



PRE-MOVE LETTER

Thank you for Choosing Forward Moving LLC for your Moving, Removal and Storage needs where we are dedicated to moving the community forward. We are here to help facilitate all of your moving, storage, and junk removal needs and make the process as smooth as possible. Every day is moving day for us!

WE SELL AND DELIVER BOXES TO YOUR DOOR IF NEEDED!!

Please read the following information and take everything into account to ensure a successful moving experience! Please note that Forward Moving LLC will not move any small miscellaneous items that could or should have been packed by the customer unless Forward Moving was hired to pack prior to the move date. (Please see section 9, 14 & 15)

1. On the day of the move we will send a courtesy text or call before arriving. Our arrival time or window is printed on your estimate. You will receive a confirmation for your move prior to the move date.
2. Upon arrival, we will introduce ourselves and conduct a walkthrough of the home. If you have items that are staying or going to different/several destination locations, it is helpful to have items labeled and grouped together according to where they are going, along with making the crew aware so that trucks can be packed accordingly. We suggest you pack a personal bag or boxes of items you do not want on the truck (see items we can't take below). Please set that aside and make sure it does not get put on the truck by mistake. Make a pile of smaller items you do not want your movers to take if this applicable. Large furniture items can be labeled if they stay behind or are being discarded. Please make sure all boxes are labeled prior to the move.
3. We pad (blanket) , wrap and/or tape your items to ensure protection for shipment. This is standard practice and is built into your quote. We also protect the mattresses and box spring(s). We come fully equipped with all moving equipment and tools for the job. Please see our video on our website of how we prepare your items for shipment. We do simple disassembly and reassembly of furniture items like, beds, table legs, mirrors off dressers, etc., (continue reading to see what we **do not** take apart). We will stage everything in the new home in the desired rooms and reassemble anything we took apart. We make sure everything is satisfactory and we do a walkthrough of the home before departing. You may do the disassembly and reassembly yourself if you choose but we only put together items we took apart. If we move you into a self-storage facility, you can either have us remove the blankets or you may buy them from us in order to keep everything wrapped. We also offer a deposit program, where we charge you a deposit for the blankets and if we move you back out of the self-storage we will credit the deposit toward the move.
4. When unloading, it is helpful to have, you or a representative present so they can tell the crew where you want your items staged and/or stored. We rely on the you to direct us throughout



the move process, especially when unloading and during the initial walkthrough. Please be present or have someone present who knows where you would like all of your items at the new location. We will have questions during the move process. During the move, the driver, or foreman, is the leader and will be able to answer all your questions. You can also call our office for in-progress move questions or concerns.

5. Forward Moving will provide packing if it is estimated in advance. If you hire us to pack, we will provide boxes as part of your estimate only if estimated prior to the move. We also sell boxes separately for purchase and can drop them off for local jobs prior to your move date. Most pack jobs need to be estimated in person, or via zoom/facetime. Larger pack jobs are completed a day in advance of the move and most likely the whole job is not completed in one day.
6. You may leave your normal clothing in the dressers if you wish, but you must remove and pack all personal miscellaneous items; small breakables, spillable, or fragile, mementos, junk drawer type items from the dressers. During the move, we may put the dressers on their sides for packing purposes and want to make sure nothing gets, spilled, broken or lost. These items will spill, fall out or go all throughout the dresser if not packed up properly ahead of time. If we determine the dressers are too heavy we will take out the drawers on the day of the move and wrap them individually. We will make that determination on moving day. Please do not stuff more clothing into the dressers than normally stored in them or use it to pack other items. Leave only clothing regularly stored in the dresser.
7. When moving, it is a great time to get rid of unwanted belongings. We highly suggest you get rid of items you no longer need or want prior to the move. It is the perfect time to clean out closets, the attic, basement, shed and garage as soon as you decide it is time to move. Why pay to move things you do not want anymore? It unnecessarily increases the estimate. We provide junk removal and donation drop-offs. We can come before/ after to provide removal services. If you are only getting rid of a small amount of furniture items we will be able to discard them and haul them away on moving day assuming we have enough room on the truck(s)
8. It is a good idea to measure all large furniture items, appliances and doorways to ensure they will fit where you want them to go. Appliances, especially refrigerators do not always fit through the door. Forward Moving will not be liable when asked to move large items into unreasonably small spaces not designed for it. It your responsibility to ensure it will fit. If you would like us to try to squeeze something in, then we will have you sign a release of liability for damage. When downsizing, sometimes the furniture does not fit the way you pictured, so please be certain it will fit through the necessary doorways and hallways. If we have to take an item back because it will not fit, this will be charged to the final bill and alter the original estimate. Always have a contingency plan if something is in question. We do provide consulting if you have a question on a particular item.



PLEASE TAKE ANY SMALL ITEMS OF EXTRAORDINARY VALUE YOURSELF SUCH AS:

- Money
- Jewelry
- Narcotic Medication (s)
- Firearms/ Ammunition
- Stamp/Coin Collections
- Deeds
- Stocks/Bonds
- Important Documents
- Tax Documents
- Anything small or fragile and of extraordinary value monetarily or sentimentally
- Exceptionally valuable items that exceed \$15,000 in monetary value. It is your responsibility to inform the Forward Moving crew of items with such value

***Forward Moving LLC will not be liable for any of the above items in the event of loss or damage. ***

ITEMS WE ARE LEGALLY NOT ALLOWED TO PUT ON THE TRUCK THAT REQUIRE SPECIAL PERMITS:

- Live Plants
- Propane tanks
- Firearms/Ammunition
- Money
- Narcotics
- Flammable substances/ anything flammable
- Certain cleaning supplies
- Hazardous chemicals, pesticides, fertilizers, etc.
- Lawn equipment with fuel in them (mowers, weedwhackers, blowers, hedge trimmers etc.)

WE DO NOT:

- Hang TV's, pictures or other wall items, as we are movers and not contractors or handymen.
- Unhook appliances or hook up appliance such as washers, dryers, refrigerators, stoves, ovens etc.
- Hoist furniture items over banisters unless requested and set up in advance with special equipment
- Put together items we did not take apart unless specifically requested
- Carry furniture items up fire escapes
- Put furniture items through windows or small doorways
- Put furniture items in pull-down attics
- Disassemble or reassemble certain exercise equipment (Please ask in advance)
- Certain pianos depending on what kind they are (Please ask in advance)
- Certain safes or gun safes depending on what kind and weight (Please ask in advance)
- Disassemble refrigerators with certain electrical equipment (Please ask in advance)
- Move swing sets
- Move sheds
- Move hot tubs



- We do not move unpacked small miscellaneous items not packed (If customers responsibility to pack)
 - We do not move heaping overloaded boxes
9. Forward Moving LLC will not move small miscellaneous items that were not packed in the event that it was your responsibility to pack the items prior to the move. If you, the customer, were supposed to pack the small boxable items in the kitchen, closets, attic, basement, garage, shed, etc. and did not pack before the scheduled service date, Forward Moving LLC will not pack or move the items and may forfeit services altogether. We may move all furniture items and closed boxes and set everything else on the floor if you wish. Forward Moving LLC **will** provide packing services if requested prior to the moving date and the packing services are built into the quoted price. If the small items that can or should be boxed are not packed and closed up FORWARD MOVING LLC WILL NOT MOVE IT! This is defined as anything small or loose that can be put into a standard, small, medium or large box. It is very hard to move a home when nothing is packed or ready for relocation. We don't moved over stuffed heaping boxes or bins that are not stackable. You cannot stack boxes that are heaping over. It cause spilling all over the truck and everything is vulnerable to damage.
Again, Forward Moving LLC will provide packing services only in the event that it is estimated and requested prior to the service date. The more prepared and organized your small items are, the more efficient the moving process will be. In turn, this will save you time, money and frustration.
10. Please inspect your driveway (if applicable) for overhanging trees or extreme slopes/grades. Moving trucks are not designed for some residential areas. Please clear any trees that will hinder the truck's access ahead of time. The trucks are up to 13'1 feet high. If you think your driveway could be an issue, please let us know. If you have an unusually long driveway, please notify us ahead of time if your driveway is long.
11. If your move involves an elevator, please let us know. Please check to see if your building requires you to reserve the elevator for the move out. It is your responsibility to make sure the movers have access to the elevator(s). If the building requires a Certificate of Insurance prior to the move, please give us as much notice as possible so we can provide this to the building manager.
12. On your moving day, please have a plan to watch any small children or pets. Having children and pets unattended can be dangerous for the movers and the kids and pets. We have trucks backing up and liftgates going up and down that are dangerous for anything or anyone under them. We also do not want any pets going outside that are not supposed to or running out of an open door. We do not want to cause any pets to go missing!
13. It is a good idea to inspect your furniture and note any previous damage. Please make the crew aware of any such imperfections or previous damage during the initial walkthrough. If a particular items needs special handling, please let us know.



14. All small wall art, small pictures and small mirrors should be boxed by the customer prior to the move unless otherwise requested (Approx. 12 inches or smaller). All large wall art, pictures and mirrors we will wrap and protect by us, unless you request boxes. If you have paintings or wall art of extraordinary value, please let us know so we can crate and properly protect them for shipment. We normally wrap and protect paintings and larger wall art regardless of value, but if you prefer them boxed please let us know! It is always a great option to use your car for any items you may be concerned about because things travel way better in a compact care rather than a truck or moving van.
15. All small table lamps should be packed by you prior to the move. Please unscrew the lamp shade and remove the light bulb(s), stack and pack all the lamp shades in a separate box or boxes and bubble wrap and/or newspaper wrap your small fragile lamps and box them. If you have larger lamps or floor lamps that are not boxable, we will protect them for you. Again, please pack smaller lamps yourself. If you need boxes let us know in advance.
16. For your TV's, if you have the original box, that is best! If not, we can provide TV boxes, for rent or purchase. If you do not have the original box and you do not want to rent or buy TV boxes from us, you can purchase them privately or we can pad and wrap it for you. This will require you to sign a release of liability if we move the TV without a box. We do not mount or unmount TVs.
17. Forward Moving LLC does not keep wardrobe boxes for your hanging clothing on the trucks at all times. If you would like to purchase wardrobe boxes please let us know ahead of time so we can add it to the estimate and bring them the day of the move. We will pack up your hanging clothes on the move date if requested prior to the move date. We need to be prepared and bring the proper boxes for your specific move.
18. When loading or unloading a Pod or storage container, Forward Moving LLC is released of all liability of any damage that occurs in the transportation of the container. Forward Moving LLC is released of all liability of damage that comes out of a self-storage unit that was not packed by Forward Moving LLC unless everything is inspected and documented at the time of the unloading of the unit.

INCLEMENT WEATHER POLICY:

Forward Moving moves in most weather conditions. Most of the time it is up to the customer if they want us to move them in inclement weather. If we deem it safe and you would like us to proceed with the move then you will need to sign a release of liability that Forward Moving LLC is not liable or responsible to damage to furniture, carpets, floors or property due to inclement weather conditions. We wrap the furniture but your items could still get wet. We also use floor runners and plastic on carpets for protection but your carpets and floors could still get wet and trampled on due to rain or snow. It is the



customers decision if they want to proceed and release the liability. This usually depends on the customers circumstance and flexibility and Forward Moving's upcoming schedule. Forward Moving usually continue service in drizzle and light to moderate rain, we usually push through if the customer is okay with it. Forward Moving LLC will do everything in its power to make the move happen in safe circumstances. However in severe weather situations such as hurricanes, strong winds, flooding, thunderstorms and or snow storms where it is physically unsafe to preform our service, Forward Moving LLC will have to either postpone or reschedule the move. The road conditions are a huge determining factor in dispatching our trucks. In the case of a reschedule we will continue with the move on the next available date. In the case of a cancellation due to weather, you will be fully refunded your deposit. In the case of a weather reschedule there is no rescheduling fee. In the case of Inclement weather Forward Moving LLC will make a judgement call whether we will proceed with the move as regularly scheduled or not. Forward moving reserves the right to determine what is safe for its employees and trucks/equipment.

Certain weather conditions could postpone moves to later in the day. This is the discretion of Forward Moving LLC.

PAYMENT AND DEPOSIT:

19. For all residential customers Forward Moving LLC collects payment immediately upon completion of service. We accept payment in the form of credit card, cash or check. All credit card payments are subject to a 3% convenience fee. After booking is finalized we have a \$50.00 Rescheduling fee and a nonrefundable deposit in cases of cancellation. All storage clients are billed monthly and prorated to the date of move out. We take a deposit via credit card prior to your move for every customer. Deposits are deducted from the final payment. Deposits are nonrefundable and are used to reserve the date, trucks and crew. Your move is not finalized until we have a signed estimate and deposit. All storage customer will be billed monthly on the date of move in via the credit or debit card on file. Receipts are sent via email after each transaction.

PROTECTION PLANS AND CLAIMS:

20. All of our quotes have a standard coverage built into them of \$0.60 per pound per article protection which is a basic, standard protection regulated by the FMCSA administration. This is built into all moves. This coverage is not great, however we have replacement value protection available for an added premium. There is also third-party moving coverage you can purchase. See us for recommendations. You may want to check your homeowner's policy to see if your items can be covered during a relocation. Some policies cover relocation. If you are interested in *declared value replacement coverage* please reach out to us prior to your move so we can get this set up for you. Relocation insurance can be confusing so we suggest you educate yourself as much as you can, especially for interstate relocations. We have a pamphlets available that



explain moving coverage more in-depth. Forward Moving LLC carries Commercial Liability, auto, cargo and workers compensation insurance for its business.

In the event of damage, you must notify us of any damage as soon as possible. Your items will be paid out at \$0.60 cents per pound per article unless additional coverage was purchased. If we are clearly at fault we may replace it regardless of the coverage you have. In the event of a claim we need pictures and documentation of any damage that occurred. If Replacement Valuation Coverage was purchased any article that is damaged while in our custody, Forward Moving LLC in its sole discretion, will either:

- 1) Repair the article to the extent necessary to restore it to the same condition as received by your mover or pay you the cost of the repair, or
- 2) Replace the article with an article of like kind and quality based on depreciated value, or compensate you for the cost of such a replacement based on depreciated value.

STORAGE

21. Forward Moving LLC can provide storage or storage-in-transit for any items you may need stored at our warehouse facility. Long term or short term. We provide pricing based on the volume of storage needed or vault containers filled. We may charge handling fees when loading and unloading into the warehouse. Everything in our storage is secure and blankets and wrapped for protection. Everything that comes into our storage facility is inventoried and kept a record of. We bill monthly for storage and prorate to the day of move out. We do not provide self-storage. If you are looking for storage that you can come and drop items off and pick them up at your leisure, we are not the best storage solution for you and we recommend self-storage. However, you have the right to move your items out of storage at any time, with or without the help of Forward Moving LLC. You must make an appointment during business hours if you are picking everything up. We want to reiterate we provide in-transit storage, long and short term and not self-storage. Ask us for self-storage recommendations if interested!

22. SELF-STORAGE:

Since we blanket all furniture items as part of our service you can choose to have us remove them before putting your items in self-storage and just use wrap if signing a release of liability or you can provide your own blankets we can use. We suggest buying them online prior to your move to self-storage. We also offer a deposit program, we will charge you a deposit for the blankets while your items are in self-storage and if we move you back out of the self-storage and we get our blanket/pads back we will credit the deposit toward the move out.



ESTIMATES AND INVENTORY:

1. Every customer will receive a written estimate via email or text or both. Local relocation is usually estimated on an hourly basis. We can provide flat rates based on exact inventory if requested. The hourly rate is dependent upon how many laborers are on the move, which is dictated by the size of your move. We suggest an hourly rate for local moves because you may save money if the job is completed more quickly than estimated. All jobs are prorated to the ¼ (quarter) hour. The advantage of an hourly estimate is that if you forget something on your inventory list, it is not going to affect the estimate much, it may just take us longer. For flat rate estimates, the inventory needs to be exact, with an approximate number of boxes. For relocation over 40 miles and interstate relocation the job is based on the exact inventory, weight, volume and mileage. Everything will be inventoried and the condition of everything will be noted when packing the truck. We must have a signed estimate and deposit before a job is booked and confirmed.
2. Junk removal is estimated based on labor, volume and weight. The Volume and weight dictate the removal fee. Forward Moving is charged a fee to dispose of your junk properly.
3. Please make sure your inventory is accurate prior to the move date. If you need to add or subtract an item or two, it should not affect the quote much for local hourly rates. In the event of a flat rate estimate, it is important the inventory is as accurate as possible. People commonly forget patio furniture, basement, garage, attic and storage items.

Forward Moving LLC reserves the right to refuse service to anyone for any reason at any time. For other questions or concerns you can call us anytime at 484-473-4605, email us at moveme@forwardmovers.net or check out the frequently asked questions and blogs on our website at Forwardmovers.net

MOVING TIPS AND SUGGESTIONS:

One Month in advance:

- Book your move as far in advance as you can if you haven't already
- Clean out storage spaces
- Discard unwanted items- WE OFFER JUNK REMOVAL PRIOR TO MOVE IF NEEDED



- Try to donate unwanted items
- Use up frozen and refrigerated items
- Begin packing items you do not use regularly
- Reserve elevators (if applicable)
- Reserve parking for the moving truck (if applicable)
- Get a Certificate of insurance (if applicable) from the moving company if your building requires it.

A week in advance:

- Drain fluids from lawn mowers and other equipment being moved
- Prepare a personal essential items bag for yourself that includes Linens, toiletries, medications, clothing, etc.
- Contact utility companies to make sure to disconnect and reconnect utilities
- Notify post office of your new address or Forward your mail

The Day before the move:

- Make sure everything is packed and boxes are closed and stackable
- Make sure all boxes and bins are labeled
- Confirm utility connections
- Clean if needed. Wait to pack your cleaning supplies until you have done your last clean-up. Especially if you have a security deposit. Do not forget to clean your stove, oven and defrost the fridge!
- Check to make sure loose items were not left behind. Do a walkthrough of the entire home and check closets

We are here to make your moving experience as simple and stress-free as possible. Please don't hesitate to contact us at any time during business hours with questions/concerns: 484-473-4605. If you need move consulting or organizing/decluttering help we have referrals for that. We are here to help and we will assist in any way we can. Our mission is to ensure a successful move with quality customer service, integrity and customer satisfaction!