



Residential Moving Guide and Checklist

We sincerely suggest that you review this guide and checklist prior to your move.

*This valuable information can make your upcoming move easier and less stressful.
It will also help you save you time and money.*

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**Should you have questions or need clarifications,
please do not hesitate to contact your
Anchor Move Coordinator.**

ANCHOR MOVING SYSTEMS

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Let us add you to our long list of satisfied customers!

Your Responsibilities at the Beginning of the Move

Your presence during the packing and loading of your household goods is very important. Do not plan to travel on that day. Making arrangements for your pets to be off the premises during the packing and loading ensures that they are safe and secure through the busy moving day.

The Anchor Van Operator will have a number of questions for you and will need you to complete important paperwork to release your property into our custody and care. If you cannot be present during any phase of your relocation, you will be asked to supply the carrier with the name of your designated representative who will be assuming liability for your goods.

Please keep the following in mind as you prepare for your move. While this is not intended to be a complete list, it does address many of the important questions brought up most frequently by our customers.

- Advise your Anchor Move Counselor of any changes since your pre-move survey was performed. For example, did you add or eliminate items?
- Identify items you do not wish us to handle. We suggest placing them in an empty closet or bathroom and instructing the movers not to pack this area.
- Remove any items fixed or secured to your walls. A good rule of thumb is if a tool is required to remove the item, it is your responsibility to remove it. For example, we do not remove Plasma's and LCD's from the wall.
- Disconnect computers, stereos and electronics. Remove the cartridges from your printers. Provide the original cartons if they are available and are in good condition.
- If you are shipping a personal computer, please make a backup of your software and take a copy with you. Also, refer to your owner's manual about securing the hard drive to avoid possible damage.
- Remove items stored in crawl spaces, attics, and remote areas and place them in an easily accessible area. Failure to do this will result in additional charges. Our crews are not permitted to access pull down or un-floored attics.
- Allow refrigerators and freezers to defrost for at least 24 hours. Dispose of foods and perishables and thoroughly dry the interior.
- To ensure the safety and security of your goods, we recommend that you do not pack your own boxes. Have them packed by one of our professionals. If you choose to do it yourself, our Van Operator has the right to inspect each carton to ensure the items can be safely transported.
- It is highly recommended that you disassemble any furniture items you have assembled yourself, such as pressboard desks, computer tables, etc. Traditionally, particle board and press wood furniture do not travel well and are highly susceptible to damage.
- Complete a final walk through with the Anchor Van Operator to ensure all items have been packed and loaded. Note any property damage on the inventories and notify your Anchor Move Counselor immediately.

- Notify your Anchor Move Counselor if you have decided to have us handle the unpacking of the cartons. Our unpacking services entail the removing of items from the cartons and placing them on a flat surface. Items will not be put away. Unpacking is normally performed the business day after delivery. The unpack crew will remove all unpacked cartons and material.
- Empty cartons and packing debris removal is available upon delivery for a small additional charge.
- Provide us with your destination phone numbers (examples: cell phone, hotel, temporary residence, new work location, a relative).

Non-Transportable Items

The following items cannot be moved by Anchor Moving Systems. You will need to transport these items:

PERISHABLE ITEMS:

- Frozen Foods
- Produce
- Refrigerated Foods
- Plants
- Open Food without adequate preservation

HAZARDOUS MATERIALS:

- Any Type of Fuel
- Gasoline
- Sterno
- Kerosene
- Motor Oil
- Propane Tanks
- Lamp Oil
- Lighter Fluid
- Matches
- Charcoal
- Household Batteries
- Car Batteries
- Cleaning Solvents
- Ammonia
- Liquid Bleach
- Pesticides
- Poisons such as weed killers
- Paint Thinner
- Paints
- Aerosols
- Nail Polish
- Nail Polish Remover
- Chemistry Sets
- Ammunition
- Loaded Guns
- Fireworks

This third category of non-transportable items can create problems should your shipment be delayed. We suggest that irreplaceable items or sentimental items be carried with you instead of being packed with your shipment

PERSONAL AND MISCELLANEOUS ITEMS:

- Address Books
- Airline Tickets
- Car Keys
- Cell Phones
- Checkbooks
- Computer Discs
- Currency
- Deeds/Titles
- Family Albums
- Financial Documents
- Insurance Policies
- IPOD'S/MP3 Players
- IRA's
- Jewelry/Precious Stones
- Keys to Furniture, Safe, and/or Home
- Laptop Computers
- Medical & Dental Records
- New Home Documents
- Personal Video Tapes
- Personal Awards and Medals
- Prescribed Medicine
- School Records
- Wedding Albums

Valuation

Valuation is the level of liability coverage provided on your move – it is not insurance. Your Anchor Move Counselor will discuss this with you in great detail prior to your relocation.

If you are not comfortable with the amount of coverage, please talk to your Anchor Move Counselor about how to increase it. Additional fees for increased valuation may apply and you may be required to validate any increase by providing your Homeowners Insurance and/or an appraisal of your household goods.

High Value Inventory: Forms and services are available for your convenience

All articles of “extraordinary value” must be listed on a High-Value Inventory form which will be given to you during your pre-move survey. Articles of “extraordinary value” are items having a value of more than \$100 per pound. High value articles might include jewelry, furs, art, coin collections, china, and silverware. In the event of a claim, any settlement regarding an article of extraordinary value listed on the High-Value Inventory form is limited to the value of the article, not to exceed the declared value of the shipment, based upon the Anchor valuation program applicable to your shipment. If such an article is not listed on the form, the carrier’s liability is limited to \$100 per pound per article. Shipments, which move with a released rate liability of \$.60 cents per pound per article, are excluded from this High-Value Inventory provision. A sample of the High Value Form which is shown here for your information.

Please ask your Anchor Move Counselor for actual forms.

INVENTORY OF ITEMS VALUED IN EXCESS OF \$100.00 PER POUND PER ARTICLE

CONTRACTOR OR CARRIER: **STEVENS WORLDWIDE VAN LINES** TARIFF: _____ PAGE NO. NO. OF PAGES

CARRIER'S REFERENCE NO. _____ CONTRACT OR GBL NO. _____

OWNER'S GRADE OR RATING AND NAME _____ CITY _____ STATE _____ COUNTY SERVICE ORDER NO. _____

ORIGIN LOADING ADDRESS _____ DESTINATION _____ VAN NUMBER _____

DESCRIPTIVE SYMBOLS	EXCEPTION SYMBOLS	LOCATION SYMBOLS
AW - ARTS & CRAFTS	EX - EXCEPTED	1 - 1000
CD - CRYSTAL	FR - FUR	2 - 1000
CH - CHINA	GL - GLASS	3 - 1000
CO - COIN COLLECTIONS	GR - GEMSTONES	4 - 1000
CU - CUPRUM	HA - HAIR	5 - 1000
DI - DIAMONDS	IR - IRON	6 - 1000
DR - DRUGS	LA - LAMINATE	7 - 1000
EM - ELECTRONICS	LE - LEADERSHIP	8 - 1000
EU - EUROPEAN UNION	LI - LITHIUM	9 - 1000
EX - EXTRAORDINARY VALUE	MA - MANUSCRIPTS	10 - 1000
	OR - ORIENTAL	11 - 1000
	PE - PEARLS	12 - 1000
	PL - PLANT	13 - 1000
	PS - PAPER	14 - 1000
	RE - REFRIGERATORS	15 - 1000
	SE - SILVERWARE	16 - 1000
	SI - SILVER	17 - 1000
	SO - SOUVENIRS	18 - 1000
	SP - SPORTS	19 - 1000
	ST - STAINLESS STEEL	20 - 1000
	TE - TELEVISIONS	21 - 1000
	TR - TRAVEL	22 - 1000
	VA - VALUABLES	23 - 1000
	VE - VEHICLES	24 - 1000
	VI - VINTAGE	25 - 1000
	VO - VOYAGE	26 - 1000
	WA - WARE	27 - 1000
	WE - WEAPONS	28 - 1000
	WI - WINE	29 - 1000
	WO - WOOD	30 - 1000
	WR - WRITING	31 - 1000
	YU - YURTS	32 - 1000

NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR.

ALL ITEMS INCLUDED IN YOUR SHIPMENT THAT ARE CONSIDERED TO BE OF EXTRAORDINARY (UNUSUAL) VALUE MUST BE SPECIFICALLY IDENTIFIED AND THE CARRIER MUST BE ADVISED THAT THEY ARE INCLUDED IN THE SHIPMENT. ITEMS OF EXTRAORDINARY VALUE ARE DEFINED AS THOSE HAVING A VALUE GREATER THAN \$100 PER POUND. TYPICAL HOUSEHOLD GOODS ITEMS THAT FREQUENTLY HAVE A VALUE IN EXCESS OF \$100 PER POUND PER ARTICLE ARE: CURRENCY, COINS, JEWELRY, PRECIOUS METALS, PRECIOUS OR SEMIPRECIOUS STONES OR GEMS, SOUL, SCALES, OR PILGRIMAGES INCLUDING SILVERWARE AND SERVICE SETS, CHINA SETS, CRYSTAL OR PORCELAIN, FUR OR FUR GARMENTS, ANTIQUES, ORIENTAL RUGS OR TAPESTRIES, HANG COLLECTIBLE ITEMS OR OBJECTS OF ART, COMPUTER SOFTWARE PROGRAMS, MANUSCRIPTS OR OTHER RARE DOCUMENTS OF COURSE. OTHER ITEMS MAY ALSO FALL INTO THIS CATEGORY AND MUST BE IDENTIFIED AS WELL.

THE PURPOSE OF THIS INVENTORY IS TO ASSIST YOU IN IDENTIFYING ARTICLES OF EXTRAORDINARY OR UNUSUAL VALUE IN ORDER THAT THE CARRIER WILL BE AWARE OF THOSE ITEMS WHICH REQUIRE SPECIAL HANDLING AND PROTECTION. FAILURE TO IDENTIFY SUCH ARTICLES WILL RESULT IN LIMITED CARRIER LIABILITY.

ITEM NO.	Description of Articles Exceeding \$100 Per Pound Per Article	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) ORIGIN	ITEM NO.	Description of Articles Exceeding \$100 Per Pound Per Article	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) ORIGIN
1				6			
2				7			
3				8			
4				9			
5				10			
6				11			
7				12			
8				13			
9				14			
10				15			
11				16			
12				17			
13				18			
14				19			
15				20			

ALL FIREARMS MUST BE LISTED BELOW

ITEM NO. _____ REMARKS/EXCEPTIONS _____

OWNER (SHIPPER) AGREES THAT ANY CLAIM FOR LOSS OR DAMAGE MUST BE SUPPORTED BY PROOF OF VALUE AND UNDERSTANDS SETTLEMENT WILL BE BASED UPON THE INFORMATION FURNISHED ON THIS INVENTORY FORM AND THE DECLARATION OF THE VALUE CONTAINED ON THE ACCOMPANYING BILL OF LADING. THE BILL OF LADING TERMS AND CONDITIONS, THE TERMS IN EFFECT AT THE TIME OF SHIPMENT, THE HOUSEHOLD GOODS DESCRIPTIVE INVENTORY AND ALL OTHER PERTINENT INFORMATION AVAILABLE TO THE CARRIER. IF YOU HAVE NOT LISTED ARTICLES HAVING A VALUE IN EXCESS OF \$100 PER POUND PER ARTICLE ON THIS INVENTORY, YOUR SIGNATURE BELOW ATTESTS TO THE FACT THAT SUCH ARTICLES ARE NOT INCLUDED IN YOUR SHIPMENT AND YOU FAIL TO LIST THOSE ITEMS ON THIS INVENTORY OR FAIL TO SIGN THIS INVENTORY, YOU EXPRESSLY AGREE THAT THE CARRIER'S LIABILITY FOR LOSS OR DAMAGE TO THOSE ITEMS WILL BE LIMITED TO NO MORE THAN \$100 PER POUND PER ARTICLE (BASED UPON THE ACTUAL ARTICLE WEIGHTS).

WE HAVE CHECKED ALL THE ITEMS LISTED AND NUMBERED 1 TO _____ AND I HEREBY ACKNOWLEDGE THAT THIS IS A TRUE AND COMPLETE LIST OF THE GOODS TENDERED AND OF THE STATE OF THE GOODS RECEIVED. BEFORE SIGNING CHECK SHIPMENT'S QUANTITY AND DESCRIBE LOSS OR DAMAGE IN SPACE ON THE RIGHT ABOVE.

WARNING → Carrier's representative acknowledges receipt of an enclosed copy of this inventory.

DATE: _____ BILL OF LADING NO. _____ SIGNATURE OF SHIPPER OR SHIPPER'S REPRESENTATIVE _____ SIGNATURE OF CARRIER'S REPRESENTATIVE _____

Shipment Origin (City and State) _____

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Third-Party Services

Third-party services are services performed by someone other than the carrier. Your Move Counselor will discuss these services with you. Your Move Counselor will inform you of the suggested third party that may be necessary for your relocation and the costs associated. Below are some examples of third-party services.

- Disconnection and reconnection of appliances.
- Disconnection of icemaker and reconnection to the existing line.
- Disassemble and reassemble waterbeds (draining and filling of waterbed is generally NOT authorized). Grandfather clock
- Disassemble, crate and reassemble pool table.
- Crating for fragile items too large or too delicate for normal packing boxes.
- Removal of Plasma and LCD's from the wall.

Bill of Lading

This is a transportation form authorizing us to move your belongings. The Anchor Van Operator will ask you to sign this form prior to loading your shipment. Please complete the gold valuation section which is located on the left side of the Bill of Lading with the amount of valuation coverage you wish to declare. Initial the box next to the deductible and sign on the appropriate line. This will ensure your shipment has the appropriate coverage. If you have any questions about declaring the value of your shipment, please reference the previously noted information regarding valuation or contact your Anchor Move Counselor.

Your Responsibilities at the Delivery Destination

Your presence during the delivery of your household goods is very important. You will be required to be available during every day of your agreed upon delivery window.

Please keep the following in mind as you prepare for your delivery. While this is not intended to be a complete list, it does address questions brought up most frequently by our customers.

- You will be required to complete an Inventory Control Form at the time of delivery. This form enables you to check all items as they are received in the home – so if there are any missing items, they will be easily identified. Please do not waive your right to check off your Inventory Control Form. This will allow the Van Operator to search for the item in the home or in the van. If it is determined items are missing, you should report this to your Anchor Move Counselor so an official trace can be initiated.
- The Anchor Van Operator will place all boxes in the rooms designated at origin.
- We encourage you to have an idea of where you want to have the furniture placed before we arrive, as we cannot rearrange items once they are placed in a room.
- On occasion, items that fit neatly into your previous residence will not fit into your new home without endangering the item or requiring structural changes to your home. In these instances, you will be responsible for making arrangements or alterations as needed.
- It is our responsibility to reassemble any items the Anchor Van Operator disassembled at origin.
- Upon completion of delivery, the Anchor Van Operator will complete a walk through to ensure the delivery process met your needs. Note any property damage on the inventories and notify your Anchor Move Counselor immediately.
- If your shipment delivers into a non-Anchor warehouse (mini-storage), all damages must be noted in writing with the Anchor Van Operator. Damaged items need to be placed at the front of the unit for possible inspection. Once delivery to a mini-storage has been completed, all liability for and by Anchor will cease.
- If you need to file a claim, for any reason, please contact your Anchor Move Counselor immediately.
- You will receive a Customer Service Survey following the completion of your move. Please take a moment to provide us with feedback. We sincerely value the comments provided by our customers.

Storage

If you are unable to take immediate possession of your new residence, your belongings can be securely stored in an Anchor Moving System warehouse.

- Pre-arrangements must be made with your Anchor Move Counselor. Additional costs do apply when goods are placed into storage.
- You are not required to be present while your goods are being delivered into an Anchor Warehouse.
- If delivery to a temporary residence is requested, items must be clearly identified prior to the packing of your shipment. The Anchor Van Operator will only deliver the items inventoried for the temporary residence. It is your responsibility to transport these belongings to your permanent residence. Please notify your Anchor Move Counselor if you would like a quote for a local move.
- Should you need access to your goods while in storage, arrangements can be made for you. Access charges will be assessed and are usually based on an hourly rate. We do not encourage storage access due to the additional handling of your household goods and the added expense that you will incur. To help avoid these costs, please ensure all personal items of short-term necessity such as passports, plane tickets, birth certificates and documents necessary for closing of your new home are separated from your items destined for storage.
- Notify your Move Counselor when you are ready to schedule the delivery out of storage.

Claims

In the unlikely event you experience any damages or missing items, notify your Anchor Move Counselor who will initiate the claims process. Be sure to retain the damaged items as well as any boxes the items may have been packed in for inspection.

After you have alerted your Anchor Move Counselor about missing or damaged items, our Customer Assistance Department will be notified and a claim form will be emailed to you. Please be sure to file your claim as soon as possible so it can be handled quickly and efficiently. Be sure to discuss filing deadlines with your Anchor Move Counselor to avoid any complications with your claims.

- You have nine months from the date of delivery to file your claim on an interstate relocation.
- Filing claims on intrastate moves vary from state to state. Please contact your Anchor Move Counselor regarding the guidelines for your state.



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