



Customer Origin Responsibilities (Pre-Pickup)

Double-Check Your Home

- ★ **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.
- ★ **Pre-inspect all property for Spotted Lanternfly and Spongy Moth.** A formal inspection between you and your service provider will take place during pickup.
- ★ Remove items from your attic, crawl space, or other areas that lack a finished floor, adequate lighting, or sufficient space to stand upright. **Service provider personnel are not required to enter these areas.**

Identify and Clean

- ★ **Create a "Do Not Take" area** and clearly mark items that you do not want moved. Identify and separate your Professional Books, Papers, & Equipment (PBP&E/"Pro-Gear") from other property.
- ★ Empty, defrost, and clean the inside your refrigerator/freezer **at least three days before your move. Leave the doors open afterward to allow them to dry.**
- ★ Ensure dishes are **clean and ready to be packed.**
- ★ **Remove garbage from all trash cans** in your residence prior to pack/load dates.

Disconnect Appliances and TVs

- ★ **Disconnect all appliances including washers, dryers, stoves, and refrigerators.** If you are moving a front-load washer, obtain the manufacturer-provided bolts to secure the drum for movement.
- ★ Unmount and disconnect all TVs and satellite dish(es). **It is your responsibility to reconnect these items at the destination.**
- ★ Original manufacturer boxes provide added protection for TVs and monitors. **Please notify your movers if you still have these boxes available for reuse during shipping.**

Prepare Special and Unique Items

- ★ If you own antiques or other high-value items, it is recommended that you obtain an appraisal prior to pickup. **The government does not pay for appraisals,** but you should consider this part of your investment in the event of loss or damage.
- ★ **Some complex furniture or equipment may require customer disassembly.** If you own any of the items below, be sure to identify them during your pre-move survey to discuss your responsibilities:
 - Peloton, treadmill, elliptical, home gym, squat rack, bunk beds
- ★ If shipping engine-powered equipment (e.g., motorcycles, dirt bikes, lawnmowers, snowmobiles, mopeds, boats), **ensure they are clean and free of dirt, grease, and fully drained of fuel before pickup.**

Other Important Steps

- ★ **Plan to keep your children and pets in a safe area away from high-traffic zones during packing and loading.**
- ★ You may take photos/videos of your property to record its condition prior to pickup. Please ensure a date stamp is visible.
- ★ You may also create a personal inventory of the items being moved. **However, note that this personal list will not be used for claims purposes.**
- ★ Movers have the right to repack any item(s) they believe require additional protection. This includes items packed in plastic tubs and totes. **All pre-packed containers must be opened for inspection/inventory purposes.**