

Moving Day

- Clean your house as much as you can before the moving van arrives.
- The driver will contact you or the destination agent at least 24 hours prior to expected arrival time. This allows enough time to locate you and begin preparation for unloading. It is your responsibility to contact the destination agent if you cannot be reached.
- Review your floor plan so you can tell the movers where to place your furniture and appliances. Make yourself available for the movers for instructions on where to place your furniture while unloading. Stay there in case there are any questions.
- If you cannot be at your home while the van is being unloaded be sure to authorize a representative to accept delivery and pay the charges for you. Inform the destination agent of your representative and his or her name. Your representative will be asked to note any change in the condition of your goods noted on the inventory at the time of loading, and to note any missing items at the time of delivery.
- By signing the inventory sheet, you are acknowledging the receipt of all items listed. Document any loss or damage on the inventory sheet and report this to the van line agent at destination, immediately. Make sure you have your reference number when calling the van line agent for questions or concerns.
- Get a baby sitter for your kids during the unloading process.
- Put your pets in a room where they will not be on the way of the loading process.
- Unpacking of containers service is available but must be made in advance. Limited unpacking and removal of cartons may be requested on move in day.
- Do not use your stereos, computers, televisions, other electronic devices and appliances for 24 hours after delivery to prevent possible damage. Allow them to adjust to room temperature.
- Payment is required upon delivery in cash, traveler's checks, money order or cashier's check. Personal checks are not accepted. Unless other

arrangements were made in advance you are expected to pay upon delivery.

- **Make sure all utilities have been connected.**
- **Have your phone connected a day before move in day.**
- **You will be asked to sign the inventory sheets, bill of lading and pack/unpack certificate.**