

PRE-MOVE TIPS  
&  
INFORMATION BOOKLET



***For all the right moves!***

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## Pre-Move Tips & Information Booklet

### LET EVERYONE KNOW YOU ARE MOVING

#### **PUBLICATIONS**

- ☐ Magazines
- ☐ Journals
- ☐ Newsletters
- ☐ Newspapers
- ☐ Libraries
- ☐ Catalog Companies
- ☐ Book Clubs & Record Clubs
- ☐ Associations & Organizations

#### **UTILITIES**

- ☐ Water Company
- ☐ Gas Company
- ☐ Cable Company
- ☐ Electric Company
- ☐ Telephone Company

#### **CREDIT CARDS**

- ☐ Department Stores
- ☐ Major Credit Cards (MasterCard, Visa, American Express, Discover)
- ☐ Gasoline Cards
- ☐ Bank & Debit Cards

#### **STATE/FEDERAL OFFICES**

- ☐ Post Office and forwarding order to your future home
- ☐ Government Benefits Offices
- ☐ Voter Registration
- ☐ Motor Vehicle Department
- ☐ Internal Revenue Service
- ☐ Social Security Office

#### **BANKS, INSURANCE COMPANIES & CHURCHES**

#### **DOCTORS/DENTISTS**

- ☐ Transfer Your Medical & Dental Records

#### **SCHOOLS**

- ☐ Transfer School Records to New School



## FLAMMABLE ITEMS

The U.S. Department of Transportation prohibits household goods movers to transport all flammables. This includes propane tanks.

This flammable policy also includes:

- ☐ Gasoline
- ☐ Kerosene
- ☐ Aerosol Cans
- ☐ Lacquers
- ☐ Turpentine
- ☐ Paint Thinners & Solvents
- ☐ Charcoal Lighters
- ☐ Lighter Fluid
- ☐ Matches
- ☐ Flammable Cleaners
- ☐ Fireworks & Explosive Materials
- ☐ Firearm Reloading Supplies

Check the label on all questionable items to see if they are marked as “Flammable”.

## PLANTS

South Hills Movers will transport your houseplants according to tariff regulations. However, we cannot accept liability for their condition upon arrival. During the summer the temperature inside the moving van can be very hot and in winter may be very cold. Your driver will not be responsible to stop and water the plants.

Plants potted in clay pots or fragile containers will be packed in an open container. If you have any questions about the plant policy, please contact your move coordinator or sales representative. If this is a company-paid move, you should also be aware of your company’s policy regarding moving plants.

Please be aware that many states forbid bringing plants into the state for various agricultural and health related reasons. Please check with the Department of Agriculture in the state that you are moving to for additional information and instruction.



## MOVING YOUR PETS

Your first consideration will be the method of transporting your pet to your new home. The most common means are by car or airline. Your pet can sense your attitude towards the move so it is important for you to be positive. Always consult your veterinarian before arranging to move your pets.

### AIRLINE TRAVEL

Make reservations well in advance as most airlines will only accommodate a few pets per flight. Many airlines require a health certificate, signed by a veterinarian not more than 10 days before the flight. The airlines also require that your pet travel in an approved carrier. Obtain a portable shipping kennel a week or two before the flight and place your pet inside for a few minutes each day to familiarize the pet with the carrier. Only very small dogs or cats are permitted in carrier's small enough to fit under an airline seat. For comfort, the pet should be able to stand up and turn around within the carrier.

Feed your pet no less than 5 to 6 hours before the flight time and give your pet plenty of water to drink 2 hours before the flight. Sometimes a veterinarian will recommend tranquilizing your pet for the flight.

### CAR TRAVEL

If your pet is not accustomed to riding in the car, make short trips a week or two in advance of the move. Cats are best transported in a portable kennel.

Accustom your pet to being on a leash. Always use the leash when the pet is outside of the car. Make sure your pet has proper I.D. tags on his collar and a rabies tag attached.

Pack a pet travel kit containing food, water, dishes, can opener, treats, a favorite toy, comb or brush. It is always a good idea to carry water from home, as different area waters can cause gastrointestinal problems.

Birds should not be moved in their cages. Please consult your local pet shop for advice on cages or special care for your birds.

Fish should be transported in plastic bags containing water from the aquarium. These containers can be placed into a Styrofoam cooler. There are battery-operated aerators available for trips lasting longer than 12 hours. Consult your local pet shop for supplies and additional information.



## AUTOMOBILES

Many of our customers are surprised to learn that we can move automobiles in the same van we use for moving the household goods. A special technique which uses steel decking has been developed which safely allows the loading of household goods and automobiles to take place in the same moving van. If several cars are transported, however, it may be necessary to arrange a car carrier to transport the additional automobiles.

In order for the car to be loaded, it must be in proper operating condition and be capable of being driven into the moving van. Automobiles which cannot be driven, will need to be loaded via tilt bed tow truck at additional expense. Some companies will pay for the shipping of their employee's automobile(s). If your employer approves this expense, South Hills Movers can make all necessary arrangements.

## YOU SHOULD KNOW

The following are items that you should keep with you, as the mover will not be responsible for them, and should not be included in those items that are to be packed or transported on the moving van:

- ☐ Jewelry
- ☐ Stock Certificates, Bonds & Other Negotiable Instruments
- ☐ Birth Certificates
- ☐ Bank Documents
- ☐ Medications & Prescriptions
- ☐ Eyeglasses & Contact Lenses
- ☐ Keys (Car and House)
- ☐ Collections (Coin, Stamp, & Trading Cards)
- ☐ Cash & Currency
- ☐ Closing Documents For Origin and Destination Residences
- ☐ Garage Door Openers
- ☐ Tax Records

Note: Items of exceptionally high value should be discussed with your move representative. A High Value Inventory may need to be completed.



## Pre-Move Tips & Information Booklet

South Hills Movers is not permitted to remove anything that is permanently connected or attached to the house. Some examples of these items are:

- ☐ Drapery Rods
- ☐ Brackets
- ☐ Mirrors Attached To Walls or Doors
- ☐ Mail Boxes
- ☐ Hose Reels
- ☐ Shelves Attached To Walls
- ☐ Door Knockers
- ☐ Light Fixtures
- ☐ Ceiling Fans
- ☐ Chandeliers
- ☐ Blinds
- ☐ Antennas
- ☐ Bathroom & Kitchen Fixtures
- ☐ Built-In Cabinets

If these items are already removed, South Hills Movers will be happy to pack and move them. Chandeliers may require special packing or crating and should be discussed with your move representative prior to the move.

### TIPS FOR PREPARING FOR YOUR MOVE

Things that you can do prior to the start of your move:

- ☐ Clean out refrigerator & freezer
- ☐ Dispose of charcoal or lava rocks in your grill and clean grill racks
- ☐ Wash out garbage cans
- ☐ Run the lawn mower or lawn tractor out of gas
- ☐ Strip the beds and fold bedding
- ☐ Dispose of anything in your home, which you do not want to move
- ☐ If you have a home computer & printer, please prepare the unit for moving as per the manufacturer's instructions.

If you anticipate that you will be hard to reach prior to and during your move, please contact the South Hills Movers sales coordinator or your move representative to confirm dates, times and directions to your home.



## Pre-Move Tips & Information Booklet

If your phone will be disconnected prior to moving day, please provide alternate phone numbers of neighbors, friends or relatives who could get a message to you if necessary. Cell phone numbers are also great alternative phone numbers.

### THIRD PARTY SERVICES / APPLIANCE SERVICE

Third party service refers to any service that is performed by a company other than South Hills Movers. Unless serviced by you in advance of the move, Third party service will likely be required for the following items:

- ☐ Gas Dryer
- ☐ Gas Stove
- ☐ Gas Range
- ☐ Slate Pool Table
- ☐ Water Beds
- ☐ Satellite Dish
- ☐ Juke Box & Arcade Size Games
- ☐ Swing Sets & Jungle Gyms
- ☐ Grandfather Clocks
- ☐ Refrigerator (with an Icemaker or Water Line)
- ☐ Elaborate Furniture Items (Light Bridges, Canopies, Entertainment Centers, et cetera)

Third Party service needs to be scheduled at your current home, as well as your new home. At destination, the service is generally performed after delivery has taken place. The service is not scheduled for Saturdays or Sundays. Third party service must be pre-approved by your employer if they are financially responsible for your relocation.

### WOOD CRATING

Wooden crating may be required for delicate or fragile objects such as:

- ☐ Large Glass Table Tops
- ☐ Grandfather Clocks
- ☐ Pool Table Slate Pieces
- ☐ Larger Statues And Vases
- ☐ Art Works With Ornate Frames
- ☐ Marble Table Tops
- ☐ Larger Chandeliers
- ☐ Oil Paintings



## Pre-Move Tips & Information Booklet

### VALUATION COVERAGE

If yours is a company-paid move, your employer may decide the level of valuation coverage available for your relocation. In this case, valuation coverage may be set forth in a contractual agreement with South Hills Movers. Many employers provide full replacement coverage, meaning that if replacement is required, it is at today's market value. Repair is always the first option. Some companies are self-insured, meaning that they provide the insurance coverage for their relocation employees.

For more details or for clarification on the valuation options that are available, please consult your move representative

### CLOCKS

Standing floor clocks and wall clocks can require special servicing to prepare the item for moving. Most antique or older clocks require disassembly and servicing by a professional technician.

Grandfather or grandmother type clocks can require crating for protection while traveling. South Hills Movers specially construct these crates to the size of the clock. There is an additional charge for wooden crating.

Any concerns about your larger floor or wall clocks should be discussed with your move representative.

### STORAGE

South Hills Movers maintains more than 100,000 square feet warehouse space. All of your household goods will be stored in storage vaults that contain only your furnishings. The warehouse is protected by 24-hour fire and security systems.

For all company-paid relocations, storage must be authorized by your employer, and is normally authorized for a specific period of time, 30, 60, 90 days, et cetera. If it would be necessary for your furnishings to remain in storage longer than the approved time limit, additional storage payment by your employer must be pre-approved. If this service is not approved, the additional storage days will be C.O.D. Your move coordinator will be able to give you information on the expected cost of the storage. Storage costs are based on the actual weight of goods stored.



## Pre-Move Tips & Information Booklet

If you must retrieve items that have been placed into storage, it will be necessary for you to make an appointment with South Hills Movers, so that a warehouseman is available to access your storage shipment for the item(s) that you wish. There is a charge for this service. Your employer must authorize this charge, or it will be C.O.D.

When you are ready to have your belongings delivered to your new home, it will be necessary for you to contact your move coordinator at South Hills Movers. The move coordinator will then contact the warehouse and schedule a delivery out for the date you specify. A minimum of 3 weeks notice is suggested for scheduling delivery from storage. Saturday deliveries are considered to be overtime, and must be pre-authorized by your employer.

Any questions about storage should be directed to your move representative.

### PROPANE TANKS

Blue Rhino Corporation is a nationwide propane cylinder exchange program. They operate in over 6,000 locations in 42 states (and growing). They are featured in many nationwide chain stores such as Wal-Mart, Kmart, Home Depot, Lowes, Kroger, Ace, and True Value. They are carried by regional outlets such as COGO's in Pittsburgh, Country Fair in Erie, PA, and Stambaugh-Thompson in the Youngstown/Akron area.

Each outlet will accept a used cylinder from you, as long as it is in good condition. They will then issue you a receipt. When you arrive at your new location, purchase a Blue Rhino cylinder and send a copy of your receipt to the address below. Blue Rhino will issue you a check. This provides you with some compensation for your tank, and hopefully introduces you to retailers in your new hometown.

Blue Rhino Address:                      Blue Rhino Corporation  
                                                         104 Cambridge Plaza Dr.  
                                                         Winston-Salem, NC. 27104

Should you have any difficulty turning in your propane tank, or finding Blue Rhino location, you may reach the Training and Service Manager of Blue Rhino at 1-800-258-7466. He/she will assist you in any way possible with your cylinder exchange.

If you have any additional questions about the program, either contact the Training and Service Manager of Blue Rhino or your move representative.



## FIREARMS AND AMMUNITION

If you have firearms and/ or ammunition that you wish to move you must notify South Hills Movers before we schedule service. In accordance with federal regulations, advance notice is mandatory.

It is your responsibility to see that all firearms are unloaded and secured prior to handling by any South Hills Movers employee. You should place all firearms and ammunition in a central location in your home, and then inform our driver of the location prior to the start of service. You will also be required to verify, with our driver, that each firearm is empty of ammunition and secured for transportation.

South Hills Movers will transport legally classified firearms and small amounts of ammunition. We will not transport black powder, reloading supplies or large quantities of ammunition.

If you have any questions about the transportation of firearms or ammunition, please contact your sales representative or move coordinator.

## ANSWERS TO COMMONLY ASKED MOVE QUESTIONS

### *1. Will South Hills Movers pack and transport my perishables?*

South Hills Movers cannot, according to tariff regulations, accept perishable articles for transportation.

### *2. What is unpacking?*

The amount of unpacking, which is performed, is entirely up to you. The driver and his crew will remove, for an example, your kitchen dishes from the boxes and place them on the kitchen counter, kitchen table or dining room table. The driver and crew will not, however, place them into the cabinets. Hanging clothing can be hung into closets.

The driver will reassemble anything, which was disassembled for the move. He will place all of your furniture and place boxes into the designated rooms.



## Pre-Move Tips & Information Booklet

### *3. Is it necessary for me to be there in the house throughout the entire move?*

One of the first tasks of the driver upon arrival is to complete an inventory of your household goods. You must accompany the driver throughout the house for this inventory process. Thereafter, we recommend that you or your authorized agent remain at the residence throughout the entire move process.

### *4. How do I pay for my move?*

If yours is a company – paid move, you do not need to pay anything at the time of delivery (excluding non-authorized charges). If you are paying for your relocation or any portion of the charges, upon delivery you may pay for your charges via cash, certified check, traveler's check or bank check.



***For all the right moves!***