

# HOW TO PLAN YOUR MOVE®

## 1. Consider the timing of your move

- The busiest times for moving companies are summer and the beginning and the end of every month. If possible, try to schedule your move during the middle of the month.
- Some movers offer lower prices between the months of October and April – ask if yours does.
- Plan in advance so that your mover's schedule can accommodate yours.
- Your mover may ask you to select several consecutive days during which your goods can be loaded and a second series of dates during which your goods can be delivered to your new home. A spread of days gives you and your mover the flexibility needed to keep your move on schedule. Remember that summer months are the busiest.

## 2. Contact potential movers early

- Inform them of your destination and the timing of your move.
- Ask them for a written estimate, and have them explain the services listed in the estimate in detail.
- Carefully compare each estimate to see which company best suits your needs and budget.
- Look for our convenient estimate request form on the home page.

## 3. Packing

- Work with a trained packer using specially designed cartons and materials. Proper packing is crucial to a good move.
- Schedule packing with the mover a day or two before the moving van is to be loaded.
- If you are packing yourself, it is never too soon to start – so don't wait!
- Keep in mind that while packing yourself can save money, movers can not typically accept liability for damage to items packed by owners except under extreme circumstances.
- Your mover is responsible for the loss of or damage to any carton he takes possession of, regardless of who packs the carton. However, if you pack you own cartons, your mover is not responsible for damage to the carton's contents unless there is external damage to the carton itself, which, in turn, causes damage to the contents. Also, your mover has the right to refuse a carton that you have packed if he feels that it was packed improperly or it is was over-packed and weighs too much for the carton to properly hold the items and be safely transported.
- Be present when your goods are packed.
- Review the inventory of your goods that the mover will provide to you.
- Resolve any disagreements before you sign it.
- Make sure all copies of this inventory are legible and all items are numbered. This is very important.
- Make sure your valuable items are listed separately.
- Ask your mover whether any of your appliances require servicing prior to the move. Your mover can schedule these services for you.
- Be aware of the amount of liability protection your mover provides and the charges for this protection. While all moving companies are required to assume liability for the value of the goods that they transport, they can choose from several liability levels when it comes to placing a value on the articles in your shipment protection provided – and each option carries a different charge.

## HOW TO PLAN YOUR MOVE (continued)

### 4. Moving Day

- Be on hand when the movers arrive.
- Discuss the delivery arrangements fully with your mover. You should both be “on the same page” regarding expectations.
- Beds should be stripped and ready to be packed.
- Save your energy — let the moving crew disassemble goods.
- Read the Bill of Lading before you sign it. This is also very important.
- Tell your mover how to reach you at your destination — again, this is very important. There must be a contact individual who will be available.
- Keep in contact with the mover’s agent at your destination while you are in transit.

### 5. Delivery

- Make sure the mover knows how to contact you to schedule the actual day of delivery. If you cannot be reached at this destination, the mover may place your shipment in storage to avoid delaying other shipments. This can mean additional charges for storage and handling. You will want to avoid this.
- Generally, your belongings will be transported in a van along with those of other families who are moving in the same general direction. This helps to keep your costs down. Delivery is scheduled on any of the several consecutive days agreed upon before the move begins.
- Upon delivery, check your goods for damage. Do not sign the inventory until you have inspected your furniture and the exterior of the cartons.

### 6. Claims

- If any of your household goods are damaged or lost, report the facts promptly and in detail on the van driver’s copy (original) of the inventory sheet before you sign it. Once signed, there is very little that can be done to assist you.
- If you notice damage after unpacking, you have nine months after delivery to file a claim — however, it is to your advantage to report damage as soon as possible.
- The mover must acknowledge receipt of your claim within 30 days and must deny or make an offer within 120 days of receipt of your claim.
- When making a claim or considering a settlement offer, keep in mind the amount of liability that you declared on your shipment. For example, if the value declared on your shipment was \$5,000, the mover’s maximum liability for loss or damage to the articles in your shipment is \$5,000. Claims for more than this amount will be declined because they are in excess of the mover’s liability that you declared on your shipment.



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