

HELPFUL REMINDER OF YOUR RESPONSIBILITIES

PLEASE MAKE US AWARE OF:

1. Items that require special handling because they are extremely expensive, fragile or possess sentimental value.
2. Constraints to loading or unloading at origin or destination (example: a narrow or steep driveway).
TIS will not park in the driveway, but if it's long and narrow, loaders may have a long carry or have to shuttle items to/from house.
3. Plans to move at the end of a summer month - we will need at minimum 15 business days to reserve dates.
4. If unpacking will be required, let us know beforehand. Unpacking includes placing the contents on the nearest flat surface then removing the packing debris.

IT IS YOUR RESPONSIBILITY TO:

1. Understand the kind of cargo protection you, or your employer; have selected. Contact us with any questions.
2. Discard any item considered corrosive, flammable, combustible, hazardous, harmful, poisonous or reactive.
3. Secure and remove from your residence all valuables including but not limited to jewelry, money, checkbooks, social security or credit cards, etc.
4. Understand that electrical and mechanical items such as computers, printers, copiers, VCR's, CD players, and stereos often fail due to normal vibration incidental to transportation, and therefore, in the absence of external damage, these items are not covered by TIS's liability.
5. Obtain any required parking permits or notify security in gated communities.
6. Provide us destination address and phone numbers prior to load day.
7. Walk through your home with TIS's crew chief to make certain everything has been removed from closets and cabinets. TIS is not responsible for items left behind at origin.
8. Contact us as soon as you arrive at your destination to advise how the driver may reach you upon arrival. Remember, you are required to be available within two hours of the driver's arrival for delivery.
9. Upon delivery, check off items received and note any damage on inventory sheets (provided to you at origin). This is an important step for reporting a missing and/or damaged item. A claim for a missing item will only be accepted if you note it as such during the inventory check off process at your new home.
10. In case of a claim please call us to obtain a claim form for any damages or loss.
DO NOT discard or repair any damaged item without obtaining prior authorization from our claims department. Note any auto damage at time of delivery, as well as notify us to file a claim within 48 hours of delivery.
11. Transport all handguns and ammunition yourself. Propane gas tanks cannot be transported. All grills and trashcans must be cleaned prior to packing date.



Changing the *Moving* World.®