



OFFICES & WAREHOUSES IN ATHOL, PITTSFIELD, SPRINGFIELD, MASSACHUSETTS & SCHENECTADY, NEW YORK
Greetings!

Your moving day can be a very stressful event. Listed below is a synopsis of what you can expect to happen on your move day. It is our sincere hope that this information will help to calm your fears and make your move a more pleasurable experience.

INTRODUCTION

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 crew 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. It is applied only to protect your home. On tiled surfaces the crew will put a non-abrasive cardboard. Again this process is to ensure that your home is completely protected from any unnecessary damage.

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 be put into individual envelopes and 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, they will repack the items to ensure their safety.

Some of the articles within your household may require the services of MSS (Moving Specialty Services). These items may be but not limited to flat screen TV's, 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 MSS representative will be scheduled to perform services usually for the last day of packing or the first day of loading, however the MSS representative will be contacting you to set up a time that is convenient for you.

PACKING PROCESS – cont.

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 been taken off during the moving 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.

LOADING

The loading of a household into a moving Van is a painstakingly complicated process. 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.

Each and 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 house. This inspection is to ensure that no household items have been overlooked during the packing process. The inspection will also include examining any damage to the home that may have been incurred during the moving process.

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 issues 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.

DELIVERY – Destination site

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.

MSS – Moving Specialty Services will be scheduled to arrive on the first day of the unpacking process. Please note that MSS has a “Cold Weather Policy” beginning in November and ending in April for those areas of the country that can experience seasonably cold temperatures. The items that may be affected by this policy include but are not limited to TV’s, computers, audio/stereo equipment, and selected exercise equipment. These items must be allowed to acclimate to indoor temperatures for 24 hours prior to servicing.

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

Thank you very much for choosing Castine Movers!