



Professional Household Movers

## QUICK “MUST-KNOW” INFO FOR YOUR MOVE

Moving can be a daunting process — even when your move is being handled by professionals! This sheet has some handy information that you may find of use.

If you have more questions not covered on this sheet, feel free to peruse our FAQ section online at [Merchants-Moving.com](http://Merchants-Moving.com) — or call us anytime at 262-631-5680 — we’d be happy to help!

### QUICK PACKING / UNPACKING TIPS:

- ❖ Set aside items you may need throughout the pack and load (minimal kitchen ware, bathroom, or other personal items). Advise the crew that these items should be packed and loaded on the last day.
- ❖ Make sure paired items and sets are together so they are packed in the same box, this will ensure an easier unpacking process.

### WHAT IS SHUTTLE SERVICE?:

A shuttle vehicle is that additional equipment provided by the carrier, usually smaller than a tractor-trailer, used to transport items from a dwelling or structure to a tractor-trailer, or from a tractor-trailer to a dwelling or structure, when such equipment is required due to a narrow street, low overhang, bridge or other physical constraint. An additional shuttle charge will be added to the final charges via the tariff based on the actual weight of the shipment.

**DAMAGE?** In the rare event that damage occurs, please rest assured that Merchants will work with you to handle the situation in a prompt and fair manner.

- ❖ Vehicle damage must be reported at the time of delivery. Property damage must be reported within 24 hours. Please call 262-631-5680 to report.
- ❖ If you notice, or are informed of damage to your household goods, please call 262-631-5680 to begin the claims process.

### ITEMS WE CANNOT TRANSPORT:

The United States Secretary of Transportation does not allow hazardous and certain other items to be accepted for transport or storage.

#### DANGEROUS:

- ❖ Combustible liquids
- ❖ Compressed gases
- ❖ Drain cleaner
- ❖ Lighter fluid, matches
- ❖ Wood-oil stains
- ❖ Lubricants (motor oil)
- ❖ Fire extinguishers
- ❖ Acid
- ❖ Explosives
- ❖ Rubbing alcohol
- ❖ Aerosol cans
- ❖ Batteries
- ❖ Fireworks
- ❖ Paints/varnish
- ❖ Anti-freeze compounds
- ❖ Wood/lumber

#### VALUABLE ITEMS, NOT COVERED:

- ❖ Furs
- ❖ Jewelry
- ❖ Bills, and/or deeds
- ❖ Money
- ❖ Securities, and/or notes

Should you have any questions or concerns, **at any stage of your move**, please call Merchants Moving & Storage Company at 262-631-5680.