



Relocation Guidelines

Moving can be a difficult and stressful time for everyone involved. The information contained on the following pages provides some helpful hints on moving.

Please schedule a survey of your household goods as early as possible. Once you have determined dates for your move, call your move coordinator to start the move process with United.

IT IS IMPORTANT THAT YOU ARE AVAILABLE FROM 8:00 A.M. UNTIL COMPLETION OF THE JOB ON PACK & LOAD DAY.

United Van Lines will be as specific as possible as to the driver's arrival time for the day of loading. However, the driver is sometimes traveling from a long distance, specific times can be difficult to determine. The driver will contact you the day before loading. If you do not hear from the driver, please notify your move coordinator to assist in getting the status of your driver and the time for arrival.

Please avoid scheduling other activities on the pack, load & delivery days. Travel arrangements should be made with enough time allowed for you to be present during the entire move process.

Pre-Move Weekly Suggestions

SIX (6) WEEKS BEFORE MOVE

- Create a “move information” file – this should include important move information and moving expense receipts, etc.
- Check with IRS to make sure you are keeping all the necessary receipts.
- Contact your insurance agent to transfer property, fire, auto and medical insurance.

FOUR/FIVE (4 TO 5) WEEKS BEFORE MOVE

- Look at everything being shipped. Start a list of items that need special attention, items that you will be taking with you (fine jewelry, stocks, important papers, etc.)
- When possible, confirm your flights, hotel & rental cars

THREE (3) WEEKS BEFORE MOVE

- Notify your move coordinator if you have added or subtracted items to be shipped.
- If you have young children, make arrangements for someone to watch them on moving day so you can concentrate on the move.

TWO (2) WEEKS BEFORE MOVE

- Start disposing of flammable items (see “Non-Allowables”)
- Plan meals that will use up the food in your freezer
- Have your automobile serviced if you are traveling by car.

ONE (1) WEEK BEFORE MOVE

- Back up all your computer files on a separate disk. Consider taking the backup and other diskettes with you.
- Drain all the oil and gasoline from lawn mower, weed eaters, etc.
- Be sure all items not going on the moving van are clearly marked. It’s very helpful if these items are located in a separate area.
- Collect your valuable jewelry and any valuables you will be taking with you and put somewhere you will remember and out of the way of the packers – (see “Thing to Remember – Prior To & After Move”)

Things to Remember Prior To & After the Move

Prior To Your Move

United is **NOT** liable for certain valuables such as currency, stamp or coin collections, important documents, jewelry, watches, car keys, prescriptions, precious stones, furs, firearms, etc. These items should be put aside **before** the packers arrive and carried with you or transported by other means.

As a rule, you cannot ship house plants. Discuss your situation with your move coordinator for options. The driver may be willing to take them, however, the Department of Agriculture may confiscate them or weather conditions may cause damage. In either case, United and S&M Moving Systems are not liable.

NOTE:

***Some state laws prohibit the moving of house plants.
Consider giving your plants to a friend or relative.***

Dispose of all aerosol cans, toxic drain cleaners, gasoline, paint thinners, lighter fluid, etc. (See *Non-Allowables*)

Refrigerators and freezers should be emptied and doors left open at least 24 hrs. prior to loading. This will allow appliance to dry out and prevent mold growth.

Prior to the crew's arrival, please disconnect your computer, stereo, VCR and TV from their power source as well as their appropriate cables. Remove all CDs from your disc changer and make sure they are included on the high value inventory. ***In the absence of external damage***, the carrier will decline liability on claims.

If you are shipping a vehicle, the gasoline must be no more than ¼ of a tank full. No personal items or cartons are to be left in the vehicle. The spare tire and jack are the only items that can be left in the trunk.

For liability reasons, remove anything hanging or mounted on the walls or cabinets prior to pack day. If an item needs to be professionally handled, your move coordinator can make arrangements through a third party service.

After Your Move

If you are doing your own unpacking, we can arrange to have the cartons picked up. There is a cost associated with this service which will be COD or billed to your company (when authorized).

Should you have any damaged, lost or broken items please call your coordinator immediately for assistance.

Interstate moves – You have 9 months from the day of delivery to file a claim.

Intrastate / Local – You must call your coordinator for timelines.

It is United Van Lines and S&M Moving Systems' goal to exceed your expectations. You will receive an email survey giving you the opportunity to rate all aspects of your move and the personnel involved. Our sincere hope is **our performance throughout the move has been deserving of "10" in all categories!** If you feel you cannot rate us a 10, please let us know immediately!

Your Responsibilities – Pack, Load & Delivery Days

PACK DAY

Plan to be on hand to advise the packing crew of any special needs you might have. If there are certain things **NOT** to be packed, i.e. airline tickets, travel luggage or special documents, put them in an area marked “**Do Not Pack**”. If your household goods are being delivered to more than one location at destination, such as an apartment and a storage facility, please identify which items are going to what location to the packers so they can mark them properly.

When the packers are finished, it is **your responsibility** to walk through the house to determine all items have been packed. Be sure to check all cabinets, closets, storage areas, dishwasher, attics, etc. You will be required to review and sign inventory verifying its accuracy.

LOAD DAY

You need to be at the residence when the driver arrives. Walk through the house with the driver identifying any items requiring special attention. As with the packing, please point out items that will be going to different locations at destination so the driver can mark them properly.

The driver will prepare an inventory showing all the items you are shipping to your new home. You may accompany the driver as the inventory is prepared and each piece is tagged with an inventory sticker specific to your shipment. The inventory is the controlling document covering both the number of items shipped and their condition at the time the household items are tendered to United. You will be required to review and sign inventory verifying its accuracy.

The driver will ask to review your **High Value Inventory** to verify each item included on the form. Driver will inspect and seal each carton before loading.

When the driver is finished, it is **your responsibility** to walk through the house to determine all items have been loaded. Be sure to check for any property damage and notify your coordinator within 24 hours.

Please check that the driver has the correct delivery address and contact phone numbers for your new location. The driver may or may not be able to provide the exact delivery date on the day of loading. You must be available for delivery at destination during the entire delivery spread. Please stay in contact with your move coordinator in case there are any changes.

DELIVERY DAY

You must be present during the delivery process. It is **your responsibility** to check off items on the bingo sheet as they are delivered into your new home. If there are damaged or missing items, it is important in the claim process these items are noted on the bingo sheet on day of delivery. Property damage, if any, must also be noted on the paperwork.

The driver will bring the high value inventory cartons and items directly to you for inspection and will ask you to sign once more for receipt. *It is suggested that all high value cartons be unpacked while the driver is present.*

Unpacking of mattresses and assembly of beds is a normal part of the delivery process. All other unpacking needs to be scheduled for the next day. Contact your move coordinator as early in the move process as possible if you will be requesting unpacking.

Non-Allowables

Items that represent a hazard or are perishable cannot be shipped.

Listed below are some common non-allowable items.

Hazardous Materials – Items that are flammable, corrosive or explosive.

Acids	Fireworks	Paints
Aerosols	Gasoline	Pesticides
Ammonia	Kerosene	Poisons
Ammunition	Lamp Oil	Pool chemicals
Car batteries	Liquid Bleach	Propane tanks
Charcoal	Loaded guns	Sterno
Charcoal lighter fluid	Matches	Weed Killer
Chemistry sets	Motor oil	
Cleaning Solvents	Paint thinner	

Perishables – Food, plants or living things that may die or spoil in transit.

Frozen food	Plants	Refrigerated foods
Open or half used foods	Produce	

Items of Sentimental Value/Personal Importance

These items can create problems should your shipment be delayed or items lost. We suggest that irreplaceable and/or sentimental items be carried with you instead of being packed with your shipment.

Address books	Financial documents	Professional files
Airline tickets	Fine Jewelry/furs	Research projects
Car keys	IRAs/deeds/tax records	School records
CDs	Medical/shot records	Software backups
Checkbooks	Medicine	Sterling silver
Computer disks	Personal video tape/DVD's	Stocks/bonds