

Casey Movers
379 Liberty Street
Rockland, MA 02370

5/5/15

To: All Shippers & Associates

2015 UPDATE: MOVING CHECKLIST

This document contains an updated moving checklist that supersedes all previous publications and includes recommendations from customers and employees.

MONTH(S) LEADING UP TO YOUR MOVE

1. Obtain your Moving Estimates.

Ask for tariff: Please note that you have the right to obtain from the Massachusetts Department of Public Utilities the tariff that governs your shipment and contains all applicable charges to your shipment. It is essential to review this document so you can better foresee additional charges, or better understand how changes to your shipment might effect your pricing (ex: storage, holds, overtime, etc).

Please note that the tariff is the governing document for your shipment. Estimates provided are not considered contracts in Massachusetts and there are no regulations stating that a mover must be accurate with their labor estimates. So, it is recommended that you get 3 estimates and check references. You may find one mover thinks a job will take 2 movers 6 hours to complete, one may believe 3 movers for 8 hours, and one may believe 3 movers for 12 hours. In the end, you pay for actual labor required, so do not simply go with the "lowest estimate."

Find more Massachusetts Moving Tips at the following link:

<http://www.mass.gov/eea/grants-and-tech-assistance/guidance-technical-assistance/agencies-and-divisions/dpu/dpu-divisions/transportation-division/moving-tips.html>

2. Decide on your Insurance Needs.

Mover liability: Whether moving within Massachusetts or inter-state, mover liability is \$.60/lb per item. This is the base valuation for any shipment within the country. This means that, if a 100lb dresser is damaged or lost, the mover must refund you \$60. Property damage (minor wall damage, floor scratches, etc) is a known risk to moving, so movers will generally have a liability waiver signed prior to starting work.

Insurance: Please note that movers are not insurance companies, and thus, cannot offer insurance or they would be subject to the rules, regulations and laws of the insurance industry. If you find that base mover liability is not sufficient for your needs, you will want to get a quote on "goods in-transit insurance."

We recommend making an inventory list of all your items accompanied by the actual value of the goods. You can submit this to an insurance company (or three) to get competitive quotes on "goods in-transit

insurance."

We find that home owners insurance may also cover damage. You'll want to speak to your insurance agent about this possibility.

You may find that some movers will offer "full value insurance." In our experience, these policies are over-priced and under-performing (full of liability exceptions designed to prevent insurance company from ever having to pay out a claim--read your fine print!!!). We have been approached by insurance companies to sell these types of policies and have no interest in offering them to our customers.

We recommend going straight to the source for the best coverage.

3. Book your Mover

It is generally recommended that you book your mover 2-4 weeks in advance as all movers have limited availability.

In the prime-time moving months from May to September 4-6 weeks notice may be necessary for certain dates especially for the last week and first day of every month as these tend to be the busiest times for moving.

Often, movers will take a deposit to guarantee they will be there the day of your move.

WEEK(S) LEADING UP TO YOUR MOVE

1. Packing

You will want to obtain necessary packing materials such as boxes, packing paper and tape. Often, movers will offer some free boxes (but usually not all as they can be quite costly).

SPECIAL TIP: We have found that Home Depot has the absolute lowest prices in Massachusetts for moving materials!

To save time, clothing can usually be left in dresser drawers. You should take all pictures and wall-hangings off the wall. Pictures and paintings depending on size, can either be filed vertically in a suitable box, or wrapped with bubble-wrap or ample packing paper. You should use tape in an 'x' pattern across the glass to secure it in case it cracks during transport.

Mattresses and box springs should be in a mattress bag.

If you have gas appliances, you will need a utility person to unhook these prior to the move and ready the pieces for transport. (example: washer/dryer).

Please note that service is hourly. It helps to have furniture broken down and ready to go if you want to go the extra mile. However, if not, the movers can do this for you when they arrive.

Please note that all items should be properly packaged. Movers cannot accept loose items for transport.

2. Prohibited Items

By the time moving day arrives, all prohibited items should be removed from home. This includes jewelry, cash, medications, etc.

Important documents should not be shipped. If you are going into storage, you should remove from home or take with you any items that you may need during the storage term as access to these goods during the storage term may not be possible. Storage units are packed high and tight and you will be liable for hourly charges to unload storage unit in the event that you need access to something contained within the storage unit.

If something is deemed priceless and no amount of insurance or mover liability will cover the sentimental value of a particular item; said item should be removed from home or office prior to moving day.

Live plants cannot be shipped. Many states have rules and regulations prohibiting the import of live plants and shipment becomes subject to seizure or quarantine if live plants are contained in shipment at no liability to carrier. If within Massachusetts, dirt and soiling of other pieces becomes a concern.

Alcohol should not be shipped. If moving inter-state, importation of alcohol becomes a concern and shipment could be subject to seizure, quarantine or fines. Within Massachusetts, shipping liquids is a damage concern.

3. Interior Real Property (walls, floors, etc)

Please note that moving furniture within a home poses a natural risk to walls, floors and doorways. If you would like to prevent damage, it is recommended that you pad common moving areas with cardboard to prevent damage.

Please note that at hardware stores and/or online you can find various types of floor protection. Different products are sold for hardwood floors, rugs, etc to provide decent protection for moving.

4. Exterior Real Property (driveways, etc)

Please note that operating heavy equipment on your property poses a natural risk to the property (lawn, driveway, etc).

If you have a new construction, please note that you should have a driveway built prior to your moving day. Please note that delivery truck may be unable to operate on dirt or mud and delivery may have to be rescheduled or a long-walk may have to be performed which could increase hourly costs.

Please note that operating heavy equipment on the driveway may damage the driveway (especially if driveway is uphill, or work is performed on a hot day). Therefore, we may recommend you hold off on sealing it until all work is complete.

Please note that operating heavy equipment on your property may cause lawn damage. Drivers will do their best to prevent this sort of damage, but please note that some basic landscaping may be required after the move.

MOVING DAY

1. Sign your Bill of Lading

The bill of lading is the required document that enables a mover to transport your goods. Please note that this document should be signed as soon as the movers arrive as they cannot begin prior to the bill of lading being signed.

2. Initial Walk-Through of Origin Address

A walk-through of the home should be done with your crew leader. Remember, your crew leader likely was not the estimator that may have visited your home in the weeks or months prior to this move date. So, you'll want to show him around and give him any special requests. As inventory and/or logistics can change in the time between an initial estimate and moving day, you should ask the crew leader to review the initial estimate and get an opinion on whether the initial estimate looks accurate.

3. Load Up at Origin Address

Movers will begin loading truck. If you have not prepared furniture for shipment, they will break down the furniture as necessary and pad-wrap it for you. Please have a secure way to transport hardware such as screws. Carrier is not liable for hardware as it is too easy to lose during transport.

4. Final Walk-Through of Origin Address

A final walk-through of the origin address should be performed with the crew-leader. This is your property and the movers will not know it very well. You want to be sure that all goods made it on the truck as the movers may not be able to return after they leave (or additional hourly charges may apply). Shipper is solely responsible for transport of missed items if a walk-through is not performed with the movers.

5. Final Payment

Please note that within Massachusetts, account balance should be clear prior to final release of goods or delivery will need to be re-scheduled. Payment should be made via cash, certified bank check, or money order. Carrier may accept Mastercard or VISA with 5% handling charge to call payment in over the phone. At this point in the shipment, the crew leader should be able to calculate the final account charges. Please note that the hourly rates and charges for work performed is non-negotiable and there are no refunds once work is complete.

6. Unload at Final Destination Address

The movers will be offloading as quickly as possible for you once the account balance is settled to ensure that there are no additional charges to be invoiced after the move. It is a good idea to have one or two individuals pointing out where the furniture goes. Movers will do their best to place items where you would like them. Please note that movers may be hired to come out for an additional half-day after your move to bring things to "perfection."

7. Final Walk-Through of Final Destination Address

Once offload is complete, a walk-through of home should be done with the crew leader to ensure that

work is satisfactory. You might find that you'll need to hire a couple of additional movers for a half day to provide some touch up work such as additional re-assembly of goods, moving furniture within room, moving boxes around, etc. You should call office at 1-800-482-8828 to let office staff know that work is complete and movers are on their way back.

You should check the back of the truck to ensure that there are no pieces remaining on the truck. Make sure pads are folded and secure to ensure that there are no remaining small items wrapped in them.

Any damage should be noted on the bill of lading so that the carrier can provide a refund. Please note that carrier cannot provide a refund for small scratches, nicks, gouges, etc as these are common casualties of moving and a natural risk of transportation. Carrier may refund for actual damage (cracked/broken leg of table, etc) or loss. Carrier cannot provide refund for any goods deemed "packed by owner."

Please note that if damage or loss is not reported on the day of the move, the required claim submission form found at <http://www.caseymovers.com/casey-movers-claim-submission-form.pdf> must be completed and post-marked within 15 days of the move. Carrier cannot provide a refund for loss or damage if not reported within this time-frame.

Bill of lading must be signed at completion of move. You will receive a carbon copy of this as it will serve as your receipt and will be necessary should you have to file any loss or damage claims.

THANK YOU FOR USING CASEY MOVERS!

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