



## Customer Origin Responsibilities (Pre-Pickup)

- Ensure your residence and/or pickup location is tidy and all items are free of soil, mold, and pests. This includes all outdoor items such as playsets and grills.
  - Pre-inspect all property for Spotted Lanternfly and Spangly Moth. A formal inspection between you and your Service Provider will occur during pickup.
  - Remove items from your attic, crawl space, or other areas where there is no finished floor, adequate lighting, or enough room for a person cannot stand erect. Service provider personnel are not required to enter these areas.
  - Create a “Do Not Take” area and clearly mark items that you do not want moved.
  - Identify and separate your Professional Books, Papers, & Equipment (PBP&E/"Pro-Gear") from other property.
  - Empty, defrost, and wash inside your refrigerator/freezer at least 3 days before your move and leave doors open after cleaning to dry out.
  - Ensure dishes are clean and ready to be packed.
  - Remove garbage from all trash cans in your residence prior to pack/load dates.
  - Original manufacturer boxes will add additional protection during movement of the TVs and monitors. Please alert the transportation company if original boxes are available for re-use during shipping.
  - Plan to keep your children and pets in a safe location and away from high-traffic areas.
- Some complex furniture/items may require customer disassembly. If you own any of the items below, be sure to identify them during your pre-move survey to discuss your responsibilities:
    - Peloton, Treadmill, Elliptical, Home Gym, Squat Rack, Bunkbeds
  - If shipping any engine-powered equipment (e.g., motorcycle, dirt bike, lawnmower, snowmobile, moped, boat), ensure they are free of dirt and grease and drained of fuel prior to pick up.
  - Disconnect all appliances including washers, dryers, stoves, and refrigerators. If you are moving a front-load washer, obtain the bolts to secure the drum for movement.
  - Disconnect/un-mount your televisions and satellite dish(es). It is your responsibility to reconnect these items at the destination.
  - Movers have the right to repack item(s) they feel may need adequate protection, including items packed in plastic tubs and totes. Any pre-packed containers must be opened for inspection/inventory purposes.
  - If you own antiques or other high-value items, it is recommended that you obtain an appraisal prior to pickup. The government does not pay for appraisals, but you should consider this part of your investment in the event of loss or damage.
  - You may take photos/videos of your property to record its condition prior to pickup. Please ensure a date stamp is visible.
  - You may also create your own personal list of items being moved; however, this personal list will not be used for claims purposes.