

Answers to Questions About Moving



At Suddath Relocation Systems,
Customer Satisfaction is our No. 1 Priority.

And preplanning is the most important step in achieving our goal of performing an outstanding move for you. We've developed this booklet to provide concise answers to some of the most frequently asked questions about moving. It's part of Suddath's Commitment to making your move easier in every way. You can depend on your Suddath representative for knowledge and experience in pre-planning. Your Suddath representative will be happy to assist you, answer your questions and work closely with you in arranging all the details of your move.

When is the best time to move?

If there is a choice, most moving companies suggest you select a time other than summer, the end of the most or the end of the year holidays. The heaviest demands are placed on vans, equipment and personnel during these periods. However, Suddath believes that you should move when it's most convenient for you. Factors involved in the decision may include:

- Whether the move must be made immediately.
- Transferring children during the school term.
- Separation of the family while the move is under way.

If the move can be scheduled for a time when vans and trained personnel are more readily available, we'll be better able to meet your preferred delivery schedule.

How long does it take to move?

This depends on many factors, such as time of the year, weather conditions, size of your shipment, time required to load and unload, and the direction and distance your shipment is traveling.

Because the furnishings of an average household will not fit in a van, it is often necessary for two or more shipments to be loaded on the same van. Each shipment is carefully sectioned off from the others. With the help of Suddath's computer assisted dispatching system, pickup and delivery dates are scheduled according to origins and destinations of individual shipments on the van, as well as shipment weight.

When should I call a moving company?

The earlier, the better. Although the actual van assignment may not be made until a few days before your move, it's wise to give your moving company four to six weeks' notice, if possible. The more lead-time you can give, the more likely we will be able to meet your delivery schedule. All moving companies, for their usual type of service, require alternate pick-up days and delivery dates. We'll do our best, of course to comply with the dates you prefer or the nearest possible alternative. You will be notified in advance of the loading date of your goods and of the estimated date of arrival.

Is a licensed moving company necessary?

An interstate moving company must be registered with the US Department of Transportation, the federal agency that regulates movers. Suddath Relocation Systems holds such a registration and is subject to all of the consumer and other regulations administered by the DOT. A local moving company affiliated with a national van line may also be registered with the DOT to move interstate shipments. Subject to certain geographic limitations, the local mover may also provide interstate transportation of household goods independent of the van line.

Are my goods protected against loss or damage while in transit?

Yes, but how much protection you have and its cost to you depend on the Suddath "valuation" program you choose-Full-Value Coverage or Depreciated Coverage.

The valuation option you choose determines the basis upon which any claim will be adjusted and the maximum liability of Suddath. The liability of a carrier for loss or damage is based upon the carrier's tariffs, as well as federal laws and regulations, and has certain limitations and exclusions. Valuation is not insurance; it is simply a tariff-based level of motor carrier liability. If you desire protection afforded by an insurance policy, you should see your insurance company representative about available coverage.

All articles of extraordinary value (items having a value of more than \$100 per pound) in your shipment must be listed on the High Value Inventory form, which will be given to you by the salesperson. Articles of extraordinary value might include jewelry, furs, art and coin collections and silverware. In the event of a claim, any settlement regarding an article on the high-value inventory form is limited to the value of the article, not to exceed the declared value of the shipment, based upon the Suddath valuation program applicable to your shipment. If such an article is not listed on the form, the carrier's liability is limited to \$100 per pound per article. Shipments that move with a released rate liability of 60 cents per pound per article are excluded from this High Value Inventory provision.

Full-Value Coverage

Under this plan, if your articles are lost or damaged while in Suddath's care, they will be repaired, replaced with like items, or a cash settlement will be made for the current market replacement value, regardless of the age of the item. Suddath will decide on the settlement method. Unlike other Suddath valuation programs, depreciation is not a factor in determining replacement value.

Full-Value Coverage and deductible options are available in dollar increments to fit your needs at very attractive rates. Suddath's total liability for loss or damage will be the amount **you** declare as the value of your shipment. However, the minimum total declared value must be at least equal to the weight of your shipment multiplied by \$3.50.

Depreciated Coverage

Both of the Depreciated Coverage options consider depreciation in the settlement of claims. Claims are settled by repairing damaged articles or by making a cash settlement at the depreciated value, whichever costs less. The options are as follows:

- Lump-Sum Value – The amount you declare as the value of your shipment. The value declared must be at least \$1.25 times the weight of the shipment. There is a charge for this option.
- Pound-Weight Value – The maximum value of your shipment is \$1.25 times the weight of the shipment. There is a charge for this option.

In addition to its Full-Value and Depreciated coverage, Suddath offers **Released Rate Liability**. With this type of valuation, the maximum liability for loss or damage to each article in the shipment is 60 cents multiplied by the weight of the article. This is the basic liability level and is provided at no charge.

You must select the valuation program and **you** must write your choice in the "Valuation" box on the Bill of Lading in **your own handwriting**. If the box on the Bill of Lading is not completed, your shipment will be considered released declared value based on its total weight multiplied by \$1.25. A charge will be added to your moving cost, and claims will be settled taking depreciation into account.

For a full description of the Full-Value and Depreciated Coverage programs, please ask your Suddath representative.

Will My Furnishings Remain Clean?

Suddath's exclusive Sanitized[®]–treated, air-ride vans provide a clean, safe move. The Sanitized[®] feature, which inhibits mildew growth and controls insects, is an extra measure of hygienic safety for your belongings. In addition to this service, Suddath protects your upholstered furniture pieces with ClearGuardSM, a clear plastic material, before they are wrapped with furniture pads.

Do My Appliances Need Special Attention?

Most refrigerators, washers, dryers, and other electrical or mechanical appliances require special servicing to assure safe transportation. **Any moving parts** such as motors on major appliances, washer drums, icemakers,

and the pickup arm on a phonograph should be securely fastened for shipment. Gas appliances need to be serviced and disconnected by your local gas utility.

It is the **owner's** responsibility to see that appliances are serviced for shipment before they are loaded on the van. Upon request and for an additional charge, a moving company will perform this service, using either its own qualified personnel or an authorized service company. For more information on servicing and cleaning appliances for moving, ask your Suddath representative for the booklet, "moving Appliances & other Home Furnishings."

Can I Pack My China Glass and Crystal?

Most people prefer to have their household possessions, especially fragile items, professionally packed by a moving company. However, if you decide to pack these items yourself, remember that the basic principles of good packing include wrapping the items individually, providing plenty of cushioning and making sure of a firm pack.

Be sure to select a sturdy container with a lid. Place a two or three inch layer of crushed paper on the bottom of the carton as a cushion. Wrap each item individually with a soft material to provide a safe, protective "padded nest." Pack the heaviest items on the bottom, lighter ones next, filling in empty spaces with crushed paper. Place plates on edge and glassware on rims for maximum protection. Mark the carton "Fragile," and list the contents on the outside. Be sure to seal the carton with tape.

Cartons, paper and tape may be purchased from your local Suddath representative for a modest cost. Your representative should also have a copy of the free booklet, "Doing Your Own Packing."

Can I Pack My Clothes In A Chest or Dresser Drawers?

Lightweight clothing – sweaters, shirts, blouses, and lingerie – may be left in the drawers. Do not fill drawers with heavy items such as books, table linens or sheets, which can damage the piece of furniture during transit. Be careful **NOT** to leave fragile items, money, jewelry, watches or other valuables in the drawers, as well as anything that might spill or leak.

Can I Move My Frozen Foods?

Frozen foods can be moved, **but only under specific, limited conditions**. Be sure to discuss this with your Suddath representative. In most instances, we suggest shipping arrangements be made through local frozen food locker plants, especially for a long-distance move.

Can I Move Jewelry and Other Valuables?

Items of extraordinary value such as jewelry, money, antiques and stamp collections can be included in your shipment, provided you notify your Suddath representative of these items before packing or moving day. However we strongly recommend that you carry irreplaceable and expensive articles with you, or make other arrangements for their transport.

In the moving industry, items worth more than \$100 per pound are considered to be articles of extraordinary value. To be assured that a claim involving these articles is not limited to minimal liability, complete and sign the High-Value Inventory form and sign the "Extraordinary (Unusual) Value Article Declaration" box on the

Bill of Lading. If no articles of extraordinary value are included in your shipment, simply write “none” on the High-Value Inventory form and sign it.

Can I Move My House Plants?

Suddath Relocation Systems cannot accept responsibility for safely moving your plants because they may suffer from a lack of water and light as well as probably temperature changes while in the van. You may prefer to transport your houseplants in the family car or ship them by plane.

Some states prohibit the entry of all plants, while other states will admit plants under certain conditions; still others have no plant regulations. Be sure to check the regulations of the state to which you are moving. For other questions about House Plants, ask your Suddath representative for a copy of the booklet, “Moving with House Plants.”

Can I Move My Pet?

Pets cannot be carried on the moving van. Dogs, cats, canaries and parakeets can usually be transported in the family car. If this isn't convenient, your Suddath representative will be glad to suggest alternate ways to ship your pets safely. Ask for a copy of the booklet, “Moving With Pets.”

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