

# ***ELITE*** RELOCATION SERVICES

## Move Day Tips and Reminders

- We take the health and wellbeing of our crew and clients very seriously. If you or a member of your family are exhibiting signs of sickness or have been diagnosed with Covid within the few days prior to your move day, please notify us. In an effort to reduce the spread of illness, make sure anyone exhibiting symptoms is not present during the move.
- If you are boxing up items yourself, please note that, while we will take every measure to protect your belongings, we are **NOT** liable for damage to the contents of PBO (Packed by Owner) boxes. Be sure to use appropriate boxes for their contents. Boxes made for moving and packed well can make all the difference. Containers to avoid as they may not withstand stacking and/or the rigors of transport are: light-duty plastic totes, garbage bags, shoe boxes, used boxes that are partially crushed and/or have been exposed to moisture. Make sure boxes are taped shut along all seams.
- For full service moves, five wardrobe boxes will be available for your use on move day. These are handy for the transport of clothing and bedding items. Please let us know the day before your move if you need any additional packing material and we'll be happy to bring them with us.
- Please note that per ODOT regulation, we cannot haul flammable or caustic liquids (including cleaning supplies and bleach), combustible items such as gas cans and propane tanks, pressurized containers including cooking spray, hair spray and spray paint, weapons or ammunition. In addition, we cannot haul indoor or outdoor plants due to temperatures inside of the box truck and because we cannot adequately protect them.
- We are **NOT** liable for damage caused to unboxed items that are easily crushable/breakable such as **lamp shades, flat-screen televisions, framed or antique art pieces and sculptures**. Large art pieces and flat-screen televisions can be pad wrapped, but boxing these items with adequate packing provides maximum protection. TV boxes can be purchased at most major hardware stores and U-Haul locations.
- Cords and remote controls for electronics such as computers, TVs, stereo systems and electronic adjustable beds should be boxed before our crew arrives. Taking photos of how your electronics connect to each other or labeling cords and inputs will help with reconnecting them upon setup.
- Our trucks are equipped with tools and our crews are happy to provide simple disassembly and reassembly of bed frames and other furniture items that are too large to transport assembled. Please note that our crews are not electricians or plumbers, nor are they trained in electronic bed assembly/set up. We will gladly disconnect your washer/dryer, transport them and set them in place in your new home, but we will not reconnect them, nor are we responsible for any pipe leakage from the disconnecting of washing machines at origin. Electronic beds should be disassembled and reassembled by a certified brand technician.
- In most cases, you may leave fabric items in lower dresser drawers. All other items should be boxed. If your dresser is antique, fragile, made of composite material such as particle board or is in an area of your home that is difficult to maneuver into or out of, the extra weight in drawers may cause unusual torque, so we suggest all drawers be empty.
- Furniture with glass shelving should have the glass removed and boxed if possible.

- Furniture should be clean and free of dust and debris before our crew arrives, especially the tops of items that may not get regular cleaning. We pride ourselves on providing clean equipment and pads. We don't want to bring someone else's dust into your home on our pads and do not want to take yours with us to the next move.
- Pathways, hallways and entrances should be free and clear of debris and obstacles so your moving crew can be as efficient as possible moving items out of your home.
- For liability reasons, our crews cannot perform their move while other work crews are in or around your home. Cleaners, organizers, construction workers, etc. should be scheduled before or after your move takes place.
- If you have children or pets (for their safety and the safety of our crew) please ensure they are safely away from movers, trucks, and any equipment.
- If your move is an intrastate move, please note there may be additional charges if: our truck cannot be parked near your home or apartment unit which constitutes a "long carry", your unit requires the use of an elevator or there is more than one flight of stairs to access your home or unit. Please let us know in advance of your move about your particular situation.
- If your move is an intrastate move, please remember that our crew is happy to set furniture and boxes once in the areas you instruct them to. Our crews are happy to help move items around for you beyond initial placement at an additional hourly fee.
- **If you hire us for a "Labor-Only" service to load a truck that you have rented and will be hauling your items yourself, please note that we are NOT liable for damage that occurs during transport.** Not all trucks are created equal. Some, such as U-Haul, are spring-ride and do not provide the cushion that air-ride trucks do. How your items arrive at destination will largely depend on the distance, the type of vehicle used, the types of roads that are traversed, how boxes are packed and how furniture is padded. Be sure to provide as many pads/blankets as possible so furniture items can be adequately cushioned for the trip.
- Please remember that payment for your move is due upon delivery.
- Tipping your moving crew for a job well done is welcome and appreciated by them. Please note that tips cannot be included on the check or credit card payment to the company for your move. You may make a check out directly to your driver/crew lead who will then cash and distribute the tip per your instruction, but cash given directly to each crew member is always best.
- Lastly, if the contents of your move have changed in anyway since your quote or estimate, please let us know at least a week prior to your move. We schedule the hours allotted for our crew to perform your move based on the original consultation. For instance, if you decide after the consultation that you'll be donating a large amount of the household items or will be moving items yourself, that may drastically change the length of time it will take our crew to perform your move. If we are aware of the change(s), we will schedule another move after yours to fill in an entire day of work for our crew members. They will very much appreciate this! If you've added items, stops or would like our crew to perform additional services for you, they're happy to do so but please note that if your move goes more than eight hours in one day, overtime charges will apply.

Please feel free to reach out to us with any additional questions or concerns. We look forward to seeing you soon!