



PRE-MOVE LETTER AND MOVING TIPS

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 your moving, storage, and or junk removal needs and make the process as smooth as possible. Every day is a 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 in the event Forward Moving LLC was **NOT** hired to pack small boxable items (kitchen, closets, etc) in advance of the service date and it is the customers responsibility to pack all "boxable" items forward moving will not pack or move these items or articles. Boxable is defined as any item that can fit into a standard small, medium or large box. Forward Moving LLC will provide packing services if hired to do so in advance or the service date. Forward Moving LLC will take care of all other items listed on the moving inventory list that will not fit into a standard small, medium or large box. Please read further for details, if you have any questions about this please ask a Forward Moving LLC consultant to clarify.

In the event Forward Moving LLC does not provide an on-site estimate, and you self- provide Forward Moving LLC with the inventory of items for us to move or store and said inventory is inaccurate, the items or articles that have not been disclosed may not be moved. Forward Moving LLC may decline to move the non-listed items that should have been factored into the quote. Forward Moving LLC reserves the right to refuse to move items not listed on the estimate or agreement. If you need to add or subtract a significant item or a significant volume of items please let us know in advance by calling our office or emailing us so we can make the necessary changes. Please confirm these changes to the inventory are made prior to the service date. This is important so that we have the proper personnel, truck size and equipment. This is also important so we provide you with an accurate estimate that represents the proper price of service. Again, Forward Moving can and may choose to decline to move items not disclosed on a self-provided moving inventory list! Please also note that any item not listed on the moving inventory list is void of any and all coverage protection to your items or articles. If you have any questions about this please ask a Forward Moving LLC consultant.

Please note there is a "documents" page on our website along with a FAQ section. Published on this page are the "Rights and Responsibilities", "Understanding Valuation" and the "Declared Value and Replacement/Repair Coverage" documents that the FMCSA wants all consumers of interstate relocation to read. It also has information about the arbitration program. Arbitration and the rights and responsibilities document pertain to interstate relocation only. Also, in the documents section is the "ready to move brochure" and the "info for shippers page" the state requires for your reference.



SERVICES:

- **LOCAL RELOCATION**
- **LONG DISTANCE RELOCATION**
- **STORAGE**
- **PACKING SERVICES**
- **FURNITURE AND HOUSEHOLD REMOVAL/DONATION**

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MOVING DAY

1. On the day of the move, we will send a courtesy text or call before arriving. The move date and our arrival time window is printed on your booking confirmation. You will receive a confirmation for your move prior to the move date with the date of the move and the time of arrival. We normally have an arrival time of 30 min windows.



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 cannot 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 is 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. IF YOU HAVE ANY ITEMS OF EXTRAORDINARY VALUE OR SMALL FRAGILE ITEMS THAT NEED SPECIAL ATTENTION PLEASE BRING THIS TO THE ATTENTION OF THE MOVING TEAM. Forward Moving is not liable for small, boxed items that are not packed correctly. All items that need special handling or are of extraordinary value must be disclosed to the moving team prior to service. (see last pages for printable labels)

2. 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) by wrapping or bagging them. We come fully equipped with all moving equipment and tools for the job. Please see our short video on our website or the bottom of the email of how we prepare your items for shipment. We do simple disassembly and reassembly of furniture items like, beds, table legs off tables, 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 staged to your liking and where you would like it throughout the home. We do a final walkthrough at the end of every job before departing your home to ensure we have all of our equipment, the truck is empty and everything in its proper place. You may do the disassembly and reassembly yourself if you choose to save time on your move. Keep in mind Forward Moving only puts together items we disassembled, if you take the beds apart you will have to reassemble. 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 when it comes time, if we move you back out of the self-storage, we will credit the deposit toward the move.
3. 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 as well as the kids and pets. We have trucks backing up and lift gates 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 because the door may be propped open...
4. When unloading, it is helpful to have a representative present so they can tell the crew where you want your items staged and/or stored. We rely on 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 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.

PACKING SERVICES, EXPECTATIONS, AND TIPS

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 service date. 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 will not be completed in one day.

Note: If the customer is doing the packing of small items themselves any improper packing will void any coverage and Forward Moving LLC will not be liable for any damage. Example: Packing glass on glass or fragile items without proper packing materials, bubble wrap, packing paper etc.

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 as a packing device to pack other items. Leave only clothing regularly stored in the dresser and pack all small non-clothing items.

6. 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 will be wrapped and protected by us unless you request boxes OR would like to move them yourselves. If you have paintings or wall art of extraordinary value, please let us know so we can or box 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 better in a compact car rather than a truck or moving van.
7. All small table lamps should be packed by you prior to the move unless you would like us to pack them. If you would like us to pack your lamps please let us know in advance so we have the necessary supplies with us. How to: Please unscrew the lampshade and remove the light bulb(s), stack and pack all the lampshades 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.

8. 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.
9. Forward Moving LLC does not always 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 them to the estimate and bring them on 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.

JUNK REMOVAL AND ORGANIZING

10. 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 number 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). We prefer to do junk removal before your move, if you know you are getting rid of something you don't want to have to pay to move it just to get rid of it. *NOTE: Forward Moving specializes in removing only household items and goods. Forward Moving will not remove yard waste, trash, hazardous materials, etc. We typically only remove or donate unwanted furniture items or boxes of household items. Please ask us for recommendations of hazardous materials if needed.

ITEMS FORWARD MOVING LLC WILL NOT REMOVE OR DONATE

- TRASH
- YARD WASTE
- HAZARDOUS MATERIALS
- HAZARDOUS MOLDY ITEMS

11. ITEMS OR ARTICLES FORWARD MOVING WILL NOT MOVE OF BE LIABLE FOR:

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 of any kind
- Precious metals
- Tax Documents
- Anything small or fragile and of extraordinary value monetarily or sentimentally
- Exceptionally valuable items that exceed \$5,000 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 requires 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, weed whackers, blowers, hedge trimmers, etc.)

NOTE: If any of the above items are lost, damaged or cause damage all coverage will be void and Forward Moving LLC will not be liable. If any of the above liquids spill and cause other damage in the transportation process all coverage options are null and void.

WE DO NOT:

- Hang TV's, pictures, or other wall items, as we are movers, not contractors or handymen.
- Unhook appliances or hook up appliances 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 (Pleaser ask in advance).
- Move swing sets.
- Move sheds.
- Move hot tubs.
- We do not move unpacked small miscellaneous items not packed (If customers are responsibility to pack).
- We do not move heaping, overloaded, unstackable boxes.



12. 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 completely 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 difficult to move a home when nothing is packed or ready for relocation. We do not move overstuffed heaping boxes or bins that are not stackable. You cannot stack boxes that are heaping over. It can 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.

MEASURING LARGE ITEMS

13. It is a good idea to measure all large furniture items, appliances, and doorways to ensure they will fit in your desired location. 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 accordingly. Just because it fits in your old home doesn't mean it will fit in your new home. It is your responsibility to ensure it will fit. If you would like us to try to "squeeze" an item, then we will have you sign a release of liability for damage incurred during the "squeezing" process. This will release Forward Moving of any and all damage to the item or dwelling. 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 must 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.

DRIVEWAYS AND PUBLIC PARKING POLICY

14. 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, curvy, and or steep driveway please notify us ahead of time.



Public parking and street parking: Forward Moving LLC is not responsible for obtaining the necessary parking permits when applicable. If you live in a community where parking is an issue you need to reserve parking or obtain a permit from the township for the moving trucks. Forward Moving LLC is not responsible or liable for any parking tickets or violations. Any parking tickets incurred during the job will be added to the customer's bill of lading. The customer will then be responsible for paying the ticket. Our trucks are 26ft long and for smaller jobs the truck may be 16ft long. We need at least that much space reserved to park the trucks. If applicable, not reserving necessary parking permits could result in stalled service and this will be reflected and billed to the customer accordingly. The customer will be responsible for all down time or rescheduled time.

ELEVATORS

15. 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. If applicable, not reserving an elevator could result in stalled service and this will be reflected and billed to the customer accordingly. The customer will be responsible for all down time or rescheduled time.

PREVIOUS DAMAGE

16. 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 item(s) needs special handling, please let us know.

SELF-STORAGE

17. Since we blanket all furniture items as part of our service (SEE VIDEO ON WEBSITE AND EMAIL) you can choose to have us remove them before putting your items in self-storage so you are not charged for the blankets. If you agree to sign a release of liability we can move and store your items into self-storage without blanket protection. Or you may provide your own blankets for the protection of your items in the moving and storage process. We suggest buying them online prior to your move if you rather not purchase them from us. Our blankets are mover grade. You can try Victory or New Haven Moving supplies. We also offer a deposit program, we will charge you a deposit for the blankets while your items are in self-storage and when it comes time if we move you back out of the self-storage and said blanket/pads are returned back to us we will credit the deposit towards the final bill at the time of the move out. If you are moving into self-storage and have any questions about this please let us know so we can explain better.

LOADING AND UNLOADING SELF-STORAGE AND PODS



18. When loading or unloading a Pod or mobile self-storage containers, 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 when items are moved 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.

OUR STORAGE SERVICE

19. Forward Moving LLC provides storage or storage-in-transit for any items you may need to be stored at our warehouse facility. Long term or short term. We provide pricing based on the volume of storage needed or the number of vault containers filled. We may charge handling fees when loading and unloading into the warehouse or charge on an hourly basis, depending on your move. All items remained wrapped and protected while being stored at our facility. 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. We can provide you with self storage recommendations if you are interested.

20. **INCLEMENT WEATHER POLICY:**

In the case of Inclement weather Forward Moving LLC will make a judgment call whether to proceed with the move as regularly scheduled. 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.

Forward Moving moves in most weather conditions and much of the time it is up to the customer if they want us to continue service in inclement weather conditions. 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 for damage to furniture, carpets, floors, or property due to inclement weather conditions. The furniture is wrapped, but your items could still get wet. We also use floor runners and plastic "carpet shield" for protection, but your carpets and floors could still get wet and trampled on due to rain or snow. If it is the customer who decides they want to proceed with service, a release of liability will need to be signed, releasing Forward Moving LLC of any and all liability to damage of items, property or the dwelling. This usually depends on the customer's circumstance and flexibility and Forward Moving's upcoming schedule. Forward Moving usually continues service in drizzle and light to



moderate rain. 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, snowstorms and or “acts of God” where it is physically unsafe to perform our service, Forward Moving LLC will have to either postpone, reschedule or cancel service. 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.

21. ESTIMATES AND INVENTORY:

An accurate inventory list of what is being moved is key in estimating each job, the inventory enables us to provide the correct amount of personnel/movers and the appropriate truck size which is key in preparing ourselves for a smooth move for you. 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.

In the event Forward Moving LLC does not provide an on-site estimate, and you provide Forward Moving LLC with the inventory of items for us to move or store and said inventory is inaccurate, Forward Moving LLC may decline to move or store items not listed on said inventory. Forward Moving LLC reserves the right to refuse to move items not listed on the estimate or agreement. If you need to add or subtract a significant item or a significant volume of items please let us know in advance by calling our office or emailing us so we can make the necessary changes on the estimate. Please confirm changes to the inventory are made prior to the service date. This is important so we have the proper personnel, truck size and an accurate estimate. Forward Moving can and will decline to move items not listed on a self-provided moving inventory list! Also, please note that any item not listed on the moving inventory list is void of any and all protection coverage to your items.

Every customer will receive a written estimate via email, text or both. The estimate can be electronically signed on our platform. Until your move is finalized, the estimate is valid for 72 hours subject to availability. It's a first-come, first-serve basis, and the move is not finalized until we have the signed estimate and deposit. The deposit is used to reserve the moving date and confirm the employees necessary to complete the services. All 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. 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. The estimates are based on the information and inventory list you provide us, if that information isn't correct then most likely the estimate will not be correct. If you need to add or subtract items from your inventory prior to your move, please notify us by phone or email so we can make the necessary changes.

Local moving estimates are non-binding and are strictly estimates. Non-binding estimates are most common and designed for you to pay for the time it takes us for service. If you would like a binding estimate the move will be flat rated and dependent on the inventory and services provided. We may charge you to provide a binding estimate. PLEASE SEE THE FMCSA WEBSITE FOR MORE INFORMATION ON binding estimates vs non-binding estimates.

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, which is included in the price of your removal. All donations are included in the hourly rate of the job if you would like us to take the donation items to a specific charity.

Storage estimates are based on the weight and volume of your shipment. Storage is billed on a flat-rate monthly recurring price. Our storage vaults hold 260 cubic feet of inventory. Each vault is priced at a flat rate per month and prorated to the day of move out. We determine the flat rate based on the volume and vault space you have used. If you move out mid month you are paying a prorated amount per amount of days stored.

22. PAYMENT, DEPOSIT AND BOOKING:

BEFORE SERVICE

Forward Moving collects a non-refundable deposit via credit or debit card with the signed estimate. The deposits are credited toward the final bill. The move is not booked, confirmed or finalized until Forward Moving has the deposit and signed contract. Deposits are non-refundable and are used to reserve the service date, trucks, and confirm the crew for your move. Deposit amounts are dependent on the job type. Local deposits are one flat fee. Interstate deposits are a percent of the estimated bill and can be up to %50 of the estimated total. After the booking is finalized, if you must reschedule, a \$50.00 rescheduling fee will be applied unless 3 weeks notice has been given and we are able to accommodate the new date. Deposits may be refunded only if at least 3 weeks notice is given. Deposits **will** be refunded if the move is canceled due to inclement weather conditions. If the move is rescheduled because of weather, the deposit is credited towards the new service date and no rescheduling fee applies. If you cancel with little notice our employees miss a day's work and Forward Moving saved the moving date for you and potentially turned down other business to ensure your moving date. In the event of cancellation the small deposit helps recoup some of the loss.



AFTER SERVICE

For all residential customers, Forward Moving LLC collects payment immediately upon completion of service. We accept payment in the form of credit card, debit cards, cash, or check. All credit card payments are subject to a 3% convenience fee. You are required to pay all charges on the estimate and up to 10% over the estimated before shipment is unloaded or immediately after service is completed. You may defer the payment of any charges over 10 percent to a 30 day due date, if the estimate is over due to added inventory and services (additional stops, etc). Please see the FMCSA website for more information on Estimates and payment.

All storage clients are billed monthly and prorated to the date of move out, this is a flat rate plus tax. The flat rate does not include any handling/ loading or unloading fees. All storage customers will be billed monthly on the date of move-in via the credit or debit card on file. This is a flat rate plus tax and does not include any handling/ loading or unloading charges. Receipts are sent via email after each transaction. Copies of the estimate, bill of lading contract, and any other documentation that was signed is emailed to you and also located on your customer portal.

23. COVERAGE OPTIONS AND CLAIMS:

All quotes have a standard coverage built into them of \$0.60 per pound per article protection which is basic, standard protection regulated by the FMCSA administration. This is built into all moves. This coverage may not be enough for you, it is by no means a comprehensive protection plan, if you are concerned we recommend the Declared Value Repair/Replacement coverage. This coverage is available for an added premium and a \$150.00 deductible is due in the event of a claim before the claim is processed. The deductible may be credited toward the claim in the event of damage. There is also third-party moving coverage you can purchase. See us for recommendations. It is a good idea to check your homeowner's policy to see if your items can be covered for relocation, some policies will cover it. If you are interested in *declared value replacement/repair coverage* please reach out to us so we can set this up for you prior to the service date. Relocation insurance can be confusing so we suggest you educate yourself as much as you can, especially for interstate relocations. We have a pamphlet available that explains moving coverage more in-depth. This pamphlet and the Declared Value Repair Replacement coverage can also be found on our website under the documents tab. Forward Moving LLC carries Commercial Liability, auto, cargo, and workers compensation insurance for its operation. These policies do not cover your individual articles.

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 take it upon ourselves to replace it regardless of the coverage you have for your move. 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.

*Note: claims will not be paid until the move has been paid in full and the deductible is met for the Declared Value Repair/Replace Option.

If you elect the Declared value repair/replacement coverage we will do a pre-damage inspection of all your furniture items. We will not move or be liable for items of extraordinary value unless agreed upon in the contract prior to service. If you have items of extraordinary value that you would like moved please inform your moving consultant prior to service. If you don't inform Forward Moving LLC, we will not be liable for these items. We will not move or be liable for any small boxable items over a \$2000.00 monetary value unless a prior agreement has been made. Please see the full list of terms, conditions and items Forward Moving LLC will not be liable for on the Declared value repair/replacement coverage on the coverage agreement sheet.

24. FORWARD MOVING LLC LICENSE AND INSURANCE POLICIES:

Forward Moving LLC is fully licensed and insured. We are licensed with the State of PA. Moving is considered a Utility in the state of PA and we are registered and licensed by the Public Utility Commission. You can look us up on their website. Our number is PUC- A-8920700. We are also licensed by the Federal Government, we are licensed by the Federal Motor carrier and Safety Administration and the Department of Transportation. Our DOT# is 3078473 and our Motor Carrier number is MC-1021236. We also are a member of the AMSA which handles our certifications, ongoing training and arbitration. For information on the arbitration program see the documents section of our website.

We carry Liability Insurance, Cargo Insurance, Commercial Auto insurance and Workers Compensation Insurance. You can find the mandated policy info on the FMCSA website. **Note: these policies do not protect your shipment or items. For coverage of your items see Coverage options.

25. OUR RIGHTS

Forward Moving LLC reserves the right to refuse service to anyone for any reason at any time. For any and all questions or concerns, you can call us anytime at 484-473-4605 or email us at moveme@forwardmovers.net. Our office is open Monday- Friday 8:00am- 5:30pm and Saturdays 8:00am- 1:00pm. You can also check out the frequently asked questions and blogs on



our website at Forwardmovers.net. You may also call for in-progress move questions or concerns while your move is taking place.

26. MOVING TIPS AND SUGGESTIONS:

One Month in advance:

- Book your move as far in advance as you can if you haven't already, preferably with Forward Moving LLC
- Pick up or schedule a box delivery from Forward Moving LLC
- Clean out storage spaces
- Discard unwanted items- WE OFFER JUNK REMOVAL PRIOR TO MOVE OR AFTER
- 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.
- If moving long-distance, call doctors, dentists, and veterinarians. They may recommend a colleague near your new home. Get copies of renewable prescriptions and request medical and dental records.
- If moving out of your current school district, arrange for the transfer of school records.
- If moving long-distance, transfer personal insurance records
- Check homeowners insurance policies to see if moving is covered. Be sure to transfer insurance to your new home to ensure it is protected.
- If moving from an apartment or rental home, notify the landlord and request an apartment deposit back.
- Check and clear tax assessments.
- If moving long-distance, transfer bank accounts, and ask your local credit bureau to transfer your records to our new city.

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 the post office of your new address or forward your mail
- Reconfirm travel arrangements

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
- If there are any items not going please designate an area and label it as such.
- Please be on hand to answer any questions we may have and sign the *Bill of Lading* and any other necessary documents we may need to be signed.
- Perform a final check of every room and storage area.

We are here to make your moving experience as simple and stress-free as possible. Please do not 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!



PRINTABLE LABELS FOR MOVING DAY

(COPY AND PASTE INTO WORD DOCUMENT)

DO NOT MOVE!!



JUNK!



DO NOT PACK!!





FRAGILE!



**LOAD FIRST/UNLOAD
LAST**



LOAD LAST/UNLOAD FIRST





**REQUIRES SPECIAL
HANDLING**
