

Allegheny Valley Transfer Co., Inc.

HELP US MAKE THIS YOUR BEST RELOCATION

In our continuing effort to provide you with a quality relocation that meets our standards and *exceeds* your expectations, we have established a list of helpful tips and suggestions for planning your move. By simply following these guidelines "you" will greatly contribute to the success of your relocation.

Please remember, the following items *cannot be packed or loaded on the van*:

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| * Aerosol Cans | * Cleaning Supplies | * Outdoor Chemicals |
| * Alcohol/Wine | * Firewood | * Paints |
| * Ammunition | * Fireworks | * Perishable Items |
| * Automotive Fluids | * Flammables | * Propane Tanks |
| * Carbonated Items | * Keys | * Soil |
| * Charcoal Briquettes | * Medicines | |

All of the following must be packed in boxes or crated prior to being loaded in the moving van:

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|-------------------------------------|----------------------------|
| * Glass Gun Rack Doors | * Mattresses & Box Springs |
| * Glass or Marble Inserts in Tables | * Mirrored Doors |
| * Glass Shelves | * Mirrors |
| * Glass Stereo Doors | * Packed Milk Crates |
| * Glass, Marble or Slate Table Tops | * Table Lamps |

These items are not covered under your valuation (transit protection) policy:

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|-----------------------|-------------|----------------|
| * Currency | * Jewelry | * Securities |
| * Important Documents | * Passports | * Stocks/Bonds |
| * Fur Coats | | |

PLEASE BEAR IN MIND THAT IF YOU PACK YOUR OWN HOUSEHOLD ITEMS AND THERE IS NO VISIBLE DAMAGE TO THE OUTSIDE OF THE CONTAINER, YOU ARE RESPONSIBLE FOR THE CONDITION OF THE CONTENTS. IF THE CONTAINER IS DAMAGED, IT MUST BE NOTED ON YOUR INVENTORY AT THE TIME OF DELIVERY.

We are not permitted to remove any article that is permanently affixed or secured to the property such as:

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|---------------------------|-----------------------|------------|
| * Carpeting | * Electrical Fixtures | * Pictures |
| * Drapery Fixtures & Rods | * Mirrors | * Shelving |

If you plan to take any of these items, please make arrangements to have them detached from the property prior to the packing crews arrival, or we will be happy to contact a third party company to perform these services for you. (Additional charges may apply.)

All electronics and appliances must be disconnected prior to your packing date.

Refrigerators and freezers must be defrosted and allowed to dry out for 24 hours prior to loading. All frozen items are to be removed. We suggest that you wipe dry the interior to protect the unit from mold and/or mildew. We recommend that you place some type of "stay fresh" product, such as coffee grounds or baking soda in each compartment.

Appliances such as washers, dryers, and icemakers must be disconnected and serviced prior to shipping. Depending on the type of appliance, this may be done by you or we can arrange the for the servicing through a third party company. (Additional charges may apply.)

Mechanical failure of electronic products are NOT covered under normal valuation (transit protection policy) unless there is visible transit related damage. Please make sure that you review your "owner's manual" for proper servicing prior to shipping. We suggest that you back-up your computer system and take your software with you personally.

Airbeds, grandfather clocks, pool tables, hot tubs, chandeliers, etc. all require special packaging and/or servicing. If you have any items that require special servicing and would like us to arrange for third party servicing, please contact your sales coordinator in advance of your move.

Plasma TV's - In order to properly prepare this type of television, it must be repacked into it's original packing material or we can arrange for a qualified crating company to crate the TV for safe transport. You will have to disconnect any cables or wires prior to our arrival. A Plasma TV must always be transported on an upright position and can **NEVER** be laid flat. At destination, we can provide an uncrating service for the TV. (Additional charges may apply.)

All items to be moved must be accessible to the loading crew. Items in crawl spaces, attics or temporary storage areas must be brought to an accessible area in your home. Our crews are not permitted to go into an attic that does not have a solid (secured) floor.

Place any items you do not want the crew to pack or load in an isolated or secured area, otherwise the crew will pack EVERYTHING. Make sure the crew clearly understands that you will be taking these items with you personally.

To avoid injury, special arrangements should be made to accommodate pets and children or they should be kept in your immediate vicinity during all phases of the move.

Communication Makes a Move Successful!

Please call your Allegheny Valley Transfer relocation coordinator if you have any questions or concerns at any point during your relocation. Our office number is 412-653-1200.

Please provide your relocation coordinator with your new home telephone number and any other available contact numbers as soon as possible. We will gladly accept pager or cell phone numbers until you know your new number, but please give us something in the event we need to contact you. Also, provide the driver with directions to your new home at the time of loading.

You must be present at the time of packing, loading, and delivery. You cannot just let the crew in and leave. At the end of your packing day, prior to the packing crews departure, it is important for you to walk through your home, checking all cupboards and closets to ensure that everything has been packed.

Once loading has started, please remain with the crew until everything has been inventoried and removed from your home. You MUST perform a final walk through with the driver to ensure all items have been loaded. The driver will present you with a form to sign verifying that you did the walk through with him. At that point, we are not responsible for any items left in the home. Please make sure that you have checked the entire house before signing this form.

If you have items going into storage, please clearly identify which items will go into storage versus the items you want to go to the temporary new residence. If these items are not clearly marked and they are placed into storage, you will incur additional costs to access your storage.

When you plan to deliver out of storage to your new residence, contact your relocation coordinator with the delivery address and the preferred delivery date. At this time, you will need to FAX a release letter stating the date you would like your shipment delivered as well as the delivery address and the letter must be signed by you. Our FAX number is 412-892-2648. All storage related fees must be paid in full before delivery from storage can take place.

Upon delivery from storage, please use the original inventory sheets to check off each item as it gets unloaded. If any items are missing, it is VERY IMPORTANT that you note this on the driver's inventory form and call your relocating coordinator after delivery to advise us.

Thank you in advance for your cooperation!

Your relocation is a very unique and personal experience. Good planning, proper preparation and cooperation will ensure that this the best move that you have ever had. Once again, if you have any questions or concerns, your call is always welcome. Remember that after your move is over, we want you to say that this was the BEST relocation you have ever had!

At Allegheny Valley Transfer, we strive to manage every relocation in an expert, customer friendly manner. Our goal is to make your relocation stress free. In an effort to achieve this goal, here is a list of commonly asked questions and answers:

What is "valuation"?

Valuation is the extent of the van line's maximum liability for loss or damage to your shipment. There are several different options available in regard to overage. If you are in any way unclear as to the extent of coverage you have, please call your relocation coordinator for clarification.

What is a "High Value" inventory form?

High value inventories should be completed for all items that exceed a value of \$100.00 per pound per article or irreplaceable items. This form is to make the driver aware of any items that are considered extraordinary in value.

What did my relocation coordinator mean when they said "Third Party Service"?

Items such as gas dryers, pool tables, grandfather clocks, etc. will require the services of a third party company that specializes in handling these items. Additional charges may apply.

Why all the time spent filling out inventory sheets?

Inventory sheets are a very important part of your relocation, and exist to protect you. It is imperative that you take an active role in this process during the loading and delivery of your belongings. When your shipment delivers, you need to check off the inventory as each piece comes off the truck.

How does the moving company "unpack", and how do I arrange for this service?

Unpacking is a service that can be arranged through your relocation coordinator. This service is provided at an additional cost. Unpacking consists of opening the cartons, unwrapping the items, placing the items on a flat surface and removing the debris. Please keep in mind that we do not put anything away in cabinets or closets. The un-packers will work at a rapid pace and upon completion of this service, you will have a house full of items that you will need to put away. If you want things put away, ask your move coordinator to provide you with an estimate for maid service.

What is a delivery spread?

Do I have to be available for all of these days? Why can't I just let the crew in and leave?

A delivery spread is determined by the size of your shipment. Your shipment will more than likely be consolidated with other shipments. In order to protect your belongings, we unload in the reverse order from which the truck was loaded (meaning if yours is the last shipment loaded, it will be the first one delivered). The driver will contact you at least 24 hours prior to arriving in your city to advise you that he will be ready to deliver your shipment the next day. Be sure you are available for the driver to unload anytime during the date that you have selected to be moved. Your relocation specialist can also track your shipment for you. However; we rely on the driver to communicate with you directly while your shipment is in transit.

You must be available for all of the days within the spread because we do not know exactly which day your delivery will take place. If the driver is not able to contact you to receive the shipment, your goods will be placed into storage. You will incur additional expense if your goods are placed into storage due to your unavailability. It is very important that you provide multiple contact numbers so that we can reach you after your goods have been loaded.

It is important that you remain in your residence while your shipment is being delivered and that you check off your household items on our inventory sheet to make sure that you have received all of your belongings. We also will not accept the liability of being in your home unsupervised. You must sign all of the driver's paperwork upon completion of the delivery.

How and when do I pay for my move?

If your company is relocating you, they will need to FAX or mail a letter of authorization or a purchase order prior to your packing date. Otherwise, the driver will require payment prior to unloading. Payment can be made either by cash, certified check, traveler's checks, or credit card. If your move is charged to a credit card, you will need to complete a credit card authorization form and have it approved one week prior to your packing or load date.