



CUSTOMER RESPONSIBILITIES & MOVING TIPS

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we carry
the
load.SM

As part of our effort to ensure a convenient and stress-free move for all our customers, we've developed the following list of tips and disclosures to help you properly prepare for moving day. Please read through the following document carefully, and be sure to pack and prepare your shipment in compliance with all requirements below. It's one simple thing you can do to make your move easier, right from the start.

PREMOVE Checklist

- Do not disconnect your phone until the day after your move date. We may need to call you at your home!
- Prior to the packer's arrival, place any items not intended for transport in a safe area.
- Refrigerators and freezers must be emptied, defrosted and wiped out prior to loading.
- All items in the attic, crawl space or temporary storage must be brought to an accessible area for the driver.
- We are not allowed to remove any permanently affixed item: carpeting, electrical or plumbing fixtures, shelving, etc.
- All walkways and driveways must be clear of snow, ice, mud or other hazards.
- Keep children and pets in a secured area while movers are packing and loading.
- If an appliance is going to be moved please follow these instructions. Washers, dryers, and icemakers must be disconnected and serviced before the driver arrives unless contracted with your move consultant to handle disconnect services.
- Waterbeds, pendulum clocks, pool tables, hot tubs, sewing machines and large screen TV's may require special packing or servicing. Please make sure the mover is aware of your plans to move these items so proper preparation can be provided.
- We do not recommend transporting firearms in the moving van. If firearms are transported, The Brady Bill requires that the make, model and serial number be listed on the inventory. The customer must initial the inventory line acknowledging receipt. The driver can't transport ammunition.
- Vehicles and boats should have all personal items removed prior to transport.
- Machinery (such as lawn mowers) should be drained of all fuel and oil in the motor. The driver can not transport gasoline in containers.
- Remove printer ink cartridges and copier toner.



TRANSPORTATION LIMITATIONS

- **Movers are forbidden by law to ship or store the following items:**

Aerosol Cans	Propane Tanks
Paint & Paint thinners	Nail polish remover
Perishable Items	Lighter fluid
Cleaning Supplies	Gasoline
Hazardous Materials	Fireworks
Combustibles	Oxygen bottles/tanks
Bleach	Automotive repair and maintenance chemicals
Flammables	Radioactive pharmaceuticals (used in the field of nuclear medicine as tracers in the diagnosis and treatment of many diseases)
Ammunition	Matches

- **Plants should not be moved on the moving van. The driver has final right of refusal and will not be liable for plant damage.**

VALUATION COVERAGE LIMITATIONS

- The following items are not covered under your valuation (transit protection) policy and should be taken with you personally.

Currency	Check Book	Important Documents	Precious Stones
Jewelry	Securities	Prescription Drugs	Credit Cards

- Wine collections can be susceptible to damage caused by atmospheric conditions. It is recommended that the customer transport it with them or arrange for a climatic controlled vehicle.
- Mechanical failure of microwave ovens, stereo's, TV's, CD's, DVD's, radios, fax machines, copiers, scanners, computers, etc...are not covered under normal valuation (transit protection) unless there is physical transit-related damage. Stored data is not covered and should be backed up.

LOAD DAY

- The driver will list your items along with the box count. You are responsible to verify the accuracy of the inventory.
- It is important to do a final walkthrough of the residence prior to the driver leaving to ensure everything has been loaded.

DELIVERY DAY

- You are required to check-off the Inventory sheet to ensure delivery of all items and note any missing items.
- It is important to do a walkthrough of the residence prior to the driver leaving and note any property damage.

I have discussed the customer responsibilities listed above with my agent representative and understand what is required of me to prepare my shipment for transport.

Customer's Signature: _____ **Date:** _____

Agent Representative: _____ **Date:** _____



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