



# MOVING GUIDE

**The Keys to a Successful Move:** Helpful Tips, Checklists and Important Information for Your Upcoming Move!

800.899.4035 | [www.fry-wagner.com](http://www.fry-wagner.com)



At Fry-Wagner, customer satisfaction is our #1 priority. Pre-planning the details of your upcoming move is the first step toward a successful process.

Our Moving Guide is one of the best information sources available to help you prepare for your upcoming relocation. This moving guide is designed to help you plan your move from beginning to end to ensure your move process is smooth and stress free.

We have equipped this moving guide with the latest and most important information you will need including checklists, tips and printable resources. If you come across anything in this moving guide that you would like to discuss, please do not hesitate to contact a member of Fry-Wagner's award-winning staff to help you with all your moving needs.

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# MOVING TIMELINE

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## 8 Weeks Before: Schedule a move estimate

- **Call Movers:** Contact your friends at Fry-Wagner to set up your free, no obligation, in-home move estimate. One of our experienced Estimators will come to your home to do a visual survey of your items and generate an estimate on how much your move will cost.

Please remember to show Fry-Wagner everything that is to be moved. Any items you fail to disclose or that are added later to the move will increase the cost, even if you have been given a binding estimate.

- **Purge Unwanted Items:** Get rid of any items you do not plan to take with you during your move. This eliminates excess clutter and makes it easier for your Estimator to generate the most accurate quote. Some ways to eliminate clutter include having a garage sale, donating to charity, or selling items on-line.
- **Decide on Packing:** Do you prefer to pack your items yourself, or would you rather pay for professional packing? Packing is the bulk of the moving process, so it is important to decide whether you are able to do it yourself or if you will be in need of assistance.

## 7-6 Weeks Before: Sign your estimate & book your move

- **Sign Paperwork & Book Your Move:** Review your estimate and all the paperwork that was given to you. To choose Fry-Wagner as your mover, sign or e-accept the Estimate/Order for Service and return to Fry-Wagner. If you have any specific questions regarding the paperwork, please reach out to a Fry-Wagner Representative at any time.

Once your paperwork is received, your Move Coordinator will contact you to lock in your move-out date and confirm your moving details.

# MOVING TIMELINE

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## 5 Weeks Before: Notify your utilities and service providers

- **Transfer Services:** Contact your utility companies to transfer services to your new home and schedule a date to cancel services at your old home.
- **Notify Companies of Your Change of Address:** Make sure to change your address on-line or at your local post office. Notify all important companies and individuals of your new address. This includes your workplace, bank, credit card companies, vehicle loans, insurance companies, phone companies, etc. See page 10 for a complete list.
- **Cancel Subscriptions:** Switch magazines, newspapers, catalogs and any other subscriptions to your new address.

## 4 Weeks Before: Check in with your mover

- **Notify Your Mover of Any Changes:** Notify your mover if you have added or subtracted items from your planned move or if there are any changes in dates.
- **Provide Destination Address:** Be sure to supply your mover with the destination address and phone numbers where you can be reached.
- **Confirm Any Extra Stops:** Confirm any extra stops required to pick up or deliver goods to a location other than the main pickup or delivery points – make sure this step is listed on your personal moving planner.

# MOVING TIMELINE

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## 3 Weeks Before: Start preparing for moving day

- **Start Packing:** If you're packing yourself, get a head start now so you aren't overwhelmed at the last minute. Books, out of season clothes and decorative items are a great place to start.
- **Pack an "Essentials Box":** Think about what items you'll need with you for the trip and for your first night in your new home and pack them in an "Essentials Box". Some essentials to include would be toiletries, change of clothes, toothbrush, medications, blankets and sheets. Don't forget to label this box and set it aside to avoid it being packed on the moving truck.
- **Discard Hazardous & Perishable Materials:** To guard your household goods against damage, you must dispose of flammables such as fireworks, cleaning fluids, matches, acids, chemistry sets, aerosol cans, ammunition and poisons such as weed killer. Drain fuel from your power mower and other machinery and tighten all gas caps. Discard all cans of oil, paint, thinner, bleach or any other substances that may be flammable or combustible or those stored in containers that may leak. You must also discard all propane tanks.

For a complete list of prohibited items, please reference your sales packet or ask a Fry-Wagner Representative for a copy.

- **Schedule Services for Appliance:** To safely transport appliances such as your refrigerator, washer, dryer, or deep freezer, etc. need to be serviced before your move. Talk to your Fry-Wagner Representative about setting up an appointment with a service technician to prepare your major appliances for shipment.

# MOVING TIMELINE

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## 1 Week Before: Last minute details

- **Finish Packing:** If doing your own packing, make sure everything is ready to go before moving day. Soft goods such as blankets and clothing may be left in drawers, but do not overload drawers because this can damage to the furniture during transit. Remember to remove items from closets, attics, and storage areas.
- **Clean and Prep Home:** Do all necessary housework to prepare your home for move day such as: laundry, cleaning hard surfaces, vacuuming, sweeping, washing dishes, etc. Please leave dishes in the cabinets for the packers; it is easier for the packers to remove and pack them from normal storage areas.

## 1 Day Before

- **Prepare Electronics:** Make sure that all electrical equipment is properly serviced for shipping, disconnected, and unplugged prior to the arrival of the moving truck. If you are moving a computer, make sure to back up all important documents. If you are moving a printer, remove the toner and any ink cartridges. As always, reach out to your Move Coordinator with any questions.
- **Unplug Appliances:** Empty the refrigerator & freezer to dry out for at least 24 hours before movers arrive. Failure to do so can lead to mold, mildew, and unpleasant odor.
- **Work with the Packers:** If you have chosen Fry-Wagner's packing services, be sure to direct the packers as to what needs to be packed. Point out any extra fragile items, needing special attention. Also, mark any items you do not want packed or moved. Any items that have been attached to the premises, such as drapery rods, mirrors or towel bars, must be detached by you in advance if they are to be moved. Label any items or boxes you will want first when the truck arrives at your new home (valuables, electronics, etc.).
- **Expect a Call from Fry-Wagner:** Your Move Coordinator will call you the day before your move to confirm your start time for loading.

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# MOVING TIMELINE

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## Moving Day: Origin

- **Work with the Movers:** Make sure you are home when the movers arrive! It is required that an adult (18+ years) be on-site throughout the entire process to direct the movers and to ensure your goods are being handled properly. Remember, this person may be asked to sign documents obligating you to financial charges.

Before the packing/loading process, the crew lead will perform a walk-through of the home with you to inspect the condition of your residence and belongings. On long-distance moves, the crew lead will make a list of your items and note the condition of each piece on your inventory sheet.

- **Do a Final Walk-through at Origin:** It is your responsibility to do a final walk-through to see that all of your goods are loaded, so remain on the premises until loading is completed. After making a final tour of the house to be sure no items have been overlooked, check and sign the inventory. Also, note any damage to the property, i.e. walls, floors, carpet, etc. Get your paper or electronic copy from the Driver and keep it in a safe place.
- **Complete and Sign Paperwork:** Approve and sign the Bill of Lading; it states the terms and conditions under which your goods are moved and is also your receipt for the shipment. Be sure you have completed and signed the declared valuation statement in the space provided on the Bill of Lading. If the move specifies, complete and sign the High-Value Inventory form, regardless of whether items of extraordinary value are included in the shipment.
- **Confirm Destination Address with Driver:** Make sure the Driver has the exact destination address. Be sure to let the Driver know how you can be reached, including phone numbers, pending the arrival of your belongings at your new home.

# MOVING TIMELINE

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## Moving Day: Destination

- **Be Available:** Make sure you are available to accept delivery. It is required that an adult (18+ years) be on-site throughout the entire delivery process and able to direct the Driver and crew as to where you would like your items in your home. On the day of delivery, if the Driver is unable to reach you and make delivery, your items will be placed in storage. You will be responsible for all additional charges related to the storage and redelivery of your goods.
- **Indicate any Damages:** Check your household goods as they are unloaded. If there is any change in the condition of your goods from what is indicated on the inventory or missing items, please let your Driver know immediately! Document any damages and/or loss on your paperwork. If there are any damages, give your Move Coordinator a call to let them know during delivery, so they can begin the claims process.
- **Do a Final Walk-Through:** Perform a final walk-through with the Driver to ensure items are placed in correct rooms and to verify that all items that were disassembled are properly reassembled. Please also check for any property damage.

## Getting Settled

- **Unpack and Get Organized:** Unpack your belongings and examine them carefully to ensure there is no damage. In the event of loss and/or damage, please contact your Move Coordinator immediately to receive a claim form. Please do not dispose or repair any damages, prior to submitting your formal written claim. If you have any questions or concerns remaining from your move, please contact your Move Coordinator.

**Please note: In the event of damage, you must submit a formal written claim form yourself - the Driver or Move Coordinator cannot do it for you.**

# WHAT TO EXPECT ON MOVE DAY

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## Expect an Arrival Time

Your Move Coordinator will call you the day before your move with a specific window of time in which the crew will arrive at the residence to begin the move.

## Expect an Inspection

Your Driver will walk with you through your home to inspect the condition of your residence and all the items that you are moving, noting any prior damages. This ensures that your goods arrive at your new home in the same condition in which they left the home. If you are moving long-distance, your Driver will complete a written inventory with the condition of your belongings noted. You will need to sign-off on this document.

## Expect to Direct Your Crew

Remember, the items being moved are your important belongings; therefore, your crew is going to rely on you to direct them during the move process. Point out items you do not want loaded or items you will be moving yourself. Keep an open line of communication with your crew throughout the entire process to make sure they are caring for your items properly.

## Expect Your Crew to Take Breaks

Moving is a time consuming and physical process. Your crew members can grow tired after moving items for hours. For their safety, it is very important that they take breaks! Each crew member is entitled to take a 15-minute break every 4 hours and one lunch break.

**Please note that you will NOT be charged for lunch breaks. Breaks allow your crew to relax, re-fuel, and re-focus, so your items are properly handled throughout the entire move.**

# WHAT TO EXPECT ON MOVE DAY

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## Expect a Call From Your Move Coordinator

Your Move Coordinator is the individual assigned to you as the main point of contact throughout your entire move. Your Move Coordinator will give you a call to check-in with you on your move day and ensure everything is going well. If you have any questions or concerns about your move, be sure to speak with your Move Coordinator about these issues when they call.

## Expect a Bill of Lading

Your Driver will present you with a Bill of Lading, at the beginning and end of your move. This document notes all the important details of your move. Be sure to look over the document carefully before signing. If you see any discrepancies, please let the Driver know, so it can be addressed.

## Expect a Long Day

Moving is time consuming, whether you are moving a small shipment or a large home. Be prepared to keep yourself hydrated and alert the entire day.

For any additional questions on what to expect on move day, contact Fry-Wagner!

# CHANGE OF ADDRESS CHECKLIST

## BUSINESSES

- Doctor
- Dentist
- Accountant
- Attorney
- Pharmacy
- Lawn Care Service
- Bank
- Credit Card Companies
- Insurance Companies

## COMMUNITY

- Relatives
- Friends
- Business Associates
- Clubs & Organizations
- School/College
- License Bureau
- Church
- Charities or Non-Profits

## UTILITIES & SERVICES

- Gas & Electric
- Water
- Sewer District
- Trash
- Cable/Satellite
- Phone/Internet
- Subscriptions
- Home Delivery Services

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# UNDERSTANDING VALUATION

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## Defining Valuation

Valuation is defined as the customer's declaration of the value of his or her household goods in the event of loss or damage during the move process.

## Basic Coverage

This valuation option is offered to every customer for free. It is the minimum liability coverage for any move. If damage were to occur to one of your items, you would be refunded \$.60 per pound per article, if deemed transit damage.

For example: If you own a table that weighs 100 pounds and it is damaged during the move, you will be refunded \$60 , per your selection of coverage (100 pounds x \$.60).

## Full Value Protection

If any item is lost, destroyed or damaged during the move process, your moving company will have the option to either repair, replace with articles of like, kind, and quality or offer a cash settlement for repairs or replacement of the articles at their current market value, as long as it is deemed transit damage.

## Selecting Valuation

Once you receive your Bill of Lading for your move, it is important to indicate which valuation option you would like to use. Be sure the value of your shipment is correct as calculated above. If you have questions about the value of your shipment, please reach out to either your Move Coordinator or Estimator for clarification.

To better understand the difference between valuation and insurance, see the next page.

# UNDERSTANDING VALUATION

## VALUATION VS. INSURANCE

### Valuation



Authorized by the federal Government.



Valuation options are listed with the moving company's tariff.



The customer must prove that the damage to their items occurred due to mishandling by the mover during the move process.



### Insurance

Governed by state laws, which can vary state to state.



Insurance coverage is defined within an insurance policy.



Coverage provided to customer's loss or damage no matter who is responsible.



**LEARN MORE ABOUT THE MOVE PROCESS**

[WWW.FRY-WAGNER.COM](http://WWW.FRY-WAGNER.COM)

reference: <http://bit.ly/2yoQs1C>

# MOVING LABELS

## KITCHEN

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Box # \_\_\_\_ Of \_\_\_\_

## MASTER BEDROOM

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Box # \_\_\_\_ Of \_\_\_\_

## BATHROOM

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Box # \_\_\_\_ Of \_\_\_\_

## LIVING ROOM

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# MOVING LABELS

## DINING ROOM

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## BASEMENT

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