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ONANCOCK • VIENNA • LEESBURG

Making a Better Move

in .

Virginia



Prepared as a public service by the
**Virginia Movers & Warehousemen's
Association**

P.O. Box 8634
Richmond, VA 23226

REVISED July 2006

This consumer information booklet on moving is designed to guide and assist the moving public in making a simple and pleasant move when relocating. The suggestions in this booklet apply to moves from one point to another within the Commonwealth of Virginia traveling a distance of 31 miles or more and are subject to rules, regulations and rates approved by the Virginia Department of Motor Vehicles.



The Virginia Movers and Warehousemen's Association aspires to inform the public of the regulations governing the intrastate movement of household goods; and in addition, to provide factual and helpful information that will be of assistance in making decisions that will insure a smooth and trouble free move.

Please refer to our web site for more Consumer information.

www.vmwa.org



Do's and Don'ts of Moving

To assist in planning your next move, the Virginia Movers and Warehousemen's Association offers the following "Do's".

- ...Do read this entire information booklet
- ...Do select your Mover with care. Be sure that agreements between you and the carrier are in writing. Obtain all the helpful literature you can from the carrier.
- ...Do understand the Mover's liability and the availability of additional protection to cover any

loss or damage. (See “Mover’s Liability” later in this brochure for additional information on Mover’s liability.) **If necessary, ask your carrier representative for more detailed information.**

- ☒ ...**Do** examine and make sure that the estimate inventory and the shipment inventory of your household goods shipment are accurate as to the number of items. On the shipment inventory make sure that the condition of your furniture is recorded, the cartons (shipping containers-plastic and cardboard) are all inventoried and both are accounted for on the manifest or inventory.
- ☒ ...**Do** be sure to dispose of articles not needed at your new residence.
- ☒ ...**Do** schedule your departure and arrival with enough flexibility to allow for possible shipping delays and/or mechanical failure.
- ☒ ...**Do** advise the carrier of all telephone numbers (home, work, cell, email address or pager) for origin and destination points and the address where you can be reached.
- ☒ ...**Do** be certain that everything is accounted for before the van operator leaves the origin and destination points.
- ☒ ...**Do** notify your Mover in writing **within 30 days** or sooner if there is any damage or loss for purposes of filing a claim.

In order to avoid some of the misunderstanding that might occur during a move, the Virginia Movers and Warehousemen’s Association passes along the “**Don’ts**”

- ☒ ...**Don’t** fail to read this information booklet entirely.
- ☒ ...**Don’t** fail to study the estimate for details on the pricing and shipment coverage (refer to “About Your Mover’s Estimate” in this brochure for additional information on Mover’s estimates or quotations).
- ☒ ...**Don’t** expect the carrier to provide boxes, cartons, dish-paks or barrel, or packing material free of charge. Necessary materials can be furnished at reasonable rates as provided in your

Mover's published tariffs.

- ☒ ...Don't expect maid service, appliance service or other services free of charge
- ☒ ...Don't plan to leave your old residence until the moving van has departed.
- ☒ ...Don't fail to be prepared to pay moving costs on or before delivery in cash, credit card (could be subject to a convenience charge), certified check, bank cashier's check, traveler's check, or postal money order unless credit arrangements have been approved in advance.
- ☒ ...Don't sign any receipt for your household goods shipment until you are certain that all items have been loaded at origin, any damage to the property recorded on the shipping papers and all items have been delivered at destination; new damage to the cargo or property at delivery needs to be recorded on the shipping papers
- ☒ ...Don't try to move yourself, moving is a job for professional and skillful moving crews.



Should I Pack or Should the Mover do the Packing?

The safest, easiest plan is to have professional packers come to your home the day (could be two (2) days for larger shipments) before the move and perform all of the preliminary packing services. If you prefer to do your own packing for reasons of convenience or economy, the following suggestions will help you do it properly.

• **Helpful Hints** •

Bedding

Mattress and Box Spring

The carrier will pack your mattresses and box springs in clean mattress cartons for a small additional charge. If you choose not to have them packed in cardboard cartons, please wrap them in plastic or leave the fitted sheets on for some added protection.

Blankets and Pillows

Larger cartons are used to pack these items or you may pack them into furniture drawers.

Books

Books should be packed tightly in a small carton that can be sealed or tied. Wrap valuable books individually. Do not pack above the top edge of the carton. Loaded cartons should weigh no more than 30-35 pounds each.

Clothing

Hanging clothes

The carrier has wardrobe cartons that allow hanging clothing to remain hanging inside the carton and arrive wrinkle free at destination for an additional charge per carton. If you do not choose these cartons, you could pack the dry cleaned articles in suit carriers (suitcase) or use a large carton to fold them once.

Clothing in drawers

Normally, it is okay to leave lightweight clothing that is already in furniture drawers there for the move.

Other clothing items

All clothing must be packed into cardboard or plastic bins for shipping. Do not use plastic bags since the loading crew needs to stack the various items in the moving van.

Clocks

Grandfather or Grandmother Clocks

A professional clock serviceman should be engaged to remove the pendulum and secure the works for shipping. If you choose to service the clock yourself, remove the pendulum and secure it tightly to the inside of the clock frame for maximum protection. Pack the weights in small cartons and mark accordingly.

Wall Clock and Mantle clock

If very valuable, a professional clock serviceman should

be engaged to prepare for shipping and packing. Otherwise, you should remove the pendulum or batteries and pack in the correct size carton.

Anniversary Clock

Secure the small wire and globe for safe handling.

Furniture Drawers

You may pack lightweight items such as blankets, pillows, cushions, and other small articles in single dresser drawers. Double and triple dresser drawers should be empty for moving since they are very heavy. Remove all liquids, breakables, firearms, and other miscellaneous items from furniture drawers for a safe move.

Food

Dispose of food in open containers that might spill while being packed or during the move. Perishable food should never be stored or shipped. The Mover cannot be responsible for damage done by spilling food.

Fragile Articles

Breakables

Sets of china, stemware, glassware, vases, cookie jars, small pictures, and other breakables items should be wrapped very carefully and individually. They should be packed in the strongest carton for maximum protection. Sometimes, it is a good idea to pack these fragile items into a smaller carton and then pack that carton inside the larger carton. This allows the best protection for shipping. Toilet paper could be used on the very small and pointed items first and then the normal wrapping paper should be used to finish the protection or wrapping before packing into a carton.

Kitchen Cookware

Kitchen Utensils

All kitchen utensils should be cleaned and dry before packing. Use tape to cover very sharp edges and pack in such a way to keep the point from piercing packing carton or plastic bin. Packing knives and other sharp objects in Tupperware or a metal baking dish is a very safe way to keep the points from piercing the carton while being moved.

Pots and Pans

All pots and pans should be cleaned and dried before packing. Pack heaviest pots or pans on the bottom of carton and then pack the lighter pots or pans near the top. Use a medium size carton since they can become heavy. Wrap each item with paper before placing into carton.

Countertop Appliances

All countertop appliances should be cleaned and dried before packing. Use extra packing paper to protect legs, knobs, and glass containers. Use a medium size carton since these items are normally heavy.

Lamps

Table Lamps

Remove the finial and lampshade from the base. It is usually best to reattach the finial to the metal bracket and remove the bracket from the lamp base for safe packing. Wrap the lamp base in several layers of packing paper for maximum cushioning. Pack the lamp base in a heavy-duty carton with some height. It is best to pack the lamp base inside the carton on its base, standing up.

Lampshade

Pack the lampshade in another carton from the lamp base. If the sizing is okay, you could safely pack several lampshades together in the same carton. Place packing paper between each shade to protect the fabric. Do not wedge into the carton.

Floor Lamp

Remove the finial and lampshade from the top of the floor lamp. It is usually best to reattach the finial to the metal bracket and remove from the top of the floor lamp. If possible, disassemble floor lamp and pack in a carton for safe moving. The more valuable floor lamps will not come apart but they usually have a very strong frame.

Linens

Pack table and bed linens in strong cartons, plastic bins or trunks lined with clean paper. Do not use old newspaper for packing paper since the ink will smear or dis-color.

Liquids

Bleaches, oil (cooking and motor), LPG tanks, gasoline products, pressurized containers (hair spray, etc), and other related items are not accepted by the Mover for shipping. They

should be safely discarded. Some products may be considered Hazardous Material by Public Safety laws. Matches and batteries should be moved by the Owner, too.

Motorized Items

Yard Equipment

Riding mowers push mowers, weed eaters, and other motorized equipment should be cleaned and dry before shipping on the moving van. It is a good idea to drain the oil, fuel, and other liquids from these items before shipping. If draining these liquids is not possible, wrap with plastic to keep the fluids from spilling or leaking in the moving van. Be sure to leave an air hole at the top.

Automobile and other vehicles

All vehicles should have no more than an eighth of a tank of fuel for shipping. Tires need to be at the manufacturers set limits and in good shape. Brakes should be operable for safe handling on and off the moving van. Copy of the title is not required on intrastate moves. Sometimes, a roll back truck is engaged at additional costs to load and unload unsafe or very heavy vehicles from the moving van.

Pictures, Mirrors and Paintings

Larger pictures, mirrors or paintings

It is always the safest method of packing to pack larger pictures, mirrors or paintings individually in a specialized carton (mirror carton). If you choose not to use the specialized carton, wrap the large picture, painting, or mirror in a blanket or other type of heavy material and tie or tape the covering very tight.

Very valuable oil paintings or other pictures should be crated for safe handling.

Smaller Pictures

The small or medium size pictures should be individually wrapped and packed in a strong and secure container (plastic bin or cardboard). Placing smaller pictures in between the folds of linens in furniture drawers will work, as a safe method of moving if does not create excessive weight in the furniture item.

Stereo and Computer Media and Equipment

CD discs, vinyl albums, tapes, other media

The best method of packing these items is to stack on its end inside the container (plastic bin or cardboard) in layers. Use paper to protect covers and to cushion the

layers. Do not exceed 25-35 pounds per container. The Owner should move very valuable items personally and in a climatic controlled environment.

Stereo Equipment

Original cartons that were designed by the manufacturer should always be used for the maximum protection of all stereo equipment. The Styrofoam material is custom fitted and allows the best possible protection during shipping.

Computer Systems

The original manufacturer shipping container should always be used to secure computer equipment for safe handling. If the original carton is not available, wrap each unit in heavy-duty paper or cloth to cushion and pack inside a strong container (plastic bin or cardboard). All software should be downloaded and moved personally by the Owner. ***The toner should be removed from printers to eliminate possible spillage of the powdered ink.***

Rugs

Oriental rugs

A professional appraisal firm should appraise very valuable rugs and a copy of the appraisal should be presented to the Mover for proper coverage. These rugs should be tightly rolled with a heavy-duty cardboard cylinder. If this is not possible, the rug should be wrapped tightly and wrapped in heavy duty brown paper for added protection

Area and other rugs

All rugs should be tightly rolled and secured for ease of handling during the move. If rugs are to be laid at the new home, inform Mover to load last and unload first. Remove all tacks or other sharp items.

Silverware

Place all silverware in the original carton, if possible. If original cartons are not available, wrap each item in tissue paper or cloth (brown flannel) or soft paper. Pack in a small carton and then pack in a larger carton or plastic bin for maximum protection. Create a detailed list of the silverware and present it to the Mover for proper coverage.

Valuables

The Owner should move jewelry, watches, money, legal documents, software disc, stamp collections, birth certificates, liquor, hard-drive data, and other valuables. If moved on the moving van, the Owner assumes the risk. To be safe, the Owner should keep these items in their possession and not be shipped by the Mover.

*Should you decide to do all or part of your own packing, you should do so with care. Use good strong containers with secure tops (plastic bins or cardboard). You may obtain these containers at many retailers or your Mover. You will save money by doing your own packing, however, on “**Owner-packed containers**” the Mover will not provide unpacking nor be responsible for the condition of the contents.*

Appliance Moving

It is the Owner's responsibility to see that all mechanical, electrical or electronic equipment is properly serviced (unhooked and prepared for moving) for shipping prior to the arrival of the moving van and crew. Appliance servicing is at the Owner's expense. ***Disconnections of these appliances and the re-connection should be arranged with an authorized appliance dealer or a third party appliance firm that specializes in appliance servicing for relocations.*** Some Movers will perform a limited level of appliance service once the appliance is disconnected from its source (electrical, water or gas) by the Owner. Movers cannot disconnect or re-connect appliances from their connections. Leaks are always possible and the Mover cannot assume any risk for leaks. In addition, there may be some local codes that may affect the connections of appliances.

Remember, for safe moving of those appliances needing disconnection service, the units should be prepared prior to the arrival of the moving van and then re-connection service for the units at destination. The unit(s) should reach room temperature before plugging in or hooking up.

Air Conditioner

If possible, disconnection of the air conditioner and the re-connection should be arranged with an authorized appliance Dealer or a third party appliance firm that specializes in appliance servicing for relocations. Sealed units should be bolted down.

Dryer

If possible, disconnection of the dryer and the re-connection should be arranged with an authorized appliance Dealer or a third party appliance firm that specializes in appliance servicing for relocations. If not, the Owner is responsible for the connections. Always check to make sure that the plugs will work in your new home. It is a good idea to replace the dryer vent hose while moving. Secure knobs with masking tape.

Freezer

If possible, disconnection of the freezer and the re-connection should be arranged with an authorized appliance Dealer or a third party appliance firm that specializes in appliance servicing for relocations. If not, the Owner is responsible for the connections. The unit (a chest or stand up model) should be allowed to dry as much as possible before loading on the van. Units must be dry for long-term storage prior to the arrival of the moving van and crew. Baking soda box or coffee (poured into a sock and tied) could be placed inside the unit for a fresh smell.

Stereo and Computer Equipment

Usually, the Owner will un-hook all of the wiring on the stereos and the computer systems. If this is not possible, a third party firm that specializes in this level of service should be engaged to disconnect or re-connect. It is the Owner's responsibility to have this type of equipment ready for the Movers to pack or already have packed in the original manufacturers shipping containers including the Styrofoam cushioning. All valuable playing media and software should be removed and handled personally by the Owner.

Refrigerators

If possible, disconnection of refrigerator(s) with icemakers and the re-connection of the icemaker should be arranged with an authorized appliance Dealer or a third party appliance firm that specializes in appliance servicing for relocations. If not, the Owner is responsible for the connections. Units need to be as dry as possible and the inside shelving and trays should be secured for shipping. Baking soda box or coffee (poured into a sock and tied) could be placed inside the unit for a fresh smell. Check the height of the cabinet at you new home to make

sure it is high enough. Icemaker water line should be capped off once disconnection is made. Check the icemaker connection in your new home to proper alignment and hookup. Locate the cut-off valve to the icemaker.

Stoves

If possible, disconnection of the gas or electrical stove and the re-connection should be arranged with an authorized appliance Dealer or a third party appliance firm that specializes in appliance servicing for relocations. If not, the Owner is responsible for the connections. Make sure gas lines are shut off tight and capped. Make sure cookware is removed from drawer, if any. Secure stove eyes and protect knobs with masking tape. Remove all loose parts and pack carefully in a small to medium size carton.

Televisions

Big Screen TV

If possible, disconnection of big screen TV and the re-connection should be arranged with an authorized appliance Dealer or a third party appliance firm that specializes in appliance servicing for relocations. If not, it is the Owner's responsibility to make these connections. The huge screen needs to be protected by wrapping a soft cloth around the set and using cardboard to cover the screen. Use packing tape or string to keep the cloth and cardboard tight to the unit. The unit should reach room temperature before plugging in.

Plasma TV screens

If possible, disconnection of plasma TV screens and the re-connection should be arranged with an authorized appliance Dealer or a third party appliance firm that specializes in appliance servicing for relocations. If not, it is the Owner's responsibility to make these connections. The original manufacturers original shipping container including the Styrofoam cushioning must be used for shipping. Check with the Mover, some Movers will not accept these units for moving. Be prepared to move your plasma TV personally.

Portable and Console TV

Modern sets require no special servicing. Unplug, wrap cord and secure to set is usually all of the pre-move work that needs to be done on these units. Protect knobs if needed with masking tape or other material.

Washers

Top loading and front-loading machines

If possible, disconnection of the washer and the reconnection should be arranged with an authorized appliance Dealer or a third party appliance firm that specializes in appliance servicing for relocations. If not, it is the Owner's responsibility to make these connections. The water hook up hoses and the drain hose must be drained usually in a bucket once they are unhooked from the spigots. Make sure the faucet is turned off and if possible, capped (consider using a top to a plastic bottle used for sodas or water). Movers have "washer-paks" that they will use to secure the tub while in transit for a small fee. The Owner can secure the washer by taping cardboard inside the tub between the frame and the top of the tub to secure the unit.



Facts about your Movers' Estimates

When you request an estimate, your Carrier Representative will make every effort to give you the most accurate one possible. As of July 1, 2006, your Mover can offer you several types of estimates. The Mover may bind all or part the estimate, discount the maximum rate published in the tariff and may guarantee that charges will not exceed the bound estimate, except for any accessorial tariff charges incurred at destination which are not known to the Mover until actual delivery of the shipment and a sight survey reveals the actual service(s) needed at destination.

Your Mover's estimate covers *only* the articles list on the cube sheet and services listed on the estimate form. Household goods carriers are required by law to collect transportation and other incidental charges computed on the basis of rates shown in their lawfully published tariff prior to the release of the shipment unless payment arrangements have been made and agreed upon between the Mover and Customer.

The *actual or bound cost* of your move may be based on the following considerations.

1. The weight of your shipment (actual, rating, or bound) will be used to determine the Transportation Charges. If the weight of the shipment is actual or rating (based on tariff rate structure –see Note below) the moving van is weighed before and after loading to ascertain the actual weight of your shipment.
2. The distance to the final destination of your shipment, plus any additional mileage for any extra pick ups or deliveries enroute, as shown within the standard mileage guide will determine the actual transportation rate to be applied from your Mover's tariff.
3. Any additional services such as packing and unpacking, storage in transit, piano handling, extra stops, etc., as provided within your Mover's tariff. (Actual number of containers packed, as opposed to the number or amount of containers previously estimated, will be counted and charged on the Mover's freight bill at applicable tariff rates when using the Custom Packing service.) Some Movers may charge for

packing and unpacking service (Full Service Packing) based on a hundredweight of the shipment weight.

4. Any additional Mover or Third party services requested before or after you have received your Mover's estimate, if performed, will be assessed on the Mover's freight bill.

Note: Any transportation rate quoted orally or submitted by a Mover within an estimate, based on estimated weight of a shipment is subject to change when the actual shipment weight is ultimately determined.

Transportation rate schedule is based on a lower rate being applied to higher weight shipments, whereas higher rates are applied to lower weight shipments.

SPECIAL TRANSPORTATION SERVICES

Subject to the availability of equipment for a particular service desired, the Owner may obtain:

EXPEDITED SERVICE

Tendering delivery of a shipment of less than 5,000 lbs on or before a specified date.

EXCLUSIVE USE

A shipper may order use of a vehicle of specific cube capacity.

SPACE RESERVATION

The Owner may reserve a portion of the capacity of a vehicle by ordering a specific quantity of space in units of 100 cubic feet.

For details concerning rates and charges for these special transportation services, consult with your Mover's representative.

What is the Mover's Liability for Loss or Damage?

It is important that you fully understand how much the Mover is responsible for in the event your goods are lost or damaged. **The Additional Available Coverage section on the Estimate and the Shipment Coverage on the Bill of Lading explains your options.** You may select one of the following choices:

- (1) **Option 1:** Protection up to, but not exceeding, sixty cents (\$.60) per pound per article, at no extra cost. Unless an Employer or other party is reimbursing you for losses, or your goods are of very nominal value, this will not provide full protection. If you release your goods on this basis of limited liability, your recovery for any loss or damage will be subject to a maximum of \$.60 times the weight of the article involved. As an example, you may have a used lamp weighing four (4) pounds with a current value of \$8.00, purchased one year ago for \$10.00. If the lamp is not packed in a container and it is lost or damaged, the Mover's liability is limited to \$2.40 or sixty cents per pound times four (4) pounds. However, if the same lamp is packed in a container either alone or with a number of other items, the Mover's liability is limited to \$.60 per pound times the weight of the container and its contents. Thus, if the total weight of the full container is 50 pounds, the Mover's maximum liability for the contents of the container is \$30.00 (sixty cents times 50 pounds). The Mover will pay a claim for the full current value of the lamp, \$8.00 if that is all that is lost or destroyed. If the entire container is lost, the Mover's maximum liability is \$30.00.
- (2) **Option 2:** Additional Available Coverage: most Movers can make available at a reasonable additional charge, additional valuation based upon your declaration of the value of your shipment or a stated minimum based on their Program. You will need to study the Additional Available Coverage section on the Estimate and the Shipment Coverage section the Bill of Lading to determine and order your coverage for the shipment. If your shipment is going into storage that coverage is usually based on a 15 day period or a monthly period. The Estimate and Bill of Lading has sections that will show the charges applicable when purchased.

- (3) **High Value Items:** Items that have a value of \$100 per pound or more are described as High Value Items and in order to be covered at their real value must be declared (see form provided by Mover) and additional coverage will need to be purchased. See the Additional Available Coverage on the Estimate and the Shipment Coverage section on the Bill of Lading for details and to order the coverage.
- (4) Ask your Insurance Broker or Agent about the availability of protection under any of your existing coverage (s), or determine if they can provide any additional coverage to protect your household goods shipment while in transit.

What are some other liabilities the Mover has for your move?

DMV requires a minimum of \$750,000.00 financial responsibility before they will issue the Mover a certificate. This is usually provided with a Bodily Injury and Property Damage insurance policy.

DMV requires a minimum of \$50,000.00 cargo insurance coverage. This policy covers the standard liability of \$.60 per pound per article which is provided for in the tariff rates. Higher levels of coverage can be provided for your shipment but at a cost through the “Advice of Coverage” issued by the Mover’s insurance carrier.

The State Corporation Commission, Insurance Bureau’s Industrial Commission requires any company with 3 or more employees to have a Workers Compensation policy to cover their employees while they are on the job. This is important to the moving industry since it reduces the Homeowner’s risk. The Homeowner is responsible to provide a safe environment for the Public, which would include the moving crews while they are on the premises.

The Consumer has the right to request and receive from their Mover a Certificate of Insurance. If you request the Certificate of Insurance, please allow two (2) to three (3) weeks notice for the issuance of the certificate.

MOVING CHECKLIST

ESTIMATE

- ✿ Make sure everything you are planning to ship on moving day is shown and it is recorded and included in the Estimator's shipment weight.
- ✿ Make sure all requested and required moving services are included on the Estimated Cost of Services form.
- ✿ Is the driveway accessible at origin and destination for the big moving van?
- ✿ Record the Mover's certificate number on the moving paperwork (all Movers who service shipments 31 miles or more are required by DMV to have a certificate)

BOOKING WITH THE MOVER

- ✿ It is best to give your Mover a two (2) week notice for booking.
- ✿ End of the month dates and middle of the month dates are the busiest. Book early for these time frames.
- ✿ Request a written confirmation from your Mover with the dates agreed moving dates shown.

PAYMENT

- ✿ Make sure that you understand the available methods of payment to the Mover.
- ✿ Does the Mover accept Credit Cards and which brand?
- ✿ Is there a convenience fee charged for the use of a credit card?
- ✿ Do I need to pay with cash before the moving crew begins to unload at destination?
- ✿ What other forms of payment is acceptable by the Mover?

PACKING CHECKLIST

- ✿ Check areas to make sure all items that require packing have been identified and packed in cartons ready to be loaded on moving van
- ✿ Cupboards and cabinets
- ✿ Top shelves and top of cabinets
- ✿ Stove drawers
- ✿ Underneath beds
- ✿ Closets
- ✿ Top of appliances
- ✿ Underneath stairways
- ✿ Storage areas

LIQUIDS

- ✿ Go through entire house and remove or prepare liquids for moving.
- ✿ Remove all liquids, if possible
- ✿ Drain gas tanks, gas cans
- ✿ Certify LPG tank empty by gas company
- ✿ Kitchen liquids wrap in plastic
- ✿ Discard all bleach
- ✿ Automobile tank less eighth of tank, if shipping
- ✿ Discard properly all flammables, combustibles, and other Hazardous materials

INVENTORY

- ✿ Check to make sure every item that is being shipped has an inventory tag and it is accounted for on the inventory forms
- ✿ All furniture items
- ✿ All carrier packed cartons
- ✿ All packed by Owner cartons
- ✿ All plastic bins
- ✿ All metal items
- ✿ All small items
- ✿ All misc. Items



MANDATORY RECEIPT

In accordance with the rules and regulations of the Virginia Department of Motor Vehicles, I,

___, of

P.O. Box 8634
Richmond, VA 23226

Virginia Department
of Motor Vehicles
Motor Carrier Services
P.O. Box 27412
Richmond, VA 23269

