



## MOVING DAY

The following document outlines the events of both moving days, the load and unload. Your responsibilities during that day are also explained. Please make sure that your duties are fulfilled and all preparations are made prior to the driver's arrival. If you have further questions, please call, we are here to assist you.

### **Moving Day - Loading:**

- An adult from your household must be present during the entire loading process. Our driver or other person may have questions or need access that only you can provide. If you are unable to be there, please designate someone who will be present and responsible for making decisions. Please provide us with their name and contact number.
- If items are being loaded out of storage, you or your designated representative must be present at the time of loading to verify the condition of your goods prior to loading onto the truck.
- Our driver will provide a crew to load your household goods.
- Strip all beds prior to mover's arrival.
- Clear a wide path of travel through all hallways. Make sure stairways, doors, porches and driveways are clear.
- Remove potted plants, door mats, low hanging items and throw rugs.
- Give the moving crew a tour of your home, pointing out items to be taken or left, and extra fragile items needing special attention.
- With the driver, make a final check of your entire house to assure no goods are left.
- Sign the paperwork given to you by our driver.
- Set a time for your unload to begin.
- Make sure all doors and windows are closed and locked, all lights off, air conditioner or heat off, and keys and automatic openers are surrendered.

### **Moving Day – Unloading:**

- An adult from your household must be present during the entire unloading process. Our driver or other persons will have questions or need access that only you can provide. If you are unable to be there, please designate someone who will be present and responsible for making decisions. Please provide us with their name and contact number.
- If items are being unloaded into storage, you or your designated representative must be present at the time of unloading to verify the condition of your goods when placed into storage.
- If you are moving into a building with an elevator, secure use of the elevator for the move.
- If you are moving into an apartment or condo complex, secure management approval for the entry of a large semi tractor.
- Our driver will provide a crew to unload your household goods.

- Give the moving crew a tour of your home, providing them with a diagram of the rooms and furniture location, and verbally describing where furniture and boxes should be located.
- Our driver will make sure that your items are located where you want them. We understand that things don't always fit the way you had planned, and will, within reason, move them to accommodate your needs. However, in order to maintain efficiency and meet our other move obligations, we cannot rearrange furniture more than two times.
- The moving crew will reassemble beds, mirrors, and other furniture they disassembled during the loading process.
- With the driver, make a final check of your household seeing that furniture is in place and noting any damage that may have occurred during loading, transit, or unloading.
- To prevent damage, televisions and other electronic devices should not be used for 24 hours after arrival in their new location. This will allow them time to adjust to room temperature.
- Sign the paperwork provided by the driver and retain a copy for your records.