

HELP US MAKE THIS YOUR FINEST MOVE EVER!

As part of our continuing effort to provide you and your family with a quality relocation that meets our rigid standards and exceeds your expectations, we have assembled a checklist of helpful tips and suggestions for your move.

EFFECTIVE IMMEDIATELY: HOVERBOARDS ARE BANNED FROM ALL DOMESTIC AND INTERNATIONAL SHIPMENTS AND CANNOT BE TRANSPORTED OR STORED.

PLEASE REMEMBER:

- In order to make a final walk through with the driver to assure that all of your belongings have been packed and removed from the residence, **please try to schedule any flight arrangements after your household goods have been packed and loaded onto the moving van.**
- Do NOT sign blank paperwork or documents you do NOT understand.**
- We cannot emphasize enough that the following items are **NOT COVERED** under your valuation (transit protection) policy. **Please make arrangements to transport these items yourself and kept in a secure location during your move.**

- | | | |
|---------------------------------------|--------------------------------|--|
| • Currency / Cash | • Furs/Fur Coats | • Software Programs |
| • Credit Cards or Gift Cards | • Hoverboards | • Collections of any type (Example- Stamps, Coins, Cards, Comic Books and Records) |
| • Jewelry | • Passports | • Tax Documents |
| • Deeds and Other Important Documents | • Precious Stones and Metals | |
| | • Securities, Stocks and Bonds | |

- In order to keep in continuous communication with your Customer Service Representative, please try to keep your phone connected until the last day of loading.
- Before your possessions are packed and loaded, it is important to learn which items cannot be shipped because they are hazardous, perishable or irreplaceable. Listed below are common items that are not allowed that you will need to consider before you move.
- The following items are **PROHIBITED BY FEDERAL LAW** and **CANNOT** be packed or loaded on the van:

Hazardous Materials:

- | | | |
|---|------------------------|---------------------------------|
| • Acids | • Darkroom Chemicals | • Matches |
| • Aerosols | • Explosives | • Motor Oil |
| • Alcohol/Wine | • Fertilizer | • Nail Polish |
| • Ammonia | • Fire Extinguisher | • Nail Polish Remover |
| • Ammunition | • Fireworks | • Paint Thinner |
| • Butane | • Flammables | • Paints including craft paints |
| • Car Batteries | • Gasoline | • Perishable Items* |
| • Carbonated Beverages | • Helium Propane Tanks | • Pesticides |
| • Charcoal including Charcoal Lighter Fluid | • Household Batteries | • Plants |
| • Chemistry Sets | • Kerosene | • Poisons |
| • Cleaning Supplies / Products / Solvents | • Lamp Oil | • Pool Chemicals |
| • Combustibles | • Liquid Bleach | • Propane Tanks |
| • Corrosives | • Loaded Guns | • Rubbing Alcohol |
| | • Lithium Batteries | • Scuba Tanks |

*** Perishables include Food, plants or living things that may die or spoil in transit.**



Personal or Sentimental Items:

- This category of non-allowables can create problems should your shipment be delayed or items lost. We suggest that irreplaceable or sentimental items be carried with you instead of being packed with your shipment.

Examples include but are not limited to:

- Address Books
- Airline Tickets
- Car Keys
- Car Titles
- Cash
- CD's
- Cell Phones and Chargers
- Certificates of Deposit
- Checkbooks
- Collections of any type
- Computer Discs
- Contact Lenses and Solutions
- Deeds
- Financial Documents
- Furs/Fur Coats
- Insurance Policies
- IRA's
- Tax Records
- Jewelry
- Keys to furniture, safe, home
- Laptop Computers
- Medical/Dental Records
- Medicine including Prescriptions
- Pagers
- Passports
- Personal Videos, Tapes, Photos, Photo Albums
- Professional Files
- Research Projects
- School Records
- Sterling Silver
- Stocks/Bonds

Transportation of Firearms:

PLEASE NOTE: If your relocation policy with your company does not allow the transportation of guns/firearms, please advise your Customer Service Representative Immediately.

The "Brady Bill", enacted in 1994, contains provisions governing the transportation of all firearms by common and contract carriers. The following procedures should be observed for all household goods domestic and international shipments containing any firearms including (but not limited to) hand guns:

- No markings should be made on the outside of the box or container indicating that a firearm is inside.
- Firearms must be listed on a separate descriptive inventory listing the make, model and serial number of each firearm being transported.
- At the time of delivery, a written receipt must be obtained. On the exception portion of the descriptive inventory corresponding with the description of the firearm, the van operator must write "received". Both the customer and the van operator will then sign that line on the inventory, as well as in the appropriate signature blocks at the bottom of the inventory.
- If a firearm is noted as not having been delivered or is expected as missing by the receiving party on the exception sheet, you must notify your Nelson Westerberg representative immediately. A firearm that can not be located must be documented and a trace started immediately.
- Firearms must be emptied of all ammunition by the owner and all safety locks in place prior to packing. Nelson Westerberg cannot move any ammunition per federal law. It is the owner's responsibility to make arrangements for the safe handling of all ammunition.



- ☑ Refrigerators and freezers must be defrosted and allowed to dry for 24 hours prior to loading. All items are to be removed. We suggest the interior be wiped dry to protect the unit from mildew or mold. To avoid any unpleasant odor, it is recommended that you place a box of Baking Soda in each compartment.
- ☑ Ink Cartridges **must** be removed prior to driver & crew arriving at residence for packing and loading.
- ☑ Appliances such as washers, dryers, and ice-makers must be disconnected and serviced before they are moved. Depending upon the type of appliance, this may be completed by yourself or we can arrange for the servicing (if authorized by your account).
- ☑ To protect your belongings and avoid accidents, all motorized products, such as lawn mowers and other applicable machinery (Blowers, trimmers, chain saws, pressure washers, generators, etc.) **must** be drained of **all** gasoline and oil.
- ☑ Automobiles, Motorcycles, Boats, Tractors, Snowmobiles and any other Terrain Vehicles must contain **no more than a quarter tank of fuel** and the oil should be left in the engine. **If you have a Toll Tag in your car, please make sure you remove it prior to releasing the vehicle. (Examples: E-ZPass, MassPass, I-Pass, I-Zoom, Smart Tag, TransPass, M-Tag, Quick Pass)**
- ☑ Mechanical failure of electronic products such as microwave ovens, stereos, TV's, radios, computers, CD's, etc., is **NOT COVERED** under normal valuation (transit protection) unless there is transit related damage. Please make certain that you **review your owner's manual for proper servicing** prior to your move.
- ☑ If you notice and Property Damage during the packing, loading or delivery, you **must** note it on drivers paperwork. Contact your Customer Service Representative right away so a Claim form can be sent to you immediately.
- ☑ When you plan to deliver out of storage to your new residence, contact your Customer Service Representative with the delivery address and preferred date of delivery. **Please allow 7 to 10 working days in advance to schedule delivery out.**
- ☑ Upon delivery, please use the original inventories and BINGO sheet to check off each item as it is unloaded. If any item is missing or damaged, note it without delay and contact your Customer Service Representative. Failure to do so may result in items being denied if any claims arise in the future.
- ☑ After the move has been completed, if you have any missing or damaged articles, please contact your Customer Service Representative immediately.
- ☑ PLEASE NOTE: All documents are legally binding. Make sure that you check off the Bingo Sheet as your items are delivered and mark any damages or missing items on the paperwork. Notify your Customer Service Representative if any items are missing or damaged.

Relocating to a new home is very unique and personal experience. Good planning, preparation, and cooperation will help make this your finest move ever. Once again, if you have any questions, please call your Customer Service Representative any time.

THANK YOU FOR YOUR COOPERATION!