



RELOCATION INFORMATION FORM

Please complete this form and return it to our office via fax or email. Our fax # (951) 509-2396

Name: _____ Date: _____

What are your expected load and delivery dates? Load _____ Delivery _____

Your current dwelling is a:

- Single Story Home
- Multi-story Home Number of floors? _____
- Apartment/Condo Which floor? _____ Is there an elevator? Yes No

Your new home will be:

- Single Story Home
- Multi-story Home Number of floors? _____
- Apartment/Condo Which floor? _____ Is there an elevator? Yes No

Will we be loading/unloading your goods at multiple addresses? Yes No

Is your current location accessible for a 75ft. tractor trailer? Yes No

Is your new location accessible for a 75ft. tractor trailer? Yes No

Will there be at least 100ft. of open curb in which to park the truck in front of your home? Yes No

Have you previously been moved by professional movers? Yes No

Are there any special driving instructions to your current home that the driver should know (i.e. low bridges, low hanging trees and wires, high concrete curves or steep, high bumps etc.)? _____

Are there any special driving instructions to your new home that the driver should know (i.e. low bridges, low hanging trees and wires, high concrete curves or steep, high bumps etc.)? _____

What type of cartons are you using for packing?

- Commercial grade boxes (U-haul, Lowes, Home Depot, United, Mayflower etc.)
- Plastic storage containers
- Used boxes from local stores?

Use the space provided below to share any additional information about your relocation or to add further information for any of the above questions. _____



ITEMS THAT ARE EASILY FORGOTTEN

Here is a quick list of some of the most common items that fall through the cracks during the process of moving.

1. **Remember the Records** – Copies of your family's medical and vaccination history should be secured prior to your move. Don't forget records for the family pet as well. Consider transferring any current prescriptions to a drugstore near your new home. Your child's school records may be needed to enroll them in a new educational institution. Make sure you have original documents as some schools may not accept copies. If they do accept copies, some require the copy to contain a raised seal.
2. **Hidden Treasure** – Some homeowners use their domicile as a hiding location for various valuables. If there are hidden treasures in your home, be sure to collect them before you leave the property.
3. **Important Phone Numbers** – Make sure you travel with all the important phone numbers you might need. If they aren't stored in your cell phone or on your PC, take the phone books from your old residence to contact friends or tie up loose ends once you leave.
4. **Items Out of the House** – Remember to gather all items that may be out of your house. These may be items lent to friends, or your dry cleaning, shoes or watches being repaired, items on lay away, etc. You will also want to return library books, movie rentals, and any other items that you have borrowed.
5. **What is My New Address?** – As simple as it may seem, it is often hard to remember your new address. Keep your new address handy in a wallet or purse.
6. **One Final Cleaning** – Cleaning supplies should be left out for the final touch up prior to closing the front door. Use up open cleaning solutions then dispose of them prior to leaving. This will reduce the amount of things you must take with you in your vehicle.
7. **Leave Them Behind** – Many people forget to leave the items the new home owner will need. These may include the garage door opener, community gate opener, mail box key, gate access code, house key etc.
8. **Moving With Pets** – Moving companies cannot transfer your pet. Please make arrangements well in advance for the transport of your furry friend.
9. **Where is My Money?** – It is wise to open a bank account in your new town prior to your move. This will assure that you can access your funds immediately. In addition, some retailers may refuse out of town checks.
10. **Insufficient Funds** – Many enjoy the convenience of automatic draft to pay their bills. Make sure you have cancelled all automatic drafts prior to closing your old bank account, or have transferred them to your new bank.
11. **Keys to Success** – Remember to collect all keys that may be out of your possession, those given to friends, left under a plant on the front porch etc.



TRAVELING WITH PETS

Pets are an important part of many families, and their care during your move should be considered well in advance. Take your pet to the veterinarian for an exam prior to your move. The vet may be able to recommend the best method of transporting your pet as well as tranquilizers for your furry friend during travel.

Keep a copy of the pet's health record with you to have handy while you travel. Some states may have restrictions on the movement of pets across state lines. Check with your State Veterinarian or State Department of Agriculture or Animal Husbandry. In addition, review the U.S. State and Territory Animal Import Regulations Website, www.aphis.usda.gov. Click on the *Import and Export* link under *Browse by Subject*.

Prior to entering most states, interstate health certificates must be obtained for dogs and horses. In addition, states require rabies vaccinations for dogs, and some may require it for cats. Some states may require that your pet be quarantined. When entering a new state, you may be subjected to a border inspection. A few states have mandatory inspections of animals being transported, others have random inspections. Some pets require a special entry permit issued by the destination state's regulatory agency prior to admittance. Check with your destination state as well as states you will be traveling through to make sure you have everything necessary to transport your family friend.

Pets traveling by car:

- If your pet is unfamiliar with transport in a car, take multiple short trips prior to your move. This may help the animal become more acclimatized to, and comfortable with, travel.
- To reduce the possibility of nausea, do not feed your pet for several hours before the trip begins.
- Keep your pet on a leash at all times. They may easily become frightened by the commotion of moving and traveling, and may try to run.
- Assure that you have an identification tag on your pet stating the pet's name, your name, and your contact information should the pet become lost.
- Take fresh water and stop frequently.
- Pets should not be left in the vehicle unattended, even for a short time.



HOW DO I PACK?

In the following document, you will find the necessary packing instructions to make your move as easy and stress free as possible. We provide specific directions and recommendations for packing your household goods, as well as detailed instructions for choosing cartons, packing material, and safely boxing various household goods. Following these instructions will help to assure you complete your packing in a timely manner and your goods arrive in the same condition prior to placing them in the box. In addition, you will find answers for many of your moving questions. If you have questions that are not answered below, please feel free to contact us. We are here to assist you!

- Make a plan for your packing and begin as soon as you know you are moving. Don't underestimate how long it will take to pack. Start early and pack daily to make your moving experience more pleasant.
- Start early by packing those items which you do not often use or will not need prior to your relocation.
- Pack room by room to help stay organized and give a sense of accomplishment.
- Certain items may need to be carried with you when you move. These may include cell phones, keys, checkbooks, prescription drugs, important personal papers (wills, insurance policies, deeds, mortgage paperwork, apartment lease paperwork, medical and dental records, school records, etc.), travel clothes, children's travel toys, first aid kit, irreplaceable items, things you will need immediately upon arrival at your new home etc. These items should be placed in one location so they will be ready to load into your vehicle. In addition there are items you will not want to pack as they may be necessary for the new homeowner. Items such as mailbox and home keys, garage door openers, HOA information, appliance manuals, etc. should be set aside so they are not loaded onto the van.
- Use sturdy cartons for packing. Most apple and orange fruit boxes are excellent. A number of locations provide various sized and specialty boxes for purchase, Lowe's, Home Depot, Sam's, Costco, U-Haul etc.
- Make sure you tape the top and bottom of each carton with packing tape. Boxes with folded tops do not hold. File boxes with lids that sit on top of the box must be taped as well.
- Use only cartons with tops.
- Do not pack flammable or non-allowable items. Please refer to the document *Items We Cannot Transport*.
- Choose the correct size carton for the type of items you are packing. Keep carton weight to 60 lbs. or less.
- Place heavy items such as books in smaller boxes not larger than 3 cubic feet. A 1.5 cubic foot box is ideal for heavy items such as books and canned goods (most moving boxes will have the cubes printed somewhere on the box, if not, use moving boxes that say small for books).

- Pack heavier items on the bottom of the carton, and then fill it with progressively lighter items as you move toward the top.
- Put everything possible into cartons. You should not have a large number of items that are not in boxes. All small items must be placed in boxes to give them maximum protection and keep them from being damaged during the move.
- Load each carton as efficiently as possible, using all available space and packing items tightly. Make sure the carton is filled completely, even if packing (newsprint, bubble wrap, linens, clothes etc.) is needed to fill extra space. This will keep the box from collapsing when loaded onto the truck.
- Pack like items in cartons, separate breakable and non breakable items.
- For fragile items, use generous amounts of cushion inside the box, including the top and the bottom. Cushion could include crumpled paper, bubble wrap, linen, clothes, pillows, etc.
- Breakable items need a little “breathing room” to protect against breakage. Do not pack them too closely together and make sure you have ample padding between each item.
- Mark only boxes with easily broken items FRAGILE.
- Newspaper makes good cushion, but use caution. Newsprint fades, runs, and can easily transfer onto the item it was intended to protect. Clean newsprint is a better choice and can be purchased at many moving supply locations.
- On the outside of **each** carton, write your name, the carton contents, and the room to which it should be **delivered** in your **new home**. You may use the colored labels we provide as a way of designating a boxes room destination.
- Combine items you will immediately need on arrival into one or two cartons and write “Open First” on the box lid. Include items such as toilet paper, paper towels, cups, can opener, soup etc.
- As boxes are packed, place them in sections sorted by heavy, light, fragile, books, etc.

- **Packing tips for specific items:**
 - a. **China** – carefully wrap each piece of china in clean newsprint paper, then wrap up to three in a bundle with a double layer of paper on the outside. Place paper or linen on the bottom of the carton for padding. Place these bundles into the carton. Surround each bundle with paper or linen so there are no unfilled spaces. If you have additional room, cups, saucers, bowls and lighter china items may go on top of heavier items such as plates. Use padding or a horizontal cardboard divider to create a level base for each new layer of china (for example, padding, dinner plates on the bottom, padding/divider, bowls, padding/divider, cups, padding close box). Add two to three inches of paper or linen at the top of the box before closing. Dish packs can be purchased for china and are highly recommended. If you use dish packs, you may set your first layer of plates on edge rather than on top of one another.
 - b. **Silver and Kitchen Utensils** – nest silver together, wrap it in paper, and return it to the silver chest. Place padding on top of the nested packs to keep them from moving. Knives and other sharp kitchen utensils must be packed in a safe container to keep from puncturing a box and damaging furniture or other items
 - c. **Stemware** – we recommend that you purchase special cartons designed for stemware and glasses. Padding should be placed inside and fill each goblet. Stems should also be

- wrapped. Each goblet should be cushioned by thick padding and placed stem up in the specialized carton. If dish packs are unavailable, we recommend wrapping each piece of stemware with bubble wrap before placing it into a box. Place it in the box with the stem up and make sure that you have ample padding between each piece and around the stems so they will not move.
- d. **Shoes** – ideally shoes should be packed in their original boxes. If these are not available, wrap each shoe individually to prevent damage from abrasion.
 - e. **Clothes** – hanging clothes may be left on hangers and loaded into wardrobe cartons which we can provide. Clothes may be left in dresser drawers, but overstuffed and very heavy drawers may warp during the move. We recommend that some items be removed from heavier drawers to decrease the risk of damage. Remember, cloths that you do not need immediately make good padding material for breakable items. In addition, if your dresser or chest is or will be carried up or down a flight of stairs and is very heavy, we ask that you remove some or all of the clothing to decrease the weight.
 - f. **Linen, Bedding and Mattresses** – pack bedding and linen you will need on arrival in the same box. Bedding not immediately needed may be used as padding for fragile items or filler in boxes. Beds should be stripped when the driver arrives. Mattress protectors will be placed over each mattress prior to loading in the van.
 - g. **Lamp Shades and Bases** – lamp shades may be removed and shipped nested together. However, clean newsprint paper or other clean, non-abrasive divider should be placed over each shade prior to nesting to prevent damage. We recommend purchasing cartons specifically designed to transport lamp bases. In the event that cartons are not available, lamp bases may be packed into regular boxes with ample padding, or placed, with adequate padding, at the bottom of filled wardrobe boxes. Remember to remove the light bulbs before packing.
 - h. **Stereos and Other Electronics** – if available, the original boxes should be used for these items. If the original cartons are unavailable, they may be packed in sturdy boxes with adequate protection (bubble wrap, foam sheeting, newsprint paper, comforters/blankets, pillows etc.) on the top and bottom of the box. Make sure to fill any spaces around the edges of the electronic unit to avoid shifting within the carton. Take pictures of the wiring or label each cable making hookup in your new home easy.
 - i. **Statuary and Figurines** – wrap each individually with bubble wrap then tightly cover the bubble wrap with clean newsprint paper. If bubble wrap is not available, wrap each item with enough clean paper or other padding for adequate cushioning.
 - j. **Bottles, Glass Canned Food and Liquids** – tape the lids of bottles shut and wrap each bottle in clean newsprint or other type of padding. Put glass canned food jars in their original box or wrap them with bubble wrap before putting them into a sturdy container. All liquids should be sealed in unbreakable containers. For extra security, place bottles in a resealable watertight bag before wrapping and placing in the carton.
 - k. **Marble Topped Furniture** – marble and granite slabs require special handling, especially ones which are large. We strongly recommend that marble and granite slabs be

professionally crated prior to your move. Please check your employer's policy for covering this additional service. You must make arrangements for this additional service.

- l. **Mirrors, Glass, and Pictures** – wrap each picture or mirror with a generous amount of clean news print paper. For large pictures and mirrors, we recommend purchasing mirror or picture packs. Always stand pictures, mirrors, and glass on edge, never lay them flat.
 - m. **Artwork, Antiques, and Other Irreplaceable Keepsakes** – we recommend that valuable or very large artwork, antiques, and other irreplaceable items be crated prior to shipping. Please check your employer's policy for covering this additional service before scheduling work to begin.
 - n. **Computers and Printers**– if possible, pack computers and printers in their original cartons. Use appropriate padding, bubble wrap, newsprint, clothes, foam sheeting, etc., when placing them into sturdy boxes. Pad the bottom of the carton with packing material before placing the computer inside the box. Pack additional padding tightly around the sides and top of the item to prevent damage, then firmly seal the carton. Printers should have their print or toner cartridges removed prior to packing to prevent leaking. Take a picture of the wiring, or affix labels to the cables making hookup easier when you arrive in your new home.
 - o. **Televisions** – if possible, pack the television in its original box. If the box is unavailable, the television may be packed into a sturdy carton following the same procedure as computers. We recommend purchasing specialized cartons for flat screen televisions. These can be purchased at many stores where moving supplies are sold. Make sure you protect the screen of all televisions with a non-abrasive covering prior to wrapping it with bubble wrap or other form of padding.
 - p. **Washers, Dryers, Refrigerators, and Freezers** – refrigerators and freezers must be defrosted and thoroughly dried before the move. If you would like to clean the appliances prior to loading, please do so before the driver arrives. Each appliance will be covered with an appliance pad prior to loading in the moving van.
 - q. **Silk Plants** – small silk plants should be packed in boxes with ample padding. Larger silk plants and trees should have all moss, ivy, and other decorative items in the pot removed and packed separately. These small items can be easily lost or damaged in transit.
- We are not responsible for damage to contents which are packed in boxes, unless the box itself has been damaged (such as crushed or torn).
 - Furniture may be left in its current location until the driver arrives.
 - Empty the contents of drawers in end tables, nightstands, sewing machine cabinets, desks, buffets etc. You may leave clothes in the drawers of smaller dressers and chests (please see clothes section above). If clothes in drawers are heavy, please pack them in boxes.
 - Pianos present special challenges. We are able to load and unload standard sized pianos. While we carry the equipment and have the ability to move grand and baby grand pianos, we are not piano specialists. It is at your discretion if you would prefer to have your piano moved by specialists. If you wish to hire someone else to disassemble, load, unload, and reassemble your piano, you must make arrangements with your paying entity for reimbursement.

- Plastic rolling cabinets with drawers do not travel well. If you have such items and the drawers are heavy, please pack the drawer contents in a box.
- Outside furniture and lawn equipment must be cleaned and free of organic material and creatures. It should be sprayed for insects or ants one week before our arrival. Some states could deny access or passage through, should they find dirty or infested outdoor furniture or equipment.
- Live household plants are difficult to transport and in some cases, we cannot transport them. Please refer to *Items We Cannot Carry* for detailed information.
- Automobiles, lawnmowers, motorcycles and other gasoline powered items to be transported during the move must have their gas tanks emptied or as close to empty as reasonable.
- We are not responsible for damage to any electrical items, poorly packed items, or assembled particle board furniture.



BEFORE YOU MOVE – MOVING CHECKLIST

The following information is intended to make your relocation process successful and as stress free as possible. This document may be used as a check list should you wish additional assistance in keeping track of items that have been, or are yet to be, completed. It is your responsibility to assure that all items dealing with communication to our department, packing, truck access, preparation for loading and unloading of your goods, and any other items associated with our moving of your goods, are completed within the outlined time frames. If you are moving “last minute” you must complete all of the items up to the current timeframe as quickly as possible. In addition, we have included other general items, suggestions, and reminders to smooth your transition to a new location.

4 to 6 Weeks Before Your Move:

- Fax or email the *Inventory of Household Goods* and the *Relocation Information Form*.
- Start packing early, especially the items you infrequently use or will not use prior to your move. Don't underestimate how long it will take to pack.
- Make sure a 75 foot tractor-trailer can get to your home. Please check for low wires, low tree branches, and low bridges or overpasses. The truck must have a minimum height clearance of 13ft. 6 inches. A truck of this size requires a large turning radius, therefore, please check for sharp corners, narrow streets, or streets that are often lined with cars and become very narrow. There should be a 100ft. clear space along the curb in front of your home for loading/unloading.
- Notify the post office that you are moving. An on line change of address form is available at www.usps.com. Click on “All Products and Services”. There you will click on “Change Your Address”. You must complete a change of address form for each person receiving mail at your address.
- Alert the following entities to your upcoming relocation.
 - Pharmacy
 - Dry Cleaner
 - Lawn Service
 - Bank / Finance Companies
 - Credit Card Companies
 - Laundry Service
 - Auto Finance Companies
 - Health Club
- Contact the following professional services and gather any necessary paperwork that must move with you.
 - Doctor (s)
 - Dentist
 - Accountant
 - Lawyer
 - Broker
 - School
 - Insurance Agencies

- Cancel or forward your publications.
 - Newspapers
 - Magazines
 - Newsletters
 - Professional Journals
- If applicable, notify the following government agencies.
 - Department of Motor Vehicles
 - Social Security Administration
 - State/Federal Tax Bureaus
 - City/County Tax Assessor
 - Veterans Administration
- Have a garage sale or use an on-line auction service to dispose of items you no longer want or need. Consider donating unwanted clothes or household goods to a charitable organization.
- Eat at home more often. Use your supplies of canned goods, pantry items, frozen food, and refrigerated items. Buy only what you will eat prior to leaving.
- Use your cleaning supplies. They are difficult to pack and transport. Don't replace them when they run out, or make sure there will only be small amounts left when you leave and dispose of them on your way out the door.
- Make your transition easier by drawing a floor plan of your new home and indicating furniture placement. Have this ready for the mover when he arrives.
- Obtain an extra month's supply of Rx medication so you don't run out during your transition.

2 to 3 Weeks Before Your Move:

- Confirm any additional locations where your goods will be picked up or dropped off that are different from your main addresses.
- Dispose of flammable items. Federal law will not allow us to carry certain items. Please refer to the "Items We Cannot Carry" document.
- Do not wax or oil antique or other fine wood furniture as some products may soften the wood and/or finish leaving them vulnerable to imprints from furniture pads.
- Do not clean upholstered furniture. If not completely dry prior to moving, the moisture could lead to mildew and stains, especially if the furniture will be stored.
- Schedule utilities to be turned off at your current residence after your scheduled move date, and turned on at your new home by your arrival date.
 - Electric
 - Gas
 - Water
 - Telephone
 - Sewer
 - Trash
 - Cable
 - Satellite
 - Internet
 - Fuel (Oil or Propane)
- Change the billing address for any companies whose services you will retain when you move. Don't forget loan agencies.
- Take the family on a tour of some of the places that hold happy memories.
- Packing is stressful. Have a little fun. Schedule a party night at your house or at a local park, have a barbeque, keep it simple and relax.
- Have a going away party for the children and their friends.

- Make family travel plans, reserve hotel rooms, plane tickets, plan your route, look for fun things to do along the way.
- If you are driving, have the car serviced and checked for the trip.
- If you haven't done so already, get copies of children's school records or arrange for transfer. Obtain immunization records, medical and dental records, pet medical and immunization records, and Rx information.
- Transfer records to your new insurance company. Check to see if your move is covered by homeowners insurance. Assure that your new home will have fire, theft and personal property insurance prior to your move.
- Find a bank in your new town and open a new account. Transfer enough funds so that you will have ready access to money as soon as you relocate.

1 to 2 Weeks Before Your Move:

- Our driver will contact you to answer any questions and establish a load time.
- Notify us if you will be unable to meet your scheduled move date.
- Decide what to do with houseplants. Please refer to the document *Items We Cannot Transport* for more information.
- Drain fuel from your lawn mower and any other gas powered devices that are to be transported.
- Clean lawn equipment and porch or patio furniture.
- Drain water from garden hoses.
- If you live in an area of the country identified by the USDA as a Gypsy Moth Quarantine area, please print and complete the Gypsy Moth Inspection form located on our site. You may refer to the Gypsy Moth Quarantined Areas – State and County List we have provided to see if this is applicable to you.
- If you are shipping your automobile, run the gas tank close to empty and only add the minimum you need. The gas tank should be as close to empty as possible when loaded onto the moving van.
- Make arrangements for your transportation should you need to drive your car to an alternate location for loading or unloading.
- Have the security pins available for any front load washing machine. These **MUST** be installed to prevent damage during transport. **If the pins are not in place, we do not cover damage.**
- If you are moving a Jacuzzi or hot tub, have it drained, cleaned and disconnected. Turn it on its side to drain remaining water. If water remains in the piping when it is loaded, your household goods may be damaged.
- Remove all large artwork from the wall and have any valuable items (artwork, marble, slate, granite etc.) crated.
- If you have items being moved from, or moved to storage, make arrangements for access to the storage complex and alert management that a large semi truck will be moving your goods.
- Collect all items which are yours but might be out of your possession. Dry cleaned items, safety deposit boxes, keys, shoes or watches being repaired, lay away, storage, locker at the gym, etc.
- Begin packing a suitcase with weather appropriate clothes for your destination.
- Return items that may have been borrowed, library books, rented movies etc.

- Take your pets for a medical exam and update any needed shots. Obtain your pets medical and immunization record and talk to the vet about transporting your furry friend.
- Pack all important mail into one box.
- Make arrangements to have any deposits returned.

Day Before Your Move:

- All items that could go in boxes must be in boxes and all boxes must be packed and sealed.
Loose items not packed or boxed may not be moved.
- Have all items not being moved in one or two locations. Make sure they are well separated from items being moved.
- 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.
- The refrigerator and/or freezer must be empty, defrosted and dry.
- Check closets, cabinets, garage, and storage areas for any items that have been overlooked.
- If you live in a building with elevators, notify the management that you will need use of the elevator.
- If you live in an apartment or condo complex, secure management approval for the entry of a large semi truck.
- Pack clothing and toiletries for your trip. Have these items, along with any important paperwork, valuables, travel documents, prescription medication, pet and child supplies, and items you will immediately need in your new home, in one specific location.
- Get rid of all trash. Have all trash removed from the property or put in one, out of the way location.



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.



AFTER YOU MOVE

- Make sure any damage claims are submitted to our office in compliance with our claims policy.
- Check with your new post office to see if you have any mail that has been held and arrange for delivery to begin. Verify that your forwarding request was correctly processed.
- Check the state and local requirements for transferring your driver's license and vehicle registration. Some states allow a very short time for this to occur without penalty.
- Update your voter registration information.
- You may want to consult an attorney regarding laws in your new state that cover matters such as wills, transfers of property, investments, insurance regulations, inheritance laws, taxes, etc.



ITEMS WE CANNOT TRANSPORT

Hazardous Materials:

It is important that you understand which items we are not allowed to carry because they represent a hazard. Following are some common non-allowable items that you must attend to before your move, examples include:

Sterno Fuel	Charcoal	Chemistry Sets
Matches	Ammunition	Darkroom Chemicals
Kerosene	Oil Filled Lamps	Pool Chemicals
Gasoline	Aerosols	Motor Oil
Propane or Butane Tanks	Cleaning Solvents	Uninstalled Car Batteries
Fireworks	Oil Based Paints	Pesticides
Fire Extinguishers	Paint / Lacquer Thinner	Poisons (such as weed killers)
Charcoal Lighter Fluid	Flammable Cleaning Fluids	

Plants:

Some states, such as California, have very stringent guidelines for transport of live plants. If you are moving to California, we strongly encourage you to leave your plants behind. California law states that "House plants must have been **grown in an indoor setting only**, such as in a home or enclosed greenhouse, and **planted in sterile, packaged, commercial potting mix**. They should not have been grown or maintained outdoors, even during the warmer time of the year, or planted in soil taken from outdoor or backyard sources." In the event that your house plants meet all these requirements and we agree to carry them, inspection officers may reject and confiscate your plants at the state inspection facility. Please see the PDF *Transporting Plants CA* for further information. If your plants are accepted for transport, we cannot guarantee their condition when they arrive at your new home.

Illegal Items or Substances:

Illegal items packed into your belongings may subject you to charges against you should these items be found during a law enforcement search en route to your new home. We are subject to law enforcement inspection of our cargo.

Firewood and Unmilled Wood:

Firewood or other unmilled wood carries the possibility of infestation by any number of insects. In order to prevent infestation of our equipment, your goods, or other shipper's goods that may also be on our trailer, we cannot transport these items.

Household Cleaning Chemicals:

While not illegal, many household chemicals can become hazardous in the environment of a closed, hot van, and can leak, causing damage to your goods, as well as others goods that may also be on the trailer. We strongly encourage you to leave household cleaning chemicals behind. You will be responsible for damage caused to your goods and any other items on the trailer.



SOUTHEASTERN CALIFORNIA CONFERENCE MOVING CLAIMS POLICY

We do everything possible to assure your goods are transported without damage. Unfortunately, despite our efforts, damage sometimes occurs. In the event that your goods are damaged during the relocation process, please follow the information in this policy.

After unloading, you have up to 30 days to submit a damage claim. Our claim policy is as follows:

If the customer, hereafter referred to as shipper, has followed the moving instructions and guidelines given to them in person, via fax, postal service, email, or web site and it is determined that the damages are due to the negligence or carelessness of the SECC moving department, the item will be replaced or repaired. The decision for replacement or repair will be at the discretion of the Southeastern California Conference Moving Department.

Written notification of damages incurred must be received in our office no later than 30 days after the household goods have been unloaded. This can be done either by filling out the damage report of the Bill of Lading provided by the driver or by letter. Verifying pictures must accompany this notification.

If it is determined that the item is to be repaired, we recommend the shipper get three written estimates. The shipper then chooses which estimate they wish to use and sends it to our office by mail or fax for approval.

We will supply the shipper with written approval. When the approval is received by the shipper, the repair must be completed immediately and the paid receipt mailed to our office for reimbursement. The receipt must be sent to our office no later than 60 days from the date the shipper receives approval notification from our office.

We will send a refund check up to the amount approved. Anything over the approved amount will be the shipper's expense.

We do not give cash settlements.