



*Our ultimate goal is to provide you with the best relocation available in the moving industry. We want to do everything possible to protect your belongings and to ensure that they arrive in the same condition that they were in before our driver and crew arrived.*

*In order to guarantee that this happens, we ask for your assistance. Below, we have listed a few helpful suggestions for planning your move.*

*1). You, or a responsible party, should be present throughout the moving process. During your move, the driver will have many questions and will need to discuss your requirements and expectations in order to meet your needs.*

*2). On the first day, our driver and crew will arrive to begin carefully packing all loose items into boxes. When they complete this process, the driver will place a color coded, numerical sticker on each box. That number will be transferred on to the packing inventory sheets. When the inventory is completed, the driver will ask you to sign the bottom of these forms to indicate the number of boxes packed and included in your shipment. BEFORE you sign the inventories, please do a walk through of your home with the driver to ensure that all cupboards, closets and storage spaces have been packed. It is easy for a crew to miss something, especially when there is a group of people working in an area.*

*After signing the inventories, be sure to retain a copy until your shipment is delivered to your new home.*

*3). When our crew has completed the packing, they will begin to carefully wrap, inventory the furniture, and begin loading everything into the truck. Part of the inventory process is listing the condition of each item. Because the process is specific, it is not unusual to have several symbols for each item, which will indicate the exact location of any scratches, stains, dents, etc. on each item. Do not be alarmed; normal household goods usually have normal wear and tear. Any major scratches or damage that is pre-existing should be pointed out prior to it being listed on the inventory.*

*Again, when the driver completes this process, take the time to walk through your home (both inside and outside) with the driver to make sure that everything that you want included in your shipment has been taken.*

*After signing the paperwork, be sure to retain copies to review at delivery. This is increasingly important if your shipment goes into storage.*

*If your shipment requires storage, your driver will bring your belongings back to our warehouse. Upon arrival at the warehouse, he and his team, will remove all of your belongings from the truck and carefully place them into our storage vaults immediately. These vaults are then sealed, identified with your name on each vault, and stacked in rows in the warehouse so nothing should be misplaced.*

# UPON DELIVERY

1). If your shipment has been in storage, the driver will check off each item as it is being taken from the vaults and loaded into the truck to ensure that everything that was brought into storage will be delivered to your new residence. However, for your own peace of mind, you will still need to assist with the check off process when the crew arrives at your new home.

2). When the driver and crew arrive at your new home, they will first "prep" your residence. They will put down floor protection, cover banisters, and protect any other areas as needed. At this point, they will provide you with check off sheets. As the crew brings in items, they will call off numbers so that both you and the driver can check off each item to indicate that it has been delivered. They will then ask where each item should be placed. If you decide that you do not wish to check off this inventory list, you will need to sign the sheet stating that the driver is following your instruction. The driver is required to check off the inventory list regardless of whether or not you assist with this process.

The form is a detailed inventory list with columns for item numbers (1-30) and descriptions. It includes checkboxes for 'ITEMS CHECKED OFF' and 'DAMAGES NOTED AT TIME OF DELIVERY'. The form is titled 'EQUINUM' and 'REGISTRATION #'. At the bottom, it is divided into three parts: 'Part 1 - Van 1 item', 'Part 2 - Master', and 'Part 3 - Customer'. There is also a barcode and a date field 'DATE RECEIVED'.

3). After the truck is totally unloaded, the driver will ask you to sign all paperwork. Be sure to review the inventories. If there are any items that were not checked off, please make note of this on the inventory form. This should not occur, but if it does, that notation is your proof that an item is missing upon delivery. When the paperwork has been signed, the driver will provide you with copies for your records.

Please keep in mind that you are in control at all times. If, at any time during the relocation process, you have any questions or concerns please feel free to call me. It is important that I am made aware of any issues that may occur so that I can correct the issue to your satisfaction. Once your move is completed, the options are limited for corrective action.

Your satisfaction is very important to our company. By providing our customers with excellent service, we are able to continually grow and improve.

We hope the above guidelines and information have been helpful. It is an honor and privilege to work with you. If we may be of any further assistance, either now or in the future, feel free to contact us.

- Mary L. Jessup & staff of Allegheny Valley Transfer Co.  
412-653-1200 or 1-800-245-6674