

Relocation Information

Pre-Move Survey

- A pre-move survey of your goods is required to best determine that you are within your move allowance, how long packing will take, estimated transit times based on the size of your shipment and if any specialty/third-party services are required.
- We have several survey methods available to obtain your shipment information.
- If you make any large additions or reductions to your shipment after the survey has been completed, please advise your move coordinator so the crew is best prepared for packing. A second survey may be required.

Availability for Packing & Delivery

- It is strongly recommended you are personally present during the entire packing and inventory process. If you cannot be present, a designated representative must be assigned. If required, please provide contact details for this person.
- If you need to adjust your pack or delivery date for any reason, please alert your move coordinator.

Walk Through at Packing & Delivery

- When the movers arrive at your home, be sure to walk through your home with the crew leader so they are aware of important, special, and fragile pieces. The crew leader will point out any preexisting residence damage as you perform the primary walk through.

Packing

- The number of crew members will depend on factors such as timing of your shipment, the size of your shipment, the delivery agent's schedule, and availability of crew.
- We recommend that you do not leave money, jewelry or other small valuables unattended in your residence during packing. These items should remain in your possession and not be included in your shipment.
- Some items may require a specialist/third-party agent for disassembly or handling and should be scheduled based off the pre-move survey results. Please coordinate this directly with your relocation coordinator.
- Please check with your relocation coordinator if you plan to include any newly purchased items in your shipment to confirm they are authorized.
- Anything pre-packed will need to remain open for inspection by the crew for inventory and insurance purposes. These boxes may be repacked if the crew feels necessary for transport.
- A prohibited items list should have been provided to you with the required customs forms. Please do not include any food or alcohol in your shipment. Please check with your relocation coordinator directly for any exceptions.
- If you have multiple shipments packing on the same day, we recommend you organize the goods for packing so that they are separated to minimize incorrect packing. For example, you can use sticky notes to mark all items to be sent via air instead of ocean.

Final Check at Packing

- Following packing, you will be asked to sign the packing inventory, indicating the condition of your goods and noting if anything is damaged. Your acknowledgement of the condition of your goods may have an impact on any insurance claim you may file. Unless unsafe to do so, the damaged item should still be included in your shipment.

- After packing, walk through the house with the crew leader to ensure all items that were intended to be shipped have been packed.
- If you have multiple shipments packing on the same day, please read through the inventories to ensure the items have been packed properly. It is important for insurance that all items valued under a policy are shipped via the same mode they were insured for.
- It is important to note any residence damage caused by the crew. Please point this out to the crew leader and inform your relocation coordinator. Please be sure to acknowledge any property damage in writing when signing the packing or delivery documents.

Delivery & Unpacking

- At the time of delivery, it may be necessary to have specific cartons unpacked in your presence for insurance purposes. You are encouraged to allow the crew to unpack as many cartons as possible as this is included in our services. You can choose to unpack some cartons on your own. Please clearly discuss with the crew leader and note on any documents that you have waived unpacking services.
- Removal of the debris (packing material and boxes) will be performed on the day of delivery. For boxes and/or items left unpacked at your request, debris removal may be scheduled at a later date for an additional cost. Please check with your relocation coordinator to confirm if this service is approved through your account.
- Be advised that when the delivery agent unpacks the cartons, they will not place the items into closets, cabinets, or on shelves. The crew will unpack items such as dishes and place them onto the nearest table top or flat surface. You will be responsible for putting these items away.
- The crew will reassemble any beds and shelving taken apart at origin; however, they do not hang artwork, light fixtures, fans, curtains, pictures, mirrors, etc.
- Some items may require a specialist/third-party agent for reassembly or handling and will be scheduled as required/ authorized by your account. Please discuss the need for this service directly with your relocation coordinator.
- The service of the delivery crew includes placing furniture into the rooms and location of your choice. You are encouraged to give placement of furniture consideration before the scheduled delivery date. Additional expenses will be incurred if the placement of the furniture is changed.
- The number of crew members will depend on factors such as timing of your shipment, the size of your shipment, the delivery agent's schedule, and availability of crew.
- We recommend that you do not leave money, jewelry or other small valuables unattended in your residence during delivery.
- Expect clothing to be wrinkled at the time of delivery. This will occur regardless of the type of packing carton used. Typically, dry cleaning is not covered under your insurance policy.

Final Check at Delivery & Claims Process

- Following delivery, you will be asked to sign the packing inventory, indicating the condition of your goods and noting if anything is damaged or missing. Your acknowledgement of the condition of your goods may have an impact on any insurance claim you may file.
- Items that at first glance appear to be missing may in fact be in an unpacked carton, in a drawer or in another location where you least expect to find it. Please unpack ALL cartons and do a thorough search of your home prior to filing a claim.
- In the event you need to make a claim on a damaged item, do not dispose of the item regardless of the level of damages. Take pictures and do not attempt to repair as this may affect the impact of your claim.
- Please check directly with your relocation coordinator on the claim filing process.