



Customer Origin Responsibilities (Pre-Pickup)

- Ensure your residence and/or pickup location is tidy and all items are free of soil, mold and pests. This includes all outdoor items such as playsets and grills.
- Remove items from your attic, crawl space, or other areas where there is no finished floor, adequate lighting or where a person cannot stand erect. Service provider personnel are not required to enter these areas.
- Create a “Do Not Take” area and clearly mark items that you do not want moved by the carrier.
- Ensure to safeguard all cash, jewelry, important documents, and prescription drugs. During pickup, lock them in your vehicle or keep them in a secured room.
- Identify and separate your “Pro Gear” from other property.
- Empty, defrost and wash inside your refrigerator/freezer at least 3 days before your move and leave doors open after cleaning to dry out.
- Ensure dishes are clean and ready to be packed.
- Remove garbage from all trash cans in your residence prior to pack/load dates.
- Disassemble, clean and dry outdoor play equipment and outdoor structures (e.g., utility sheds, playhouses, swing, gym sets, etc.).
- Drain all motorized equipment of gas and oil.
- Disconnect all appliances including washers, dryers, stoves and refrigerators. If you are moving a front load washer, obtain the bolts to secure the drum for movement.
- Propane tanks are hazardous items and may not ship.
- Disconnect/un-mount your television and satellite dish.
- Plan to keep your children and pets in a safe location and away from high-traffic areas.
- Movers have the right to repack any item(s) they feel may need adequate protection, including items packed in plastic tubs and totes.
- If you own antiques or other high-value items, it is recommended that you obtain an appraisal prior to pick up. The Government does not pay for appraisals, but you should consider this part of your investment in the event of loss or damage.