



Customer Origin Responsibilities

- Ensure your residence or pickup location is tidy and all items are free of soil and pests.
- Make sure walkways and driveways are clear of obstacles and other hazards (snow, ice, etc.)
- Remove any items from attics, crawl space, or other areas where there is no finished floor, adequate lighting or a person cannot stand erect, as van line personnel are not required to go into these areas.
- Create a “Do Not Take” area for items that will not be moved by the carrier & be certain it is clearly marked.
- If you may need items shortly after arrival, be safe and take those with you in case of any unforeseen delays.
- Be sure to safeguard all cash, jewelry, important documents and prescription drugs. These can be locked in your vehicle or kept in a secured room where no access is required.
- Identify and separate your “Pro Gear” which consists of items used in the performance of your duties such as books/reference materials, tools/instruments, or specialized clothing (not your usual uniforms, but diving suits, band uniforms, etc.) Pro Gear is not counted against your weight allowance.
- If an extra delivery is authorized, be sure to separate and clearly indicate which items are to be delivered to which location.
- Complete a walkthrough prior to the start of packing with the service provider to identify items to be transported.
- Empty, defrost and wash inside your refrigerator/freezer and leave doors open after cleaning to dry out.
- Remove any window air conditioners, drain water from any hot tubs/Jacuzzi or water beds and allow to dry.
- If shipping firearms they must be inoperable (remove bolt, firing pin or other arming parts). Never ship any ammunition.
- Disconnect all electronics and appliances. You are responsible for all disconnects, including washers, dryers, stoves and refrigerators. If you are moving a front load washer, please obtain the bolts to secure the drum for movement.
- Dismantle any outdoor play equipment such as swing sets or playhouses.
- No propane tanks can be shipped.
- If shipping engine powered equipment (motorcycle, lawnmower, snowmobile, boat, etc.) ensure they are free of dirt/grease and have no fluid leaks. Disconnect the battery cables & tape the leads. Disconnect sparkplug and tape the wire lead. Completely run the equipment out of gas. Tires should be properly inflated. Motorcycles/dirt bikes must be able to be rolled onto the truck.
- Remove hanging objects from walls, ceilings, and cabinets. This includes curtain rods, mirrors and pictures.
- Disconnect any satellite dish; remove your TV antenna if applicable. Disconnect TV’s and un-mount them from the walls.
- During both pack and load the crew leader should give you an overview of what to expect; if they don’t feel free to ask! The crews should ensure your home is protected (carpet/floor runners, railing/door jambs, etc.) if this is not the case, please call your move manager immediately.
- Advise the loading crew of any extra fragile items needing special attention.
- Keep your children and pets in a safe area away from traffic areas.
- You or your authorized rep must remain on the premises to ensure all items are loaded.
- After a final walkthrough of your home, check and sign the inventory!