



# Clark & Reid

EXECUTIVE MOVING SERVICES



ONE DUNHAM ROAD \* BILLERICA, MA 01821-5728

TEL: 800.358.3600 \* FAX: 978.670.9221

[WWW.CLARKREID.COM](http://WWW.CLARKREID.COM)

## Responsibilities of You, the Transferee

**In order to Facilitate a Problem-Free Moving Experience,  
Please Review this Information Immediately and Thoroughly.**

We are very pleased that Clark and Reid has been selected to move your household possessions, and we are confident that your experience with us will be a pleasurable one. Our service is unlike any other offered to the moving public today and is characterized by our total quality commitment to our customers.

### ***IMPORTANT PROTECTION INFORMATION***

Our customers often have questions about how their belongings are valued in the event of loss or damage. In order to understand how your household goods are protected, we recommend that you check your corporate relocation policy, ask your corporate relocation coordinator, or call us in the Client Services Department at Clark and Reid.

Clark and Reid recommends you visit [www.moving.org](http://www.moving.org) for a comprehensive education on moving tips and recommendations



## VITAL TIPS FOR A SUCCESSFUL MOVE

### BEFORE THE MOVE

1. Go through your household and dispose of all unwanted items.
2. Before your move, we will perform a household goods survey to determine the appropriate size vehicle, move times and personnel for your individual move. Our research indicates an overwhelming majority of "problem moves" originate from alterations of the inventory after the survey. **Should the amount of your household goods change at all, or you choose not to dispose of items originally thought unnecessary, you must contact your Executive Move Coordinator. We will need time to professionally respond to your changing requirements, and avoid miscues.**
3. Use up frozen foods. Defrost your refrigerator/freezer, and allow to dry at least 24 hours prior to loading.
4. Use up or discard anything flammable, corrosive or explosive, such as spray cans, open paint cans, and harsh chemicals. Be sure to drain gas and oils from power mowers and other gas powered tools.
5. If you have gas appliances, an automatic ice maker or direct-wired appliances/light fixtures and you are making the arrangements to have those items disconnected, please do so prior to moving day.
6. It is suggested that you have rugs cleaned if they are being placed in storage.
7. There is an hourly labor charge for the drivers to take down or apart anything attached to the house with hardware, such as bookshelves bolted to the walls or chandeliers. Most companies require special authorization for payment of this service.
8. Schedule your departure and arrival with flexibility. If you are planning to fly to your destination, do not book flights on the same day your shipment is loading.
9. **We are required by law to have a destination contact for you.** This would be the telephone number of a place or person who would know where you can be reached while your goods are en route to your final destination. Likewise, you can call Clark & Reid 24 hours a day should you be delayed.
10. If you are personally responsible for any charges not sponsored by your corporate relocation package, your Executive Move Coordinator will contact you prior to

a credit card prior to your delivery. We accept American Express, MasterCard, Visa, and Discover.

11. Decide how much unpacking you want us to do. Typically, families prefer to have only the mattresses, picture cartons and wardrobes unpacked. If approved by your company, we will be happy to schedule in advance more time for further unpacking.
12. If you wish, plan an arrival kit. This would be a suitcase or carton with the items you feel you will need upon arrival, such as a can opener, tools, light bulbs, a cooking pot, coffee, mugs, aspirin, sponges, soap and towel, snacks, etc. Be sure to ask your drivers to put this on last, to come off first.
13. Arrange to have your phone and electricity disconnected AFTER your belongings have been loaded, and our professional moving team has departed.

### DURING THE MOVE

1. As previously noted, be present or have someone responsible to represent you at all times during the packing, loading and delivery of your belongings.
2. Examine and make sure you agree with the description and condition of your furniture on the physical inventory record at both origin and destination. Count your cartons and note exceptions if any item appears missing or damaged upon delivery.
3. When the van is almost loaded, **it is your responsibility to check the rooms, closets, attic, basement and yard of your residence for any forgotten items.**
4. If you would like to witness your shipment being weighed, speak to your professional moving team, so they can make arrangements.

### AFTER THE MOVE

1. In the unlikely event of any perceived damage to your belongings, file claims as soon as possible and in total. It is imperative that you save all damaged pieces.
2. Relax and enjoy your new home!

### PLEASE BE AWARE THAT IT IS YOUR RESPONSIBILITY TO:

- Have the access clear from the street or driveway to your home. This includes having snow removed and walkways salted or sanded.
- Remove all property from attics, basements, crawl spaces and other locations when the location is not accessible by a permanent stairway, not adequately lighted, does not have a flat, continuous floor, or does not allow a person to stand erect.
- Unplug and reinstall cords from TVs, stereos and computers.
- Remove any items to be moved that are affixed to the walls or floors by screws or nails.
- Make sure outdoor equipment is not fastened or frozen in the ground, etc.
- Be present or have a representative present during the move.
- Remove curtains, window treatments and all associated hardware.
- Perform a final walkthrough when the movers are complete to make sure there are no items left in the house.

### STORAGE SHIPMENTS WITH DELIVERY TO TEMPORARY LIVING QUARTERS

Occasionally, our customers require storage. This may require partial delivery of some items to a temporary residence. Prior to Clark & Reid arriving, you should designate and segregate any items you will need delivered to the temporary residence. Your personal Executive Move Coordinator can provide you with 'identifiers' for these items, enabling our movers to be certain your goods are delivered to your specifications.

Typical items delivered to temporary quarters include clothing, personal and business records, tax records, passports, kitchen items and automobiles (as allowed by your company). **Also, you should check your corporate relocation package to ascertain whether a later move of these items from temporary to permanent residence is covered. If your move is not sponsored by a relocation package, there are extra charges for temporary storage.**

### ITEMS REQUIRING SPECIAL CARE

Clark & Reid is often asked to move items that first require the services of a specialty contractor. These might include plasma television sets, front loading washing machines, chandeliers, gas appliances, slate pool tables, ice makers, light fixtures, grandfather clocks, and specialty items that require wood crating. **Subject to your corporate relocation package**, Clark & Reid will arrange for these services to take place at either your origin and/or destination addresses. **Do Not Ship** any valuables (such as jewelry, fine wine, insurance policies, legal or important documents, currency and collections, such as baseball cards, stamps, coins, etc.). These items are not covered by insurance and should be handled outside the move process. Please be sure to contact your Executive Move Coordinator with details.

### PRESSBOARD, PARTICLEBOARD AND/OR ENGINEERED WOOD FURNITURE

Furniture manufactured from press board, particle board and engineered wood is not built to withstand the normal stresses of a move. In addition, disassembly is often not possible due to manufacturers' assembly instructions. In the event that your shipment includes these items, your professional move team will communicate the most effective means for shipment. You should be aware that any claim for move related damage to these items will be denied.

### SHIPPING ELECTRONICS

Before disconnecting/disassembling your electronics be sure to backup all software used on computers, remove CDs and DVDs from their players and designate a 'parts box' to consolidate remote controls and other small or loose accessories. The preferred method to ship your electronic items is by packaging them in their original cartons with the original packing materials. You should have these materials available when your movers arrive in addition to the corresponding manuals. If you are no longer in possession of these materials, your professional move team will determine the most appropriate packing method for your electronics. Prior to your move date, you will need to compile a list of all electronic components and computer equipment and submit to your homeowner's insurance company.

### NON TRANSFERABLE ITEMS

- LIVE PLANTS
- PERISHABLE/FROZEN FOODS
- CONSTRUCTION (BUILDING) MATERIALS
- OPEN PAINT CANS, STAINS & VARNISHES
- KEROSENE
- PAINT THINNER
- LACQUER THINNER
- PROPANE TORCHES & TANKS
- AEROSOL CANS
- GASOLINE
- OPEN CONTAINERS OF LIQUOR
- HOUSEHOLD TRASH
- FIREWOOD
- FERTILIZERS, LAWN CHEMICALS & POISONS
- **AMMUNITION (see below)**
- **HANDGUNS (see below)**

### AMMUNITION AND HANDGUNS

The shipment of firearms will be done only under the following conditions:

- We will not ship handguns or ammunition of any kind.
- You must advise the drivers of any firearms that will be included in the shipment.
- It is your responsibility to see that all firearms are unloaded and disarmed.
- The shipment of firearms must comply with your corporate relocation package.
- All firearms will be listed on a separate inventory.
- Neither you nor the drivers will mark any carton, luggage, or any other container to indicate that a firearm is inside.
- We are prohibited by law from shipping firearms into Canada.

You should confirm local laws and regulations with your destination authorities.

### TIPS FOR SHIPPING YOUR VEHICLES

Please review the following information carefully and contact your Executive Move Coordinator with any questions. This applies to not just your automobile, but any motorcycles, watercraft, and/or trailers you may have.

- It is standard operating procedure for vehicles to be inspected by you and the driver at pick up and delivery. The driver will fill out a condition report at the time of pick up. You will be asked to sign for the condition of your vehicle at origin and destination.
  - It is your responsibility to have your vehicle(s) washed prior to loading day. Any vehicle(s) as noted by the driver as too dirty to inspect will be transported "AS IS". Claims submitted for minor body damage (nicks, scratches and dings) on vehicles transported "AS IS" may be denied.
  - Clark and Reid is not responsible for any under-the-hood malfunctions. Your vehicle must be in running condition and able to be driven on and off our moving van.
  - It is advisable that your fuel tank be no more that 1/4 full prior to the arrival of our professional movers.
  - Personal belongings should not be packed in the car – they will not be covered by insurance during transit.
  - Please maintain your existing insurance policy.
  - Upon delivery, please be sure to inspect your vehicle carefully. It is important to be sure your vehicle's condition is the same as when it was picked up.
- Any unlikely damage to your vehicle must be reported to your Executive Move Coordinator immediately. The more time that passes from your discov-**