

Your Moving Handbook



Castine
moving & storage
since 1923

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Pre-Move Tips

- **Begin cleaning and purging your house:** Start disposing of items you don't use or need anymore, why move items you don't need? You can donate items to local libraries, schools or charities, or have a garage sale. This is particularly important if you have a weight cap.
- **Start Organizing Valuables and Documents:** Organize your valuables, important documents, moving files, and children's necessities. Make a list of what you should pack and transport yourself, like your child's favorite blanket or stuffed animal, passports, checkbook(s), prescriptions, financial documents, and anything needed for home closing(s), etc.
- **Medical Records:** Arrange to have you and your family's medical records transferred to your new doctor, optician, and dentist. Do not forget to get your pet's physicals and health records updated too.
- **License and Registration:** Contact the Department of Motor Vehicles to find out what you will need to switch over your license plates, registration, and license over to your new address.
- **Forward Mail:** Change your address at your post office or online at: <https://moversguide.usps.com>

Your Responsibilities

Due to Department of Transportation regulations and for the safety of our teams, we are prohibited from moving certain items.

Insurance will not cover these items, or loss and damages caused by them.

Please read carefully and feel free to ask questions.

Flammables, Corrosives and Explosives

Below is a list of some of the items we cannot transport. When in doubt, check the label or give us a call and we can help you decide.

- Aerosols
- Nail Polish Remover
- Paint, paint thinner, turpentine
- Matches, lighters and lighter fluid
- Car / Hover Board / Lithium batteries
- Cleaning Solvents (bleach, ammonia, etc.)
- Fireworks, Fire extinguishers
- Gasoline / Motor Oil / Gas tanks
- Fertilizer / Pesticides / Weed Killer
- Charcoal, Sterno
- Scuba Tanks, Welding tanks/gas
- Pool Chemicals

***Power Equipment should be drained of gas.**
Grills should be cleaned of charcoal or lava rocks.

Propane Tanks

While we cannot transport your propane tanks, Blue Rhino Corporation is a nationwide exchange program that operates 50,000 locations throughout the United States. Blue Rhino is a feature in many stores like Wal-Mart, Home Depot, Lowes, Ace, and many convenience store locations.

If your tank is in good condition, you can bring it in, and they will issue you a receipt. When you arrive at your new destination, buy a new tank from them. Then mail in both receipts and they will reimburse you some of the cost.

Blue Rhino
104 Cambridge Plaza Drive
Winston-Salem, NC 27104
1-800-258-7466

Personal Items

We recommend that you keep personal documents, sentimental items, and items of personal importance with you at all times during the move. These are things that you'll either need or that can't be replaced. Valuables in this category may include, but are not limited to:

- Keys (car, furniture, new home)
- Cash, Credit Cards, Checkbooks
- Deeds, Car titles, Insurance policies
- IRAs, stocks, bonds, taxes, and other financial documents
- Medical & dental records
- Prescriptions, medicine, eyeglasses
- New home documents
- Airline tickets
- Passports
- School records
- Jewelry and watches
- Furs
- Coin Collections
- Stamp Collections
- Family photographs and albums
- Computer data files/backups

Firearms, Ammunition and Safes

- ❖ We are not permitted to move any type of firearms, including but not limited to: automatic, semi-automatic, rifles or handguns on our household goods vans, as well as any ammunition.
- ❖ We cannot transport ammunition, black powder, or reloading supplies of any kind.
- ❖ Safes must be empty of all contents prior to the move. Firearms cannot be transported inside a gun safe.

Food

While perishables aren't dangerous, they can make a mess, cause damage to other items, and attract bugs and pests if not packed and stored properly. This is why we do not move your perishable foods.

If your move is local, proper packing and storage can enable you to take perishable foods. Just be careful with meat, eggs, and dairy products. Spoiling can happen quickly, even in colder temperatures.

Non-perishables like boxed or canned items, dried fruits, spices, or oils usually transport well. If you have any doubts about what food items your movers will not move, simply ask for clarification.

Any non-perishable items you do not want to keep can be donated. Your driver will have a box set-aside with the Move for Hunger logo and any items you don't wish to keep we will take with us for donation to the local food pantry.



Wine & Alcohol

We are not able to move bottles of wine or alcohol. If needed, please talk with your Cartus CSC, who may recommend using a professional wine mover.

Wine and alcohol necessitate careful treatment and storage for transportation. Their fragile nature and specific character can be damaged by mishandling, exposure to incorrect lighting levels, or fluctuating temperatures.

Refrigerators

Refrigerators and freezers must be moved with the doors on and closed. As an airtight appliance, this makes them very susceptible to mold growth.

Thus, it is imperative to thoroughly clean and dry your refrigerator a few days before the move. This will allow the appliance to dry out and prevent the growth of mold.

Also note, glass shelves will be removed for packing.

Plants

We generally advise against having us move your plants.

The inside of our moving vans in the summer months is very hot and in winter very cold. Our drivers can not be responsible for stopping regularly to water the plants.

If you plan to move them yourself, you should be aware that each state has established guidelines to protect their native plants. Different plants carry pests and diseases that cannot be transferred across state lines. It's important for you to look into this before your move.

Winter Weather

It is your responsibility to maintain your driveway and walkways. They should be kept clear of snow and ice for the safety of your household goods and our crew.

Appliances that contain fluids or heating elements should return to room temperature (60°) before being used. This includes TVs, computers, washers, dryers, refrigerators, clocks, etc. If third party services are required, they will be scheduled for your second day of delivery.

Pressboard Furniture

Furniture manufactured from pressboard, particleboard, and/or engineered wood is designed to go into a box from the manufacturer, to the retailer, and then to the customer unassembled. It is not built to withstand the normal stress of a move as an assembled unit. It is made to be easy to assemble and stay in one place. It is not designed with the extra wood structural pieces to adequately brace the unit for movement out of or into a residence, nor the normal truck vibration.

Assembly instructions frequently suggest that connecting hardware pieces are to be glued in place. This does not significantly improve the structural integrity of the item but does make disassembly impossible without creating substantial, unrepairable damage. And typically, chips and dents on these types of furniture are not repairable.

Given these items are inherently susceptible to damage, our movers will use the best care possible to avoid damage; however, please understand that any claim for damage may be denied due to inherent vice.

We recommend you either not move these furniture pieces or dismantle and reassemble the piece yourself.

Understanding Third Party Services

To help our team stay focused on the packing and loading and at destination the unloading and unpacking process, we utilize third party services to help the process go more smoothly as it relates to the disassembly and reassembly of certain items as well as crating of high value and other pieces that require special care.

Castine Movers is required by Cartus to use their third party service vendors *Movers Specialty Services* (MSS) and *Executive Movers Service* (EMS) to support items that require special care on your move.

Examples of Third Party Services:

- All Appliances/Prep/Set Up
- Crating of Antiques or Paintings
- Home Theatre/AV
- Flat Panel TV
- Exercise/ Home Gym
- Beds
- Desks
- Grandfather Clocks
- Hot Tubs/Spas
- Pianos and organs
- Ping Pong Table
- Pool Table
- Wine Transport
- Swing Sets
- Trampolines

Moving Day

ARRIVAL

Upon arrival at your home, the Van driver will introduce himself and the crew that will be assisting him throughout the move. The driver will be the crew chief, and he will be able to answer any questions that you may have. We prefer to have a crew of 2-3 people for efficiency purposes and to minimize the traffic within your household.

The driver and his crew will then tour the house with you. You will be informed as to where the team will begin the packing and moving process, and he will present you with a tentative plan for the day.

HOUSE PREP

This portion of the moving process is very important to ensure that no damage will be done to your home during the packing and moving process. The driver and his crew will pad the doorways and stair railings and any areas where the moving of furniture may compromise the floors or walls of your home.

The carpets of your home will be covered with a plastic stretch runner that is tacky or slightly adhesive on one side. This plastic stretch runner will NOT damage any of the carpeted surfaces.

On tiled or wood surfaces, the crew will put down Masonite, non-abrasive cardboard or protective runners. Again this process is to ensure that your home is completely protected from any unnecessary damage.

Moving Day

PACKING PROCESS

The packing process begins with a carton that is designated as the “parts box.” This will house screws, bolts, and any other hardware that has been disassembled from selected household items. The hardware will then be individually labeled. The parts box will also house other household items such as extension cords, telephones, or any other items that may have the potential of getting misplaced during the move process. This box will be the last item to go on the truck and the first item to come off when the truck reaches the destination site.

Items that are to be packed by the driver and his crew will be inspected, properly wrapped and boxed. The boxes will be labeled, and the contents recorded on a master inventory sheet. Any items that are packed by you, the customer, will be inspected to ensure that they will travel safely. If the driver and his crew believe that the customer packed items will not travel safely. If they are concerned about any boxes you have, they will repack the items to ensure their safety.

Some of the articles within your household may require the services of Third Party Services. These items may be but not limited to flat-screen TVs, washers, dryers, swings sets, high-value items, computers, electronics, or any other items that require extra protection and care to ensure their safe arrival at the destination site. A technician will be scheduled to perform services usually for the middle day of packing or the first day of loading.

If your move requires two days of packing, the driver and his crew will conclude the day with an inspection of your home. They will be cleaning, replacing any doors that have removed during the process, and ensuring that all of the windows and exterior doors are closed and secure. For safety purposes, any tools that were used during the packing process will be picked up and stored in the Van at the end of the day. The driver and his crew will then meet with you to discuss what will be happening on the following day.

Moving Day

LOADING

The loading of a household into a moving Van is a complicated process, like a puzzle. The driver and his crew will carefully place all of your household items into the Van taking special care to ensure that all of the items will travel safely and arrive at the destination site undamaged.

Every item that is loaded into the Van will be inventoried and recorded on the master inventory list. You will be able to witness this process as it happens and verify that all of the packed and loaded items correspond with the master inventory listing.

Your beds and any carpeting that is to be packed will be the last items to go into the Van. Before the carpets are rolled up, they will be vacuumed, and the hardware from the disassembled beds will be labeled and put into the parts box.

FINAL WALKTHROUGH

When the loading process is complete, the driver and his crew will remove all of the materials that were used in the house prepping process. The driver will then accompany you on a final inspection of the entire home. This inspection is to ensure that no household items have been overlooked during the packing process and to look for any damages that may have occurred. In the event of damage to the home by the movers, it must be shown to the driver and recorded on the paperwork before he or she leaves the residence.

Before your driver leaves the premises, he will verify with you the destination address and any pertinent phone numbers that may be necessary.

COMMUNICATIONS

Your coordinator will be calling you during the packing and loading process to address any concerns or questions that you may have. You will also be receiving a phone call from your coordinator and driver the day before your household goods are to be delivered and inform you of the estimated time of delivery.

Storage

Castine operates 3 warehouses for the purposes of either temporary or long-term storage. The warehouses are staffed by well-trained, responsible individuals who understand and apply proper handling techniques necessary to receive a shipment into storage in the same condition that it was at the beginning of your move.

Inventory is checked as it enters and exits the warehouse the same way it does when entering and exiting your home.

Everything is wrapped and put into vaults (175 cubic feet) that are sealed. The vaults are kept exclusive to you and only items belonging to you will be stored in your vault. Tempur-pedic, memory foam, and pillow-top mattresses are stored flat to avoid damages.

Our storage warehouses are heated in the winter. We have an alarm system, including surveillance cameras and a sprinkler systems throughout the facility.



Delivery

House Prepping – This will be the same process as at the house of origin. Special care will be taken to protect your new home.

Unloading – As the Van is unloaded, you will be asked to check off all of the items on the master inventory list. If you choose not to do so, you will be asked to sign a waiver statement and will not be able to file for missing items. Cartus will also be notified of your decision.

Unpacking – When authorized, we at Castine encourage you to have the driver, and his crew complete the unpacking of your household goods. This will be less work for you and ensures that the driver and his team remove the materials associated with the packing process.

We are not authorized to put things away however, we will open boxes and place the items onto flat surfaces (counters, dressers, tables, etc.) and then haul all the packing material and empty boxes away.

Some customers may only be authorized for a partial unpacking. This includes mattresses, mirrors, and any crating.

Your ongoing feedback regarding your experience with Castine Movers is invaluable.

If at any time you feel we are not providing the highest quality service please bring it our attention so we can make every effort to rectify the situation.

Following your move, Cartus will request an evaluation that will take a few moments of your time we encourage your participation.

An example is provided.



Evaluation

Household Goods Shipment

DEPARTURE CITY to DESTINATION CITY: Castine Movers

| | Excellent | | Good | | Fair | | Poor | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| Please rate your overall satisfaction with Castine Movers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please provide your comments regarding your overall experience with Castine Movers

Household Goods Shipment

Please tell us more about your experience with Castine Movers

| | Excellent | | Good | | Fair | | Poor | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| How would you rate the third party service secured by Cartus for your appliances and/or specialty items? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How would you rate the Van line Coordinator? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How would you rate the Origin/Packing Crew? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How would you rate the Destination/Unpacking/Delivery Crew? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How would you rate the Driver? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Questions:

Contact your Move Coordinator

1-800-225-8068

