

HELPFUL TIPS FOR YOUR MOVE

Owner Packed Items

Responsibility for damage to goods in a carton that you have packed is difficult to establish if there is no visible damage to the outside of the carton. Unless the carton showed obvious structural damage, these items would not be included in the Valuation offered. We suggest you allow us to handle the packing for you. If you would prefer to pack some items yourself, here are some tips to help you.

- No carton should be so large that it will obstruct the view when carried or weigh over 50lbs.
- Do not overfill or underfill cartons. This may cause damage. Tops must close flat and be sealed with tape.
- Pack heavier items on the bottom and lighter items on the top.
- Fasten and tape lids to liquids, seal in a plastic bag and place upright in a carton.
- Tape small pieces and screws to where they belong.

When packing is performed on a different day than loading, we will leave the beds and all major furniture as is. These will be taken care of during loading.

Plants

The moving vans are not temperature controlled, the plants are not watered during transport and will not be accepted into storage. Choosing to have the plants shipped on the van would be at your own risk. The plants will not be covered under the Valuation offered. To allow your plants the best chance of surviving the trip, we suggest:

- In winter – water them for the last time two or three days before the move.
- In summer – water the plants well on the morning of packing day and let the excess water drain away.
- A week before the move, pull a sheer curtain over the window to reduce the light. Once delivered, open the box but leave the plants in the boxes for a few hours to minimize shock. After a few hours, unpack and water them.
- Do not place them in direct sunlight until one or two weeks after the move.

Shock can cause the leaves to yellow and drop. This is normal and should not last.

Relocating a Vehicle

When shipping a vehicle, ensure that pre-existing damage is recorded on the Vehicle Condition Report at the time of loading. In the unlikely event that damage is incurred during transit, ensure it is recorded on the Vehicle Condition Report. Loading and delivery vehicle condition reports must be completed and signed for claims consideration.

Please be aware no personal belongings can travel in the vehicle.

Items of Extraordinary Value

This refers to any item with a replacement value in excess of \$10,000.00. The value for these items must be confirmed by a written appraisal, dated before the packing or loading date. Items such as documents, jewellery, liquor, wine, records, LP's and stamp collections are not covered under the Valuation and should be taken by you.

Filing a Claim

You have 60 days from the date of delivery to file a written claim or online claim (online is for intra Canadian moves). Contact your Relocation Co-ordinator to initiate the claim. You have up to 9 Months if your relocation is from or to the United States.

Non-Admissible Items

Listed below are the items we are not permitted, by the Government, to transport:

- Aerosol cans of all kinds
- Ammunition
- Chemistry sets
- Cleaning fluids, Bleach & Peroxide
- Explosives, Fireworks, Flare & Flammable goods of all types
- Fertilizers containing ammonium nitrate
- Fire extinguishers
- Gasoline, Kerosene, Lighter fluid, Starter fuel & Matches
- Tanks of compressed gases such as barbecue tanks and diving tanks
- Oily cloths
- Paints
- Pesticides containing an arsenic, strychnine or cyanide base
- Perishable and frozen foods

Relocating a Hot Tub - Access

When you have secured a destination residence please advise your relocation coordinator if there will be any access problems for moving in a Hot Tub. Some issues to be aware of would be fences, gates, slopes or hills in the yard. The surface must be prepared ahead of time to receive a hot tub. Again, a third party company will be used to transport the tub into the designated area. If in the event there is not a proper surface area prepared for the tub we place it at owner's risk.

Relocating a Front Loading Washing Machine

When shipping a Front Loading Washing Machine our policy is that we must use a 3rd party company to perform this service. In order to properly service this machine we require a moving kit. This kit contains 4 large pins to secure the drum while in transit.

If you do not have this kit we will need you to contact the store or manufacture and acquire a replacement moving kit. We can order this kit for you but it can take up to 8 weeks for us to receive it.

If in the event that you do not obtain a moving kit prior to your move date, we will transport your washer at owner's risk.

Firearms and handguns

You may not bring a prohibited firearm into Canada or the U.S. For information on what steps to take to bring other classes of firearms into Canada or the U.S., please refer to the following website: www.cfc-cafc.gc.ca/faq/import_e.asp. Ammunition is not permitted on any moving van, whether from the U.S. or Canada.

Wine and Liquor

Moving wine and liquor from Canada to the U.S. is not permitted.

Moving wine and liquor from the U.S. to Canada is permitted. Please be aware that there will be a charge for duties, taxes and a liquor permit if you would like to bring wine and alcohol into Canada. Please speak to your Relocation Coordinator to obtain the relevant permit application.

Moving wine and liquor within Canada or within the US is permitted. Please be aware that the trucks are not temperature controlled so there is the possibility of the wine spoiling in extreme heat or the bottles breaking in extreme cold. If the bottle breaks during transport, the cost to replace the wine or replace/clean what the wine leaks on is not covered under the Valuation provided. If the wine spoils, the cost to replace the wine is not covered under the Valuation provided.