

PRE-MOVE REQUIREMENTS & SHIPPING GUIDELINES



Please review the information below to help ensure a smooth and seamless relocation experience:

- The moving company is required to conduct a pre-move survey at your residence to estimate the weight of your goods and packing materials needed, and to determine if there are any special services required.
- You are responsible for informing the surveyor of all items that are to be transported and for making them accessible, even items in the attic, garage, shed, basement, and any other storage facility.
- No packed-by-owner items are allowed to be transported. Everything must be professionally packed by the moving company.
- Please review the prohibited items list below to ensure these items are not included in your shipment.
- Your goods are insured at \$8.50 per pound based on the total weight of your shipment. If you would like higher coverage, additional options are available—please contact us regarding pricing.
- You are responsible for the disassembly/reassembly of icemakers, swing sets, playground equipment, television and radio antennas, satellite dishes, and any other similar items.
- You are responsible for disconnecting/reconnecting gas and electric washers, dryers, and dishwashers.
- You are responsible for draining and filling waterbeds.
- You cannot send any bicycles by air unless they are able to fit into the appropriately sized triwalls. These must be in your ocean portion.
- Additional third-party services and crating will be submitted to the State Department by your move coordinator, who will then inform you of the State Department's acceptance or denial.
- You or your designated person must be present at time of pack and load.
- You or your designated person must sign the inventory at origin, acknowledging that it is an accurate list of your items.
- You must contact your designated move coordinator immediately if there is any issue or concern with the moving company not performing to your standards.
- You are responsible for the transportation costs of your UAB and your HHG shipments over your authorized weight allowance. Your State Department counselor will be able to supply you with the cost for any excess.
- You are responsible for any attempted pick up/delivery charges if you are not available on the pre-arranged pick up/delivery date. If a date needs to be adjusted, we must receive 48-hour notice to avoid any charges.
- You or your designated person must be present at the time of delivery. You must sign the inventory indicating the items that are present and their condition. If any items are missing or damaged, please indicate this on the inventory and inform your move coordinator immediately.
- PLEASE CONTACT YOUR MOVE COORDINATOR WITH ANY QUESTIONS OR CONCERNS—they're here to help!

