

Helpful Tips and Important Information

ALL Communication is to take place with your assigned Coordinator. Do not rely on confirmations and/or agreements from any of your multiple service providers (i.e., Packing Crew and/or your Driver).

ONLY your Coordinator can confirm your services, schedule any dates and advise you of your authorized entitlements.

Our offices are located in Flagstaff, Arizona. During the winter months, we are in Mountain Standard Time. During the period that the country goes on Day Light Savings, we are in the Pacific Time Zone.

Service Dates

On the actual days that your Packing, Loading and Delivery take place, you or your previously designated agent must be present. Do not schedule appointments on these dates. You will be given a window of time for the arrival of your driver and service crews. Arrival times are estimated.

You will be provided with a “spread” of dates for Loading and Delivery. Based on the weight of your shipment, the bigger the shipment the smaller your “spread” will be for both Loading and Delivery. The “spread” of dates given to you will be determined by the moving company. We will attempt to service your move on the dates you prefer but in coordinating service crews and drivers, your actual date of service may not be your stated preference.

DO NOT SET FIRM DATES FOR TRAVEL UNTIL YOUR COORDINATOR HAS STATED THAT YOUR SERVICE DATES ARE SET.

Delivery dates are determined by several factors, mainly: the miles from Origin to Destination and the allowable hours and miles that an individual can legally work and drive as mandated by the Federal Department of Transportation, the weight of your shipment and the remoteness of your delivery city.

Your Coordinator will attempt to pinpoint the actual day for Delivery within the provided “spread” of dates. Again, circumstances can and will change. The estimated date for delivery is simply provided to assist you with your scheduling. Delivery dates can change and often do. Be prepared to adjust your schedule and be flexible with your temporary living arrangements. Your Coordinator will advise you of your set delivery date as soon as your assigned Driver can report his final scheduling.

PLEASE NOTE... Failing to be available for Delivery can make you financially liable for an Attempted Delivery Charge. Please be sure to communicate changes in your schedule immediately with your Coordinator. Also note... moving vans often have other customer's shipments on-board and delivery schedules cannot be changed with little to no prior notice and/or confirmation. Be sure that you or your designated representative is available on the confirmed date for Delivery.

Packing and Moving Services

Under federal guidelines, all of your belongings need to be packed by moving company personnel so that both the handling and quality of packing is covered under your valuation protection. Boxes, totes and other containers that are "pre" packed by you will need to be inspected and possibly repacked to meet this requirement. PLEASE, do not unpack or open boxes previously packed by your Pack Crew. This can void any coverage you may be entitled to.

PRIOR to the arrival of your Packing Crew, separate and safely place any items that you do not wish packed in a secure area and advise your Packing Crew that you do not wish for these items to be packed.

You are entitled to receive Unpacking Services. We will attempt to schedule this service on the day of Delivery but due to the size and/or time of your delivery, this service may be scheduled after your Delivery. Unpacking services consist of removing the items from the packed cartons and placing the items on counters, shelves or any available space. Moving personnel are not allowed to put your items away as you must be given an opportunity to inspect all items. Debris Removal is a part of this service.

All appliances and electronic equipment including televisions and computers must be disconnected by you prior to packing and handling. Gas and water lines connected to appliances must be disconnected by you or a service person. Moving company personnel are not allowed to disconnect gas and water lines from your appliances.

You will want to disconnect and remove all food items from your refrigerator the day prior to your move and allow the interior to dry out. Placing a paper bag with charcoal and holes cut into the bag will help with keeping the interior from becoming musty and smelly.

We can transport firearms. Your Packing Crew will need to inspect these items and list them along with their serial number(s) on your Inventory. This is a federal requirement. Moving companies cannot transport ammunition.

Items in attics and/or crawl spaces will need to be brought to a main floor by you.

All hanging items must be removed and/or disconnected by you prior to your scheduled day of packing.

All outdoor gas powered equipment should have most if not all gasoline removed.

Pressurized fuel tanks cannot be shipped.

All outdoor play equipment, jungle-gyms, weight lifting systems, etc. need to be disassembled by you prior to your Loading date. You may request and we will submit for approval to have this service as well as reassembly services approved. Unless you receive confirmation from your assigned Coordinator, this service has not been approved.

Your Presence is Necessary

You or your pre-designated representative must be available and on-site for all services. If you have assigned the responsibilities of being your representative to an individual other than yourself, that individual is responsible for all communications, agreements and approvals that they provide to your service providers.

You will need to provide your Coordinator with a written letter advising us who your designated representative will be as well as their contact information.

If you are moving in the winter months and snow and ice is a possibility, be sure to coordinate to have walk-ways to the Origin and/or Destination sites cleared of any accumulated snow and/or ice.

Prior to your Driver leaving your Origin and Destination sites, be sure to perform a thorough walk-thru to be assured that all items have been packed, loaded and/or delivered. In addition, be sure to look and confirm that no property damage was incurred.

Be sure to receive all pertinent and necessary paperwork from your Service Providers. You should inspect your furniture, boxes and all items within your shipment prior to your Driver leaving your Destination site.

Storage

Should your items be placed into Storage, please be aware that access to your possessions is limited. Household Goods Storage is designed and implemented for security and safety. Your items will be re-wrapped and placed into storage vaults for the duration of storage. Be sure to advise your Driver at time of Loading if you believe any item(s) may need to be acquired during the period of storage. This allows us to “red tag” these items so that their availability can be coordinated.

Under government regulations, you are entitled to a one-time access to your possessions while in storage.

Please communicate and coordinate with your assigned Coordinator for your Delivery-out of Storage. Do not communicate with your storage facility. A rule of thumb is to provide at least a two week notice of your preferred delivery date. Moving companies are very busy in the summer months and the scheduling of a customer's move is based on a "first come - first served" policy. The more notice that you can provide the better we are able to provide services on your preferred date.

Shipment No-Nos

The following is a list of items that cannot be shipped:

Bleach	Liquid Detergents	Aerosol Cans	Paints, Stains
Batteries	Flammable Liquids	Wine	Oil
Opened Liquor Bottles	Fire Extinguishers	Ammunition	Gasoline
Fertilizer	Perishable Food	Pressurized Containers	

Human and Animal Remains

Any item(s) that could potentially leak, cause damage and/or ignite cannot be shipped.

When moving, be sure to keep in your personal possession:

Passports	Personal Documents	Currency	Collections
Medications	Insurance Documents	Jewelry	
Legal Documents	Bonds, Stock Certificates		

The above is not a complete list. Do not ship any item(s) of personal need or that are of a personal value.