



move
guide

relax.
we carry
the
load.SM





relax....

feel prepared, not overwhelmed.

As moving day approaches, numerous questions and concerns go through your mind. Whether you've done this once or a hundred times, there's a lot to do before the big day. That's where we can help.

The purpose of this two-part booklet is to help you feel prepared, not overwhelmed. You'll find:

- Information on what to expect throughout the moving process
- An organized plan for the weeks and days leading up to moving day
- Valuable packing hints and reminders based on our many years of experience





Part one of this booklet will help you prepare for moving day.
We explain:

- The responsibilities of your Allied relocation team
- The options you have for ensuring the safe arrival of all your possessions
- Precautions to take for special members of your family and your most treasured or fragile belongings

Part two gets down to the details of packing including:

- A guide to your Allied Van Lines packing options
- Packing tips if you choose to do it yourself
- Packing materials and supplies available for your use
- A list of regulated or restricted items (what you can't transport)

Be sure to read through this information and keep it close at hand.
It's just one more way we help you relax...while we carry the load.



a million questions.
a thousand to-do's.
all the help you need.

You probably already know that the secret to any successful effort is having a good plan. That's our philosophy at Allied, too. This section gives you some basic but important information to help make your moving plan as thorough and as time and cost efficient as possible.

planning

whatever moves you...



relax.
we carry
the
load.™



Plenty of knowledgeable helping hands

Your relocation will be carefully guided by members of your Allied moving team.

teamwork

The first member you'll meet from your professional moving team is your **Personal Relocation Consultant**. This person is responsible for:

- Advising you and your family on every aspect of your move
- Explaining the many services and service options available from Allied Van Lines
- Performing a survey of everything in your home that will be moved
- Pointing out items that can't be moved or will require special attention
- Providing an estimate of costs
- Determining the best moving date for your schedule
- Coordinating your professional packing team (if requested)
- Answering any questions or concerns you may have

planning | team



Your Allied **Driver** and **Crew Members** are key members of your moving team, responsible for:

- Taking special precautions to protect your home and its contents on moving day
- Preparing a detailed inventory of items to be moved
- Tagging each carton/item with numbered and color-coded labels
- Loading your goods onto the truck
- Providing a Bill of Lading (a shipping contract) authorizing transport of your possessions
- Delivering your belongings to your new home safe and sound

If your move is to another state, a local **Destination Agent** will handle the following:

- Completion of all final paperwork
- Arrangements for unpacking and removal of the empty cartons and packing materials (if ordered)



beyond bubble wrap

In rare instances, an item may be damaged during the move. That's why Allied offers valuation protection. It's an option that allows us to rectify the situation quickly, keeping you happy during your relocation.

Extra Care Protection...Your Optimal Coverage

Allied offers you total peace of mind with Extra Care Protection (ECP), the most comprehensive valuation liability plan in the industry. ECP provides the full replacement value or cost of repair for any household item that may be lost or damaged during your move, up to the value you declare.

We'll do our best to handle claims in a quick, hassle-free way. You'll receive a settlement offer from us within 30 days, or we'll pay you \$50 a day up to \$500. This guarantee applies to claims of \$500 or less where there is a specified amount for each and every item and the claims are filed in writing with Allied within 30 days of delivery.

planning | peace of mind



Why consider ECP?

Let's say you bought your new large screen television for \$1,600, and it weighs 150 pounds. With ECP, if the television is damaged beyond repair during the move, you receive full replacement value.* In comparison, with Basic Coverage, your coverage is limited to \$0.60 per pound of the item.

Plan	Compensation
ECP \$1,600.00	(Full replacement value)
Basic Coverage \$90.00	(150 lbs. times \$.60/lb.)

Homeowner's insurance policies typically do not include coverage for your belongings during your move without the purchase of an extended peril policy. As you can see, ECP offers the best possible protection for your belongings. Talk with your Relocation Consultant to help decide what's right for you.

Liability for Pairs or Sets

ECP liability extends to matched sets and pairs such as dining room chairs, end tables, lamps and candlesticks. If you choose Extra Care Protection and your items are destroyed, you will be compensated for a new set if the exact replacement can't be found.*

Extra Care for Your Valuables

Allied's liability for high-value items is limited to \$100 per pound. But for items that exceed \$100 per pound in value, we'll help you prepare an inventory with our Allied High Value Inventory Form. Present it to us prior to packing, and Allied will provide you with ECP protection up to the full declared value of the item. See your Relocation Consultant for more details.**

Basic Liability Protection

We also offer Basic Liability Protection, which provides repair or replacement up to a maximum of \$0.60 per pound per article should your goods get damaged or lost during the move.

There is no charge for Basic Liability Protection. But keep in mind, when it comes to protecting your belongings, one size does not fit all. The level of protection you need may be greater than the minimum levels based on your total shipment weight. Be sure to consider high-value items such as artwork, electronic equipment, crystal and porcelain collectibles when choosing the best protection plan for your belongings.

*Extra Care Protection (ECP) covers the cost to repair or replace, whichever is less, any household item that is damaged, lost or destroyed during your move up to the dollar amount that you declare as the replacement value of your possessions. Complete replacement of multiple item sets of china, gold and silver flatware, and crystal glassware are excluded from pairs and sets protection under the ECP Plan. Damage to items caused by climatic changes or inherent vice are also excluded from ECP coverage. **The terms and conditions of the ECP program are subject to change at the discretion of Allied Van Lines. See the terms and conditions specified on the Allied Protection Plan Worksheet and Allied's published tariffs, or contact your local Allied agent for more information.



Getting kids through the move...smiling

How? Be sensitive to their feelings and concerns. Make the little ones feel they're a part of the process throughout the move.

kid care

Children love a good adventure and will most likely embrace the moving process if they are involved in all aspects along the way. Here are some tips for getting your kids excited about your move.

Remember:

- Tell your children about the move as soon as possible, so they don't overhear the news by accident
- Talk with them, sharing the details you think they'll understand — ask about and listen to their reactions
- Children of different ages respond differently to a move, for example:
 - Younger children tend to miss familiar people like a favorite teacher, as well as safe and secure environments like church, school or even their bedrooms
 - Older children, especially teenagers, tend to miss their friends and others in the community with whom they have relationships

planning | special care



- Involve your children in all aspects of your relocation, if possible, including house hunting, planning the move, and tasks that are age appropriate
- Have children help pack a special box with their most treasured possessions —they can even decorate the outside of the box so they can quickly identify it in your new home
- Ask for their input on decorating or arranging things in their new rooms
- Encourage your children to take the time to say goodbye to friends and maintain ties by exchanging contact information
- Make plans to continue your child's current activities (such as Scouts, sports, dance classes, etc.) in your new community — continuity will make adjusting to a new location much easier



Comforting thoughts for pets

There are some things you can do to ease the stress of moving the family pets to your new home.

pet care

- Before leaving, schedule a veterinary examination to check your pet's health, obtain copies of vaccination records and a health certificate (if required), update identification tags, and discuss a tranquilizer or precautionary measures for the trip
- If traveling to your new home **by car**, make sure to get your pet comfortable to auto travel by taking it on short trips around the neighborhood
 - Don't feed your pet for seven hours prior to your trip, pack a container of fresh, cool water, and stop frequently for walks
 - If stopping at a hotel overnight, make sure the hotel allows pets
 - Never leave your pet in the car alone
 - Birds and small pets such as hamsters can travel in their cages if the cage can be placed in a stable, well ventilated area free of drafts (covering the cage while the car is moving often calms an animal)

planning | special care



- If shipping your pet **by air**, contact the airline well in advance to check regulations and services:
 - Consider direct flights to minimize the amount of time your pet will be confined
 - Select a portable air-transport kennel that's large enough for your pet to stand and move around a bit
 - Let your pet get accustomed to the kennel well in advance of the trip
 - Don't forget to mark the kennel with "Live Animal," your pet's name, your new address and phone number, and any special handling instructions
 - After boarding your plane, ask the flight attendant to confirm your pet has been loaded on the plane



Preventing growing pains for your plants

If you are determined to keep your daisies and dahlias, remember that moving vans are not designed to transport plants.

plant care

As a general rule, moving companies will not accept liability for safe transport of plants. In addition, some states have rules prohibiting the transport of certain plants across state lines. Check with your Allied agent to see if plants are allowed for your move. However, if you still wish to attempt transport on your own, keep the following in mind:

- Provide plants with extra sunlight for several weeks prior to moving day to allow them to store extra energy
- Prune back overgrown leaves and branches about a month before moving, and curtail feeding to minimize growth
- Thoroughly water the plant the day before you move
- Place the plant in a sturdy carton to keep it from tipping over

planning | special care



vehicle care

Cars, mini-vans, pickup trucks and boats can be transported to your new home by Allied on an auto transport carrier, or in some cases, aboard the moving van. Ask your Personal Relocation Consultant for details, and remember:

- Automobiles should have one quarter or less fuel in the gas tank
- Check automobiles for any oil, battery acid or radiator fluid leaks
- Boats should be drained of all fuel and oil in the motor
- Be sure to winterize if moving to a cold climate



Quick Tip >

It's best to pack electronics such as monitors and other equipment in their original packaging.

What to expect on moving day

When the big day finally arrives, here's a general idea of what will happen:

wrap up

- If you ordered packing, a team of specially-trained packers will arrive on or before loading day, depending on how much packing needs to be done
- Before loading, the driver will protect your home and its contents by laying floor runners over carpets and flooring and by padding banisters and doorways
- The driver will prepare a detailed inventory of the items to be moved. You should accompany the driver during this process, pointing out any special concerns or handling considerations
- You and the driver will both sign the report to acknowledge the items loaded and their condition, and you'll receive a copy for use at your destination

planning | moving day



- All cartons and furniture to be moved are recorded, numbered, and color-coded
- Most furniture, as well as items that can scratch or cause damage, will be protected with stretch wrap or cloth padding
- The driver will ask you to sign a Bill of Lading that confirms services performed, pickup and delivery schedules, and the protection plan you've selected. (It also serves as the contract that authorizes shipment and agreement to pay for the services performed)
- After loading, walk through your house with the driver to make sure nothing has been overlooked
- If you can't be at your home during loading, you must arrange for a responsible person to be present to act on your behalf

Whether you're planning to do all your packing yourself or are requesting our expert assistance, packing is a critically important part of your relocation.

You can relax knowing Allied's Packing Specialists are highly trained professionals who employ proven packing techniques to assure intact, on-time, and on-budget delivery.

dozens of boxes.
miles of tape.
tons of expert assistance.





packing



Quick Tip >

Designate one drawer of a dresser for sheets and towels so you won't have to go through boxes to find these essentials the first night in your new home.

let's get packing

Packing can be a disruptive and downright overwhelming part of your move. That's why we offer a helping hand with professional packing services. Let our experts pack for you, using the most up-to-date packing methods and materials. To help you decide how much you want to take on, your Personal Relocation Consultant will conduct a pre-move walk-through with you and provide several options.

True full-service packing means you leave all items in your home right where they are — our professional packers take care of everything, from top to bottom.

Partial packing is just that — our professional packers will pack part of your items while you pack the rest. You'll work with your Personal Relocation Consultant to develop a custom packing plan.



Telescoping mirror carton



Quick Tip >

Wrap pictures and mirrors in a sheet, blanket or bubble wrap before boxing to give them added protection.

fragile packing

Fragile packing is similar to partial packing, but focuses our packing efforts only on your breakable or high-value items such as:

- Dishes and glassware
- Fragile furniture
- Artwork
- Mirrors

We pack these items with care, while you pack all other belongings. Just indicate which fragile items you want included during the pre-move walk-through. Preparation is easy — leave your fragile items where they are; we'll take it from there.

packing | options



do-it-yourself packing

Do-it-yourself packing is a big job, but it can be a worthwhile way to save money on your relocation costs. With the right materials and a little help from Allied, you can achieve professional results and maximize the protection of your possessions.

First, we recommend you start with professional materials, including:

- Tissue paper
- Packing paper (plain newsprint)
- 2" packing tape
- Masking tape
- A utility knife
- Scissors
- Permanent markers
- Professional quality boxes



the right stuff

Allied has a wide range of boxes and professional packing materials available for purchase to help you organize and safeguard your belongings, including:

- **Dishpack (or China Barrel)** Heavy duty carton used for dishes/china, crystal and glassware
- **Double-wall cartons** Extra protective cartons made especially for fine china, crystal, and other high-value, hard-to-replace items
- **1.5 cu. ft. cartons** Small carton for heavy items such as books, files, music CDs and DVDs/video tapes
- **3.0 cu. ft. cartons** Medium utility carton often used for pots and pans, toys, and small appliances
- **4.5 cu. ft. cartons** For bulky items, such as linens, towels or toys
- **6.0 cu. ft. cartons** For large, bulky, or lightweight articles, such as pillows or large lampshades
- **Wardrobe cartons** A “portable closet” that keeps clothes or draperies hanging on a built-in bar
- **Mirror cartons** Several sizes of telescoping cartons for framed pictures, mirrors or glass
- **Mattress cartons** Available in queen/king, double, single (twin) and crib sizes. A separate carton is necessary for box springs
- **Stretchwrap** A special plastic covering that safely adheres to furniture and protects it from snags, tears, and dirt

Check with your Allied agent about materials available for purchase.

packing | supplies



Quick Tip >

If possible, use boxes designed for moving. Boxes obtained from grocery or retail stores may be damaged and often are not strong enough to safely hold your belongings. Plastic containers often collapse when they are stacked.

basic training

If you decide to do the packing yourself, you will need to have everything properly packed and ready for loading when the moving van arrives. All packing should be completed the evening before moving day. Only essential personal items you'll need that night, the next morning; and immediately at your destination should be left for last minute packing.

Some packing basics to keep in mind:

- Follow a timetable — people often underestimate how long it takes to pack
- Start with items you won't need right away, such as belongings stored in the basement, garage, or attic
- Packing room-by-room will help you stay organized
- Establish work areas in each room
- As you complete a room, sort packed boxes by weight (light, medium, heavy) to make loading the moving van easier and quicker
- Limit cartons to a maximum weight of 50 pounds

For best results, have your mover pack:

- Marble or glass tabletops, heavy wall ornaments and mirrors 40" x 60" or larger
- Pool tables and pianos
- Bulky, fragile items like large trophies, statues, chandeliers, etc.
- Major appliances



Quick Tip >

Plates and other flat, breakable items should be packed on end vertically rather than placed flat and stacked.

techniques

For a room-by-room description of packing techniques or to view our “Pack Like a Pro” video series, visit our Web site at www.allied.com.

- Provide plenty of cushioning by packing loosely crumpled, plain newsprint in the bottom of boxes — leave room at the top for more crumpled paper
- Wrap all fragile, breakable items in paper before packing them in boxes
- Pack large and heavy items first, smaller items next, filling in all empty spaces with plain newsprint
- Use only sturdy cartons that can be easily closed (don't over stuff), then tape top seams securely — do not use plastic containers to pack your belongings, as they can crush easily when stacked and may cause damage to your items
- Label boxes clearly: Your name, room where the box should go in your new home, and a brief description of the contents

packing | guidelines



electronics care

Large screen televisions are fragile and difficult to ship. It is recommended that you contact your local Allied agent to arrange for professional packing. However, if you do decide to pack your own large screen television or other electronics, here are some recommendations.

When packing a large screen TV and other electronics:

- If you no longer have the original carton and packing materials, carefully pack the item in a sturdy carton that has been lined with newsprint or styrofoam “peanuts”
- Securely seal the carton and mark the outside “Extremely Fragile”

When packing your personal computer, printer, scanner, or other equipment:

- Disconnect and mark all wires and cables for easy assembly
- Detach paper holders/feeders from printers and wrap monitors and additional hardware as you would other home electronics
- Remove toner and ink cartridges
- Consult your PC user manual for additional instructions and precautions



not so fast...

What NOT to pack

You need to transport valuable and irreplaceable items in the car with you rather than on the truck. In addition, there are several other dangerous items that cannot be put on the truck. These include hazardous materials such as explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives, and radioactive materials



Common examples include:

- Nail polish remover
- Paints and paint thinners
- Lighter fluid
- Gasoline
- Fireworks
- Oxygen bottles
- Propane cylinders
- Automotive repair and maintenance chemicals
- Radio-pharmaceuticals
- Matches

Other items not recommended for transport on the van include:

- Firearms
- Family photos
- Food in glass jars and perishable foods
- Prescription drugs needed for immediate use

packing | guidelines



Quick Tip >

Propane cylinders, such as those used with gas grills, are not allowed for van transport.



hit the road

Tracking

In order to keep you informed of the whereabouts of your shipment, Allied has a unique online tracking feature. This feature enables you to check on the current status of your shipment 24 hours a day, 365 days a year. The information provided includes:

- Load date
- Present location and delivery date

To track your shipment, call your **Personal Relocation Consultant** or visit www.allied.com and click on “track your shipment.” By entering your Allied shipment registration number and the first three characters of the name of the Allied agency that booked your shipment, you get immediate access to the status of your shipment.



How to File a Claim

- It's not likely that you'll have to file a claim, but if you do, make sure that any losses or damages to your residence or property have been clearly noted on the Customer Check-off Sheet before you sign it
- For prompt service, you can file your claim online at www.allied.com. Your destination agent or Allied's home office can provide you with the necessary claim forms if you do not have online access
- All forms provide explicit instructions, but don't hesitate to call your destination agent with questions
- Maintain damaged items in their shipping boxes, do not dispose of any broken or chipped pieces until your claim is settled, and do not move any items from the point of delivery
- All claims must be submitted in writing within a specified period of time following delivery—check with your Allied agent for details



Notes and Phone Numbers:



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For more information visit
www.allied.com
or contact your
local Allied agent.

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moving solutions to more than 1,000 families
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countries around the world.

