



Move Management
Real People | Real Care

General Guidelines & Information

PREPARING FOR YOUR MOVE

- The crew will bring materials to pack all your items – boxes previously packed by you will need to be opened, inspected, and potentially repacked.
 - If you should decline, you will be asked to sign a waiver of liability in which you will accept responsibility for any damages or missing items that may occur.
- If you are still in the process of sorting items, we ask that this be completed prior to the crew's arrival at your residence. It is crucial that items be as organized as possible to avoid any confusion for the crew.
- The move supplier will ship dry food items in sealed containers, canned goods, and liquids if the original seal is not broken.
- You should empty and clean refrigerators and freezers prior to the day the crew is scheduled to load. They will need to be disconnected 48 hours in advance of the move dates.
- You must remove any item that you plan to ship that is affixed to the walls or ceilings.
- You should drain all gasoline and oil from lawn mowers and other gas-powered equipment.
- You should retain only enough gasoline in riding mowers so they can be driven on/off the truck.
- Outdoor items should be cleaned of debris in advance.
- All ink must be removed from printers for transport.
- We recommend that you transport any irreplaceable personal items and/or any cash, stocks, bonds, wills, jewelry, passports, birth certificates and other important papers.
- The crews are not authorized to disassemble exercise equipment (treadmill, weight bench, etc.), recreational equipment (pool table, ping pong table, etc.) or children's play equipment (swings, trampoline, etc.).
 - If such services are needed, the supplier will setup a third-party service provider to handle these services. Your Move Supervisor will advise you on the associated cost if the service is not included with your move policy.

PACKING & LOADING DATES

- You or your designee must be present throughout all services both at origin and destination.
- The crew's arrival time is typically between 8am-10am, however this will be confirmed with you at least 1 business day prior to your move dates.
 - You or your designee will need to be available the entire day services are scheduled. **Please do not arrange any travel or appointments on dates services are scheduled.**
- If you have pets within your household, please have them contained so that they do not get lost on service dates as the crew will be in and out of your home numerous times throughout the day until services are completed.
- The driver will do a walkthrough with you on the first date of your move. If you have items that are not moving, please let the driver know.
- Once the crew has packed and loaded all household goods, please do a final walkthrough at the end of the day with the driver prior to signing the paperwork.
 - Once the crew leaves, they are not liable to return for items left behind.
- Hanging clothes will be placed in wardrobe boxes. Clothing in drawers will be kept in the drawers or packed in boxes if going into storage.
 - Anything in drawers that is not a clothing item should always be removed so the crew may pack.

DELIVERY DATES

- Your shipment will have a delivery spread for the arrival of your shipment at destination – you or your designee will need to be available during that accept the delivery.
- Your delivery date will be determined by the mover based on your driver's schedule and you will be notified of said delivery date at least 1 business day prior to service.
- Items that were disassembled by the crew at origin will be reassembled when delivered.