

An Extra Body Movers

Move Preparation

Thank you for hiring An Extra Body Movers. We want your moving day to be low stress, smooth and convenient for you. To assist you in preparation for your move day, we want to share with you our Move Policies and Procedures so that our workers can give you the ideal results that you expect on such an important day. Next, we will ask you to complete the Customer Move Summary (it is an interactive document that can be filled out online).

Move Policies and Procedures

Moving Crew Guidelines:

- A) Movers may only move the items listed and identified on the Customer Move Summary.
- B) Unless otherwise specified on the Customer Move Summary, the move will include **one trip** from the origin to the destination. *An extra hour of moving time for each trip anticipated must be scheduled.*
- C) Furniture with drawers must be wrapped or tapped shut.
- D) Furniture that weighs two (2) hundred pounds or more when empty should be emptied of clothing or personal items before being moved.
- E) Furniture containing glass shelving must be removed and wrapped separately.
- F) Furniture (armours, curios and so on) should be stuffed with pillows or cushions and wrapped in bubble wrap.
- G) Dollies (furniture, appliance and utility) may not be used to transport customer appliances, furniture, boxes or other items over soft or muddy ground.
- H) All doorways and entranceways concerning the original and destination structures must be measured, in advance, by the customer to verify that all items, scheduled for the move, will fit through each.
- I) The rented truck **must be large enough to accommodate the entire move load** per the renting organization's stated recommendations.
- J) The destination distance that is within 20 minutes of the original load point is included with this service. If the distance is in excess of 20 minutes, the customer should schedule an additional hour of service.
- K) Our basic move fee includes no stairs. We realize that stairs are a reality when it comes to moving. Here is generally how long it takes to move appliances and larger pieces of furniture:

| <u>Item to be moved</u> (Including Prep) | <u>Flights of Stairs</u> | <u>Time</u> (in Min) |
|---|--------------------------|-------------------------|
| Appliances | 0 | 3 to 5 |
| | 1 | 5 to 7 |
| | 2 | 8 to 10 |
| | 3 | 8 to 12 |
| Larger or Heavier Furniture | 0 | 5 to 7 |
| | 1 | 8 to 10 |
| | 2 | 8 to 12 |
| | 3 | 10 to 15 |

Please determine your furniture-move requirements and schedule the appropriate amount of time that your specific move will require.

- L) Any truck used in this move **must be appropriate** to carry home furnishings. Unless a waiver of liability is signed, we **will not** load household furnishings into trucks intended to carry freight, refrigerated cargo, dump trucks, trash, gravel, soil, large rocks, timber or any other commercial or industrial use.
- M) Finally, *movers are **not permitted** (by Law) to move furniture or containers that are infested with bedbugs, cockroaches, termites, ants, wasps or any other creatures or substances deemed to be a public threat.*