

Missouri Move's - Relocation Check Sheet

Pre-Move Related

- Arrange for **someone** to be **available** at all times throughout the entire move.
- Arrange to have **phone disconnected** *after* your shipment is loaded, but not until then.
- Have **payment arrangement** decided BEFORE move takes place. If your shipment is a C.O.D. and the location of your creditor is at origin, you must coordinate payment for your move before leaving town. If C.O.D. is required, you must make payment for services in the form of CASH, CERTIFIED CHECK, or a MONEY ORDER. If payment for your move is to be billed to your company, be sure that the payment is satisfied within 30 – 45 days of the date of your delivery. *Note: The payment for your move will always be your responsibility, therefore make sure it gets paid as soon as possible.*
- If applicable, make sure you provide your mover with all **destination contacts** before the 1st day of your move. (phone numbers, delivery address, emergency contacts, etc.).
- Be sure to have everything out of **“harms way”** *before* the movers arrive. (house keys, car keys, check books, birth certificates, coin collection, jewelry, prescription drugs, etc.). Designate an area of the home to put these things, then label, section off or lock the door containing these items. Once things are packed / loaded, they must remain that way. *If reopening or unloading is required, an additional fee is assessed for re-securing the items in the box / truck.*
- Have each **room identified** as to how you want the boxes labeled. (boys room, girls room, Sandy’s room, den, study, etc.) *Hint: office ‘post-it’s’ with room identification placed on doorjambs help.*
- To avoid accidents, **drain** all motorized products of fluid contents (lawn mowers, go carts, weed eaters, etc.)
- Clean** barbecue grill of all foreign matter. Gas grills may need to be serviced (tanks removed, lava rocks removed, etc.)

Carrier Pack (C.P.) Related

- The packers will **only pack** those things that are **highly prone** to loss or damage. (books, dishes, pictures, lamps and shades, VCR, stereo, etc.). Furniture and like items (TV, pole lamps, wooden tables, etc.) are wrapped and protected by large quilt furniture pads and stacked on the truck according to their size, weight, etc.
- There are some things the packers **cannot pack** and are instructed to separate. If you want, they will assist by placing these items in a box so you can take them with you. Items include (but not limited to): batteries, candles, soap detergent, and liquids. Other prohibited items fall in the category of flammables, combustibles, and/or contaminates. Items like shampoo, perfume, toothpaste, cooking vanilla can be very destructive if broken and contents spill on other items inside truck. Furthermore, the shipping of items that are temperature sensitive (hot vs. freezing) are decided based on the time of the year you are moving as well as the distance of your move. (canned goods, latex based products, snow domes, candles, etc.). *NOTE: Moving a short distance can result in exceptions to the ‘rules’; check with your move coordinator.*
- Interact** with the packers, check on their performance from time to time, make sure their packing meets your expectations (box markings, etc.) Remember, you may be the only representative at destination that was at origin. Therefore, your involvement is very important.

- Periodically check** the house for items that may have been overlooked: look in closets, enclosed areas, attics, cupboards, etc., for once the packers have left the house, there is no way of getting them back. The responsibility of making sure everything is packed is that of the customer.
- If you prefer to have items **packed in a certain manner**, instruct packers and if possible, they will do so.

Packed by Owner (P.B.O) Related

- Pack** those things that are **highly prone** to loss or damage. (books, dishes, pictures, lamps / shades, VCR, stereo, large pictures / mirrors, marble, glass tables, glass shelves, etc.). Furniture and like items (TV, pole lamps, wooden tables, etc.) are wrapped and protected by large quilt furniture pads, stacked on the truck according to their size, weight, etc. Compartments may be left full, but only with contents that remain in place when furniture item is moved at an angle (clothing, linens, etc.). Desk type items (pens, papers, files, etc.) must be removed from compartments.
- Do not pack prohibited** items, same rule applies for P.B.O. items as does for C.P. cartons. Items include (but not limited to): batteries, candles, soap detergent, and liquids. Other prohibited items fall in the category of: flammables, combustibles, and / or contaminates. (Items like shampoo, perfume, toothpaste, cooking vanilla can be very destructive if broken and contents spill on other items inside truck). Furthermore, the shipping of items that are temperature-sensitive (hot vs. freezing) are decided based on the time of the year you are moving as well as the distance of your move (canned goods, latex-based products, snow domes, candles, etc.). *NOTE: Moving a short distance can result in exceptions to the 'rules'; check with your move coordinator.*
- When performing your own packing service, be sure to **pack** the shipping containers as **tightly** as possible. This helps in minimizing packing-related damages. Be sure to pack breakable items 'straight up and down', not on their sides.
- Label** the *side* of the box (not the top) with your last name and room identification as well as general idea of carton contents.

Loading Related

- Items **prohibited** from transportation include (but not limited to); frozen foods, propane tanks, plants, gas cans, paints, vermin infested items, to name a few. Your move coordinator is the one who ultimately determines *what* can transport.
- Upon arrival of the driver and his crew, **walk throughout** the house showing them the items that are to be moved as well as those that aren't. Tag the items that aren't to be moved. Periodically, check to see that your instructions are being followed, never assume that they are. *Note: once the truck has left the house, there is no way of getting it back*
- Everything in the house will be **inventoried**. Upon completion of loading, you will be asked to sign the inventory agreeing to what the driver has written. The carrier is only **liable** for items that are inventoried; therefore if something is not inventoried but gets shipped, you may not be covered against loss or damage. **Carefully examine the inventory before signing.**
- Periodically check** the house for items that may have been overlooked; closets, enclosed areas, attics, sheds, crawl spaces, behind and sides of house, etc. The responsibility of having everything loaded is that of the customer. *Note: once the truck has left the house, there is no way of getting it back.*

Unloading Related

- Unless prior arrangements are made, **payment** for the moving services must be made at time of delivery, but 'prior to unloading'. The driver will mark the Bill of Lading paid and give you a copy as a receipt. The payment will not include (unless applicable) additionally performed destination services.

- Have each **room identified** as to where you want the items to go. (boys room, girls room, Sandy's room, den, study, etc.) (*Note: 'post-its' with room identification placed on doorjamb help.*) It is also advisable to have an idea of where in each room you want the items placed, for once they are set down by the unloading crew, they can not be rearranged. Someone needs to be available to direct unloading crew on placement of items.
- In most circumstances, it is important for you to **check-off** the inventory as things are brought into the house. If possible, take time to examine the items for any transit-related damages as they are being brought in. At the end of the unloading process, you will be asked to sign the inventory indicating everything was received in apparent good order. It is at this time that you **must** indicate on the inventory any damaged or missing items, including boxes.
- Once the mover has **placed items**, do not relocate them yourself until after they have left the premises.
- Check premises for damages** before the mover leaves. Once mover leaves, determining liability is impossible.

Unpacking Related

- If you **waive the right** to have all of your boxes unpacked, then most often you are also waiving the right to have the boxes (debris) removed by the mover. However, performing your own unpacking makes for a much more *organized* process. Some of the ways to get rid of the debris is to look for recycle centers; check with your real-estate agent to see if he/she may know of someone who is moving and can use the boxes; or check with the nearest moving company to see if they would like to have the boxes but waive the p/u fee. *Note: some company-provided moves pay for debris removal, so ask your move coordinator to see if this service is provided.*
- While unpacking, be very careful when **unwrapping items**. This will prevent breakage as well as possible loss of small items. Be sure to 'shake' the paper to remove any hidden items that may be stuck.
- Upon completion of unpacking service, if damage is found, **do not discard the box** or remove the inventory sticker. Keep the carton on hand for future filing of claim.

Post-Move Related

- Once A-1 Moving & Storage has **delivered your goods**, they are only liable for damages caused while your goods were in their possession. But, if you relocate your goods *after* you've received them from A-1, you *cannot* file a claim for damages against A-1 since there is no proof that the damage may have been caused by the subsequent movement of your goods.
- Immediately report** any missing items to A-1's Customer Service Department (800-467-2100). When you do, be sure to have your moving paperwork with you to answer questions. Remember, your registration number is found in the top right corner.
- We encourage you to file your claim for damages within 30 days of your delivery. Be sure to have all of your shipping documents, including any written comments made at time of delivery. Do not remove inventory stickers from items until claim is settled.
- If a damaged item is found in a container that itself shows external damage, you need to include those **comments** when filing your claim.
- Movers are **not liable** for the working condition of an electronic item after the move, unless that item displays obvious signs of being mishandled. Therefore, filing a claim for electronic items not working may prove in vain.

Miscellaneous

- You must **be available** throughout all the days of the delivery spread. Moving dates are firm and cannot be changed by the driver. If the driver gives you an E.T.A., that it is only an *estimated* time, not a guarantee.
- Provide **en-route phone numbers** to both the moving company and driver so that they can keep you informed.

- Defrost** refrigerator / freezer 12 – 24 hours before loading. Sometimes, it may be necessary to use tea bags or charcoal to draw additional moisture or to act as a safeguard against trapped moisture.
- If possible, do not ship anything that is **irreplaceable**. Take these items with you.
- Unless otherwise provided, you must have prior to day of loading labor intense **items disconnected and/or disassembled**. (i.e. major appliances and their accessories, swing sets, computer & stereo systems, waterbeds, large wall units, etc.
- Because of its very nature, **pressboard or particleboard furniture** does not always transport very well when assembled. (This is one of the reasons why it is sold as ‘assembly kits’.) Therefore, when structural damage occurs (glue joints come loose, screws pull loose, boards warp, etc.), the moving industry is exempt from liability associated with the inherent problem / vise of moving these types of furniture. Prior to loading your household goods, you may be asked to sign a waiver indicating understanding of this fact.

These notes are only for assisting in preparing you for your move and are not to be considered conclusive. If you feel we have omitted an important fact, please bring it to our attention so that we may update for future use. Thank you.