



QUICK REFERENCE GUIDE

PRICING FACTORS

- Shipment pricing is mainly based on the **WEIGHT** of your goods and the **DISTANCE** the goods are traveling.
- In order to provide you with the best possible pricing, other shipments along the same route may be loaded and unloaded from the truck as necessary.
- If your circumstances do not allow for a normal delivery, please discuss alternative transportation solutions (such as containers, expedited usage and exclusive use) with your sales representative before booking your relocation. Pricing for these programs can differ significantly from our regular transportation prices.

PACKING

- Items packed-by-owner (PBO) do not typically qualify for claims unless there is external damage to the box noted at delivery, so please be sure to protect your items for transportation thoroughly when/if you pack them.
- Refer to your survey results. Anything not specifically marked on the inventory as a piece of furniture will need to be packed in a box.
- If you are packing items in your shipment, make sure the items that can be packed are secured in cardboard boxes. Bubble and pad wrapping (without boxes) are not sufficient for packing purposes.

LOADING

- The vast majority of long distance moves are loaded directly on the van. However, it may be necessary for a local crew to preload your shipment and hold it at our facility to meet your requested loading date. This **WILL NOT** affect your delivery window.
- Your Relocation Coordinator will advise you of arrival times the day before each service takes place.
- A final walkthrough should be completed before the loading crew leaves your residence. Be sure to check the attic, behind doors, inside cabinets, closets and all outdoor areas to ensure removal of all items to be moved.

DELIVERY SPREAD (DOS & DON'TS)

- **DO NOT** make any work, personal or travel plans on your packing, loading and delivery spread dates. Your availability is important for all planned days.
- **DO NOT** make assumptions about whether your shipment will be delivered on the first or last day of your delivery spread. The actual date of delivery can change, even while the shipment is in route to destination.
- **DO NOT** include your house closing day(s) as part of your available delivery window. If your closing were to be delayed, your shipment may incur additional charges for storage and/or waiting time.
- **DO** discuss closing rules for your destination state with your realtor. Some states require a minimum waiting time for closing from start to finish. Understanding your destination state's regulations can reduce the chance of incurring additional charges.
- **DO** be available to take delivery of your shipment on EVERY day of the delivery spread. If you are unable to be present, you may have a representative in your place. If no one is available on those days, the shipment may be placed into storage which will result in additional charges.
- **DO** obtain your Inventory Control Form from the driver that delivers your goods and check off every item in your shipment on the form. This will help ensure that everything that was loaded at origin is delivered at destination. Document any damage to your belongings, any missing items and/or items delivered without tags.
- **ONLY** your relocation coordinator may change the delivery spread. Always have your coordinator verify the revised dates.

