etc.) and make any hotel reservations you will need.
- Confirm utility shut off at your former home and set up at your new home (electric, gas, water, cable/internet, and garbage pickup).
- Gather supplies for any pets moving with you.
- Two weeks out, stop buying large quantities of perishable foods. Only buy what you need short-term, so disposal is minimal. (Note: you can also donate non-perishable food items to North American's charitable partner Move For Hunger. Donated items will help fight food insecurity in your community and you may get a tax write off, plus save on the cost of moving those items.)

More near-move activities (2-3 weeks before your move)

- Begin the change of address notification process to important parties (creditors, subscriptions, and anyone or company that will need your new address).

Final steps before moving day (1 week to 1 day prior to your move):

- Finish packing your home. Everything the movers are moving should be packed and ready when the movers arrive. (Note: have your children pack and decorate a special box of toys/items with their name and have the driver load that box last.)
 - Create a box of “essentials” for each room and label them so that they stand out. This includes linens for beds, towels, toiletries for bathing, garbage bags and storage bags, and anything else you think you will need (other than cleaning supplies) immediately when you move into your new home.
 - Put everything you are moving yourself in a designated spot in your home, and notify the driver and crew leader of those items when they arrive moving day. This should include:
 - Your moving paperwork and personal documents (driver's license, social security card, financial information)
 - All prescription medications taken by you and any family members, as well as any over-the-counter medications anyone is currently taking
 - Expensive jewelry and irreplaceable or smaller items of sentimental value
 - Refreshments and supplies for your car trip
- Chargers for electronics and cell phones
 - Personal electronics, like e-cigs or vapes, phones, tablets, smartwatches, earbuds, headphones, smart glasses, portable gaming devices, Bluetooth players, laptops and hover boards – in general anything small enough to carry with you that connects to Wi-Fi or Bluetooth or that contains a lithium battery (packing of larger electronics like turntables, TVs, monitors, gaming systems, and printers/scanners will be covered in the Packing section)
- Label every box, identifying the room they are going to and the level of fragility. If possible, use color-coded labels to easily distinguish what goes where and which boxes are a priority for unpacking.
 - Set up or double-check that mail forwarding to your new address is effective on your closing date, with delivery to your new address on the first day of your residency.
 - Shut down and clean out appliances you are moving, such as refrigerators or washing machines. This includes disconnecting water lines.
 - Reconfirm your move date with your moving company. Be sure to confirm arrival times and contact information of any third-party providers (like companies moving a vehicle).
 - Hold a final pre-move meeting with your moving team at your home to go over details of your move.





Protecting Your Possessions with Maximum Value Protection (MVP)

Maximum Value Protection (MVP) is North American Van Lines' valuation liability plan, offering full replacement value or repair cost for household items in the unlikely event something is lost or damaged during your move, up to the total dollar amount you declare. This protection ensures faster claim resolution and peace of mind during your relocation.

Key Features:

- **Full Coverage:** MVP provides full replacement value or repair cost (whichever is less) for damaged or lost items, up to your declared value – significantly more than Basic Liability Protection.
- **Coverage Comparison Example:** A 50-pound television worth \$1,700 receives full \$1,700 replacement under MVP versus only \$30 under Basic Liability (\$0.60 per pound).
- **Fast Claims Processing:** Claims under \$500 are settled within 30 days or you receive \$50 per day, up to \$500.
- **Pairs and Sets Protection:** Full replacement of matched pairs and sets (dining chairs, lamps, end tables) if exact matches cannot be found.
- **Basic Liability Included:** Basic protection (\$0.60 per pound per item) is included at no charge, but provides minimal coverage compared to MVP.
- **High-Value Items:** Items exceeding \$100 per pound require a North American High Value Inventory Form for full protection.
- **Important Note:** Homeowner's insurance typically doesn't cover belongings during moves without extended peril policies – verify with your provider.
- **Exclusions:** Complete replacement of multi-item china sets, flatware, and crystal sets, damage from climatic changes, or inherent vice.

MVP is one of the most comprehensive liability valuation plans in the moving industry. Contact your Relocation Consultant to determine the right coverage level for your belongings and for additional information on the MVP program.



Moving Day

You've prepared and the big day is here – Moving Day! From start to finish, your moving team will carefully coordinate every step of the process to ensure your belongings are properly protected and documented. If you've arranged professional packing services by us, the crew will begin work after the driver completes an initial walkthrough with you (note that packing may take more than one day depending on your home's size). Throughout the day, your moving team will take several important steps to safeguard your property and create a detailed record of your shipment.

What to Expect

- **Home protection** – Floor runners will be laid over carpets and flooring, with padding placed around banisters and doorways to protect your home during the moving process (both moving out and moving in).
- **Inventory creation** – Your driver or crew leader will walk through your home with you to prepare a detailed inventory of all items being moved, reviewing or noting any special concerns or handling requirements. This is your opportunity to ask questions and point out items that need special care. This is also your opportunity to point out the area you have designated with items that you will be moving personally.
- **Item documentation** – All cartons and furniture are recorded, numbered, and color-coded for tracking purposes.
- **Furniture protection** – Most furniture and items that could scratch or cause damage will be wrapped with cloth padding or stretch wrap.
- **Bill of Lading** – You'll be asked to sign a bill of lading (your relocation contract) confirming *services performed, pickup and delivery schedules, and your selected protection plan.*
- **Final walkthrough** – After loading is complete, walk through your home with the driver to ensure nothing has been overlooked. Be sure to check closets, cabinets, the basement, and other less used spaces for missed items.
- **Inventory sign-off** – Both you and the driver must sign the inventory report or list of every item placed on the truck to acknowledge the items are loaded and their condition. You'll receive a copy of the list to use at your destination when your items are delivered.
- **Your presence is required** – You, or a responsible person designated to act on your behalf, must be present throughout the entire loading and unloading (at destination) process.
- **Contact information** – Be sure to provide your driver with a phone number where you or a designated party can be reached.





Keys to Moving Success

Follow these “expert” moving tips for a well-planned and more relaxed move:

- Start planning early to reduce stress and stay ahead.
- Lean on your Moving Team, Coordinator and Relocation Consultant – we are here to help you.
- Create a schedule and follow it – progress over perfection.
- Explore your new hometown online before you arrive.
- Be present on moving days to keep everything on track.
- Tell your move team about any off-site storage so nothing gets missed.
- Schedule delivery for the morning after your closing, not the same day.
- Start packing well before moving day – Contact your Relocation Consultant or Move Coordinator if you need help.
- Disconnections – Schedule the disconnection of water-line appliances (washing machines, refrigerators, freezers) two to three days before the move to allow hoses to drain completely. All electrical components and items attached to the home must be disconnected prior to move day. For a fee, we are able to schedule a third-party service to assist.
- Keep essentials with you – Important papers and ID (DL and Passports), medications, jewelry, children’s comfort items, and daily-use items should travel with you, not on the truck. Organize and pack these items in your personal bags well before the driver arrives.
- Leave flammables, combustibles and plants behind – Federal law prohibits movers from transporting these items.
- Clear walkways and driveways of low hanging trees, debris, ice and snow for crew safety.
- Empty pull-down attics beforehand – Moving crews cannot access these spaces for liability reasons.
- Keep your moving day clear – Reserve the full day to be present until the job is complete.
- Conduct a final walkthrough with your driver to confirm that no items were missed before he departs.

Packing: The Key to an Organized & Successful Move

Packing is a critically important part of your move. Fortunately, you have your team of moving experts to assist you no matter which available packing option you choose. Oakley Relocation is a qualified resource to answer any questions you have about packing and provide any support you may need.

Packing Options

Your first step is deciding how you want to pack for your move. Four options are available:

Full-Service Packing: We pack everything.

We provide all the boxes and supplies required to pack furniture, disconnected appliances, artwork, electronics like flat screen TV's, wall brackets, clothing, kitchen items, fragile items, and garage items. Essentially, we pack everything that can be moved by us (or a third party) that you tell us will be moved in the moving truck.

Partial Packing: Full pack for the items you choose. You pack the rest.

Partial packing means we pack only certain items you decide need to be professionally packed. You pack everything else. Here's how it works:

Working with your Relocation Consultant, you provide a list of items you want professionally packed, which is added to your estimate and shared with your Moving Team. This can be any items you feel require professional packing.

Your Move Team will bring all the materials needed to pack the items you requested on move day.

Fragile Packing: We pack breakable and high-value items.

Similar to Partial Packing, Fragile Packing limits professional packing by your Move Team to fragile and high-value items you specify. You provide a list of the fragile and high-value items you want packed to your Relocation Consultant who will add that to your estimate and share with your Move Team. Here are some examples of the most common fragile and high-value items customers ask us to pack:

- Dishes and glassware (including fine china and crystal)
- Fragile furniture (like glass top tables)
- Artwork
- Mirrors

With both Partial and Fragile Packing options, you then point out/confirm the items you want to have packed during your pre-move walk through with your Driver or Move Team Leader and then leave them for your Move Team to pack on move day.

Do-It-Yourself (DIY): You pack everything.

Packing is a big job, but if you choose to do your own packing, our packing experts are there to make sure you get professional results with maximum protection of your possessions. Following are some best practices from our packing experts to help you pack successfully.

Professional packing materials are a must. For a professional result you need to pack like professionals and that means using the right materials:

- Packing paper (plain uncolored)
- Tissue paper
- 2" packing tape
- Masking tape
- Utility knife
- Scissors
- Permanent markers
- Labels (colored and different sizes)
- Professional quality boxes

Boxes and Packing Paper

To protect your belongings, use professional moving boxes and unprinted packing paper. Printed paper, like newspapers, can transfer ink permanently to some items. Used retail boxes may be weak, dirty, or infested with pests that could damage your belongings and home. Don't pack items in plastic bags. Use plastic bags solely for padding and filling gaps in boxes.

North American offers specialized boxes and professional packing materials for purchase to help organize and safeguard your belongings, including:

- **Small carton (1.5 cu. ft.):** for heavy items such as books, files, music CDs, and DVDs/video tapes
- **Medium carton (3.0 cu. ft.):** often used for pots and pans, toys, and small appliances
- **Large cartons (4.5 cu. ft. and 6.0 cu. ft.):** for large, bulky items for large, bulky, or lightweight items (i.e., linens, towels, toys, pillows or large lampshades)
- **Wardrobe carton:** "portable closet" with built-in bar for hanging clothes and draperies
- **Mirror cartons:** telescoping cartons (multiple sizes) for framed pictures, mirrors or glass
- **Mattress cartons:** king/queen, double, single/twin, and crib sizes (a separate carton is required for box springs)
- **Dish pack** (or china barrel): heavy duty carton for dishes/china, crystal, and glassware
- **Double-wall carton:** extra protective cartons made for fine china, crystal, and other high-value, hard-to-replace items
- **Stretch wrap:** special plastic covering that safely adheres to furniture and protects it from snags, tears, and dirt

Packing Techniques

- Empty drawers of breakable, spill-able, and non-transportable items and anything that would puncture or damage other items.
- Keep all parts or pairs of things together (i.e., curtain rod hangers, mirror bolts, and other small hardware items should be placed in plastic bags and taped securely to the article to which they belong).
- Pack small, fragile, individually wrapped items separately, or a few together, in small boxes, cushioned with crushed packing paper. Place small boxes in a single large box, filling in spaces with crushed paper.
- Mark cartons you want to unpack first at the destination with a special symbol (#1, letter A, etc.) in black marker for easy identification.
- Provide plenty of cushioning by packing loosely crumpled plain newsprint/packing paper in the bottom of boxes and leave room at the top for more crumpled paper.
- Wrap all fragile breakable items in paper before packing them in boxes.
- Pack large and heavy items first, smaller items next, filling all empty spaces with plain paper.
- Don't over stuff boxes. Use only sturdy cartons that can be easily closed. Then tape the top seams securely.
- Label boxes clearly with your name, room where the boxes should go in your new home, and a brief description of the contents.
- Pack plates and other flat breakable items vertically in the box.

For a room-by-room description of packing techniques, see our [online Packing Guide](#) in the helpful information/moving and packing tips section.

Packing: The Key to an Organized & Successful Move

Packing Electronics

Large screen televisions are fragile. We recommend that you contact your North American agent to arrange for professional packing. However, if you do decide to pack your own large screen television or other electronics, here are some recommendations:

- Remove the TV (and bracket, if moving) from the wall.
- Pack in the original box, if possible.
- If you no longer have the original carton and packing materials, purchase a Flat Screen TV box from your North American agent. Carefully line the box with unprinted packing paper or Styrofoam “peanuts” so that the TV does not move inside the box (but do not over stuff). Seal the carton on all seams and mark the outside “extremely fragile”.
- When packing a personal computer, printer, scanner, soundbar or other equipment:
 - Disconnect, wrap/tie, and label all wires and cables for easy assembly.
 - Detach paper holders/feeders from printers, and wrap monitors and additional hardware as you would other home electronics.
 - Remove toner and ink cartridges. Securely wrap so that toner/ink does not leak, and pack in a labeled box.
 - Consult your equipment User Manual for additional instructions and precautions.
- Wait for TVs, printers, and larger electronics to reach room temperature before plugging them in at your new home.

Packing Strategies: Best Practices & Reminders

If you are packing yourself, the following list of packing basics, reminders, best practices, and what not to pack will ensure you are ready and organized on Moving Day.

- Everything must be packed the night before Moving Day and ready for loading when the truck arrives Moving Day morning.
- Remove all items from your attic.
- Personally move essential items you'll need immediately at your destination.
- Create and follow a packing timetable as soon as your move is booked. People often underestimate how long packing takes.
- Pack your infrequently used items first (i.e., stored items in attic, basement, or garage).
- Pack room by room to stay organized.
- Establish packing work areas in each room.
- When a room is packed, sort boxes by weight (light, medium, heavy).
- Limit heaviest cartons to a maximum of 50 lbs.
- Clearly label items with the destination room and use different color labels for each room, if possible.

What Not to Pack

Some items cannot be moved or transported in moving vans by law, and other items (things you use daily or are valuable and irreplaceable) should be transported personally by you. Here is a brief list of both:

Personal, valuable, and irreplaceable items you should transport personally:

- Medications
- Important papers (deeds, wills, tax returns, IDs)
- Negotiable papers (stocks, bonds, certificates)
- Cash
- Collections (stamps, coins)
- Jewelry
- Moving documents (the Bill of Lading you receive from the driver)
- Firearms*
- Family photos
- Food in glass jars and perishable food items

Examples of items that cannot be moved by movers:

- Nail polish remover
- Paints and paint thinners
- Propane cylinders
- Automotive repair and maintenance chemicals
- Radio pharmaceuticals
- Matches
- Combustibles like lighter fluid, gasoline, fireworks, ammunition, oxygen bottles or canisters
- Bleach and cleaning supplies
- Items with lithium batteries (like hover boards and e-cigarettes)
- Wine, and or a wine collection, is perishable and susceptible to damage caused by atmospheric conditions. It is recommended that you personally transport wine or arrange for a third-party to ship in a climate-controlled vehicle.

**Note: If you choose to have us move your firearms, they must be empty of ammunition (and we cannot move the ammunition) and per the Brady Bill, we must list the make, model, and serial number of every firearm on our inventory report which you must initial to acknowledge receipt.*





After the Move: From Moving Day to Delivery and Beyond

Thanks to your hard work and help from your North American moving team, your possessions are on their way! But your move isn't over yet. Below is information about the three most common post-move topics.

Storage. North American offers safe, secure, and monitored short-term and long-term storage solutions in clean, staffed facilities for virtually any storage need.

Claims. In the rare event that you need to file a claim, we make the process easy. Here's what to do:

- Clearly note any losses or damage to your belongings on the inventory sheet before signing at delivery. Take photos of the item showing the damaged area.
- File your claim promptly at www.northamerican.com (for interstate moves within the United States). Instructions for completing the form and a comments section are all available on the claims form.
- You will receive an email with a **claims acknowledgment** from North American that includes a claim number and adjuster information. Your claims adjuster will review your claim and contact you for additional information if needed.
- Keep the damaged item in its **original shipping carton** exactly as it was delivered from the move, including retaining any broken pieces, until the claim is settled as all damaged items are subject to inspection.

Questions. Contact your Relocation Consultant or Move Coordinator.



FAQs: You Asked, We Answered

Here are some of the most common moving questions we receive from customers:

What time are the movers showing up?

The morning of your move. Late afternoon the day before your move, we will contact you to let you know what time the movers will arrive at your home the next morning.

Can I leave my dressers full? Dressers and large filing cabinets need to be empty, but it's okay to leave night tables, blanket chests, and small 2-door file cabinets full. Full dressers can lead to furniture and floor damage.

Do I have to take my beds apart? No, we disassemble and reassemble beds as part of our standard service. Certain beds may require a 3rd party technician.

Do I have to disconnect my washer and dryer? Yes. For liability reasons, our crews cannot disconnect or reconnect appliances, including water lines to ice makers or water dispensers. For front-loading washers, you will need to put the manufacturer's shipping bolts in the drum to prevent damage to the suspension mechanism. For an additional cost, we can have a 3rd party technician perform these services.

What should I tip the movers? Tipping is solely at the customer's discretion. Every move goes differently, so there is no average or formula. Our crews do not expect or demand tips, but they certainly appreciate them for a job well done.

Can I use plastic bins? Absolutely. Plastic totes packed by owner should not weigh more than 40 pounds each. Be mindful of the items placed in the totes – do not pack books or large heavy items.

Can you deliver on the day I close on my new house, after the closing is finished? Delivery usually takes a full day, so we do not recommend delivery on your closing day. We would deliver the next day.

How do I pack large items? As a rule of thumb, "if it fits in a box, it's best that it goes in a box". This includes printers, table lamps, pictures, and computers. Things like floor lamps, vacuum cleaners, ironing boards, and large empty planters are moved as-is.

What happens if the movers damage my house?

We will come and repair damage at no cost to you. It's part of our general liability coverage.

My building requires a Certificate of Insurance.

Do you provide that? We do. Just let your Relocation Consultant know the details, and he or she will obtain a Certificate of Insurance and email it to your building.

If I take out the weights and pendulum from my grandfather clock, can you move it?

It's the mechanism behind the clock face that makes grandfather clocks the number one most delicate thing we move. To be covered by Valuation, the mechanism behind the clock face needs to be disconnected, secured for transit, and reconnected and set up at your new home. For an additional cost, we can have a 3rd party technician perform these services, and they will remove and replace the weights and pendulum, too.

Do you move cars? Yes, we have several options for moving cars.

How and when do I pay you? Payment for moving services is due at the start of the packing and loading process. For customers using credit cards, our office processes payments 72 hours, or three business days, prior to the move date for the total estimated cost of all moving services. The driver prefers not to be involved in the collection process, and for safety reasons does not want to be responsible to transport cash or a cashier's check

Do you provide coverage for what is in the boxes?

All packing and crating not performed by carrier is packed by owner (PBO). Customer accepts liability for items in packed by owner cartons, or those packed by non-carrier representatives. If cartons have been mishandled in transit, the damage must be documented on the delivery paperwork (BOL, Check off Sheet or Household Good Descriptive Inventories) at the time of delivery in order for the claim to be considered.

What don't you do? We arrange for third-party services to prepare certain items for transport including: large exercise equipment/Pelotons/reformers, specialty items requiring crating (art, marble, granite, glass), appliances, pool tables, grandfather clocks, light fixtures/chandeliers and/or furniture disassembly/reassembly. We are able to include these services in your estimate.

Thank you for choosing Oakley Relocation, an agent for North American Van Lines, as your trusted moving partner.

We understand that moving is more than just transporting “things” from one place to another – you are entrusting us with treasures, memories and essential pieces of your life, and we take that responsibility very seriously. Our priority is to help ensure everything you treasure gets to your new home safely and securely. We appreciate the opportunity to serve you. If there is anything we can do to improve your moving experience, or if you have feedback you would like to share, please reach out. Your satisfaction is our top priority. Thank you again for moving with our team and from all of us, best wishes in your new home.

