



move
guide

relax.
we carry
the
load.SM





relax...

feel prepared,
not overwhelmed.

As moving day approaches, numerous questions and concerns go through your mind. Whether you've done this once or a dozen times, there's a lot to do before the big day. That's where we can help.

The purpose of this two-part booklet is to help you feel prepared, not overwhelmed. You'll find:

- Information on what to expect throughout the moving process
- An organized plan for the weeks and days leading up to moving day
- Valuable packing hints and reminders based on our many years of experience





Part one of this booklet will help you prepare for moving day. We explain:

- The responsibilities of your Allied relocation team
- The options you have for ensuring the safe arrival of all your possessions
- Precautions to take for special members of your family and your most treasured or fragile belongings

Part two gets down to the details of packing including:

- A guide to your Allied Van Lines packing options
- Packing tips if you choose to do it yourself
- Packing materials and supplies available for your use
- A list of regulated or restricted items (what you can't transport)

Be sure to read through this information and keep it close at hand. It's just one more way we help you relax...while we carry the load.



a million questions.
a thousand to-do's.
all the help you need.

You probably already know that the secret to any successful effort is having a good plan. That's our philosophy at Allied, too. This section gives you some basic but important information to help make your moving plan as thorough and as time and cost efficient as possible.

planning



Make the most of your time and effort

Whether you're moving around the corner or to the other side of the world, the more information you have, the more prepared you'll be. Ask questions, get answers, let us help.

Local vs. Long Distance Relocations

Does it really matter whether you're moving nearby or long distance? Yes. There are some significant differences between a local and a long distance move.

- If yours is a **local** move, you'll work with a single, locally-based moving company
 - Your estimate and charges are usually based on an established hourly fee for the time it takes for the movers to handle your shipment plus the cost of the special services you request
- If you are moving **long distance**, the moving process normally involves more than one Allied agent
 - The cost of a long distance move is typically based on total weight of the shipment, distance between the two locations and any special services required

Your Allied Relocation Consultant will work with you to determine what applies to your move.



Plenty of knowledgeable helping hands

Your relocation will be carefully guided by members of your Allied moving team.

teamwork

The first member you'll meet from your professional moving team is your **Allied Relocation Consultant**. This person is responsible for:

- Advising you and your family on every aspect of your move
- Explaining the many services and service options available from Allied Van Lines
- Performing a survey of everything in your home that will be moved
- Pointing out items that can't be moved or will require special attention
- Providing an estimate of costs
- Determining the best moving date for your schedule
- Coordinating your professional packing team (if requested)
- Answering any questions or concerns you may have

planning | team

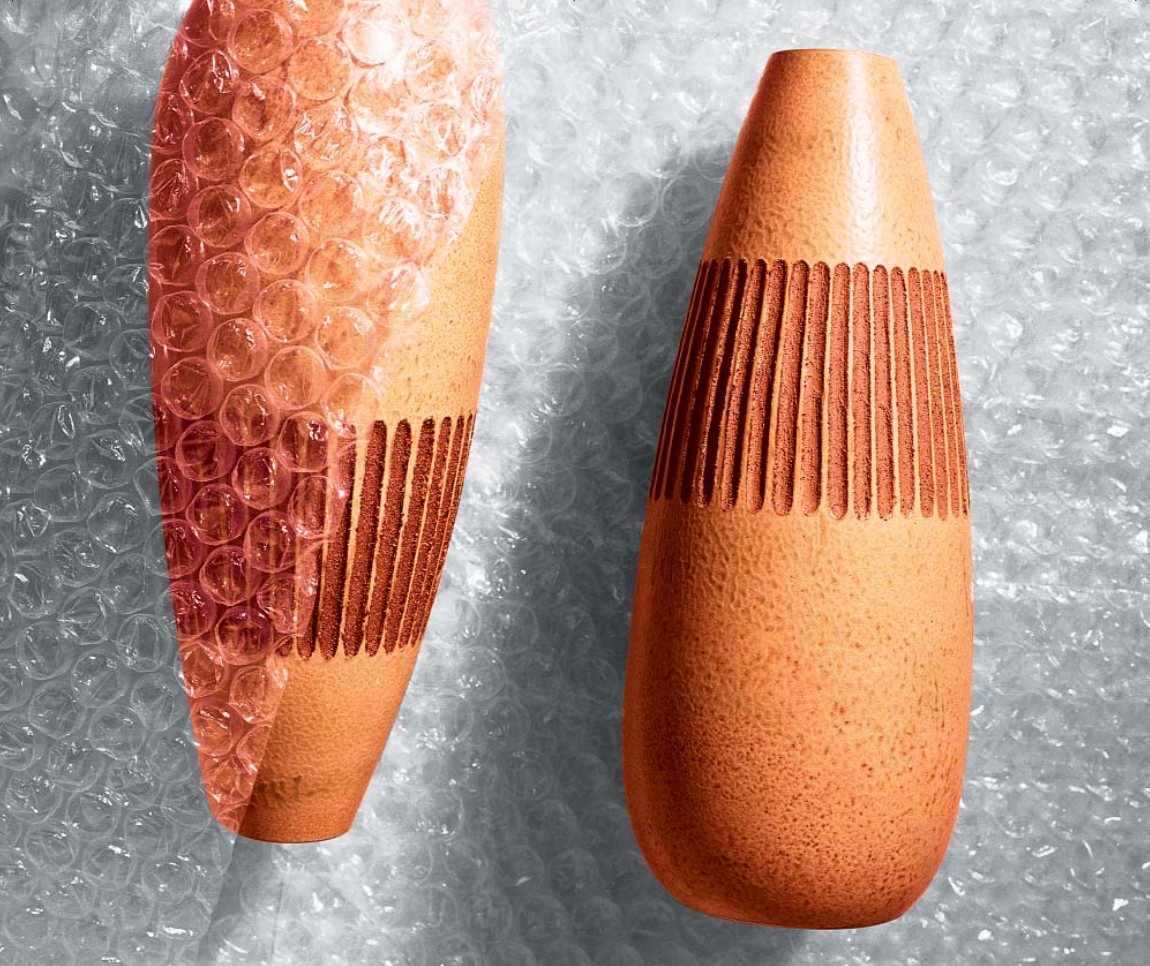


Your Allied **Driver** and **Pack-and-Load Technicians** are key members of your moving team, responsible for:

- Taking special precautions to protect your home and its contents on moving day
- Preparing a detailed inventory of items to be moved
- Tagging each carton/item with numbered and color-coded labels
- Loading your goods onto the truck
- Providing a Bill of Lading (a shipping contract) authorizing transport of your possessions
- Delivering your belongings to your new home safe and sound

If your move is long distance, a local **Destination Agent** will handle the following:

- Completion of all final paperwork
- On a van line packed shipment, unpacking and removal of empty cartons and packing materials will be arranged (if ordered)



beyond bubble wrap

In rare instances, an item may be damaged during the move. That's why Allied offers valuation protection. It's protection that allows us to rectify the situation quickly, keeping you happy during your relocation.

Replacement Value Protection...Your Optimal Coverage

Allied offers you total peace of mind with Replacement Value Protection (RVP), the most comprehensive protection plan in the industry. Should an item sustain damage while in Allied's care under Replacement Value Protection, Allied accepts responsibility to repair the article. Or if repairs are not possible or if an item is lost, Allied will replace it with an item of like value and quality.

All household goods carriers are subject to Federal and Provincial regulations. The nature of the goods shipped can vary from articles of high value to articles which can easily be replaced. Please consult your Allied Relocation Consultant for the full list of terms and conditions as outlined in the Carrier Liability Certificate.

planning | peace of mind



Why consider RVP?

Let's say you bought your new large screen television for \$1,600 and it weighs 150 pounds. With RVP, if the television is damaged beyond repair during the move, you receive full replacement value. In comparison, with Basic Coverage, your coverage is limited to \$0.60 per pound per item.

Plan	Compensation
RVP	\$1,600.00 (Full replacement value)
Basic Coverage	\$90.00 (150 lb times \$.60/lb)

Homeowners' insurance policies vary greatly and may not include coverage for your belongings on moving day. As you can see, RVP offers the best possible protection for your belongings. Talk with your Allied Relocation Consultant to help decide what's right for you.

Basic Coverage (Released Rate Liability)

If you choose not to purchase our Replacement Value Protection, by law, Allied Van Lines' maximum liability in the event of loss or damage is 60 cents per pound per article. This level of protection is automatically included in the transportation rate of your move. This option is recommended only to those whose household insurance arrangements cover the full replacement value of damaged articles.

But keep in mind, when it comes to protecting your belongings, one size does not fit all. The level of protection you need may be greater than minimum levels based on your total shipment weight. Be sure to consider high-value items such as artwork, electronic equipment, crystal and porcelain collectibles when choosing the best protection plan for your belongings.

Still unsure about what's right for you?

Just ask your Allied Relocation Consultant. He or she will work with you to understand your coverage needs and answer any other questions you might have. The bottom line is to ensure your peace of mind when we drive away.



Getting kids through the move...smiling

How? Be sensitive to their feelings and concerns. Make little ones feel they're a part of the process throughout the move.

kid care

Children love a good adventure and will most likely embrace the moving process if they are involved in all aspects along the way. Here are some tips for getting your kids excited about your move.

Remember:

- Tell your children about the move as soon as possible so they don't overhear the news by accident
- Talk with them, sharing the details you think they'll understand — ask about and listen to their reactions
- Children of different ages respond differently to a move. For example:
 - Younger children tend to miss familiar people like a favorite teacher, as well as safe and secure environments like church, school or even their bedrooms
 - Older children, especially teenagers, tend to miss their friends and others in the community with whom they have relationships



- Involve your children in all aspects of your relocation, if possible, including house hunting, planning the move, and tasks that are age appropriate
- Have children help pack a special box with their most treasured possessions — they can even decorate the outside of the box so they can quickly identify it in your new home. It's also a good idea to have them write their name and new address on the cartons — repetition helps them remember their new address.
- Ask for their input on decorating or arranging things in their new rooms
- Encourage your children to take the time to say good-bye to friends and maintain ties by exchanging contact information
- Make plans to continue your child's current activities (such as Scouts, sports, dance classes, etc.) in your new community —continuity will make adjusting to a new location much easier

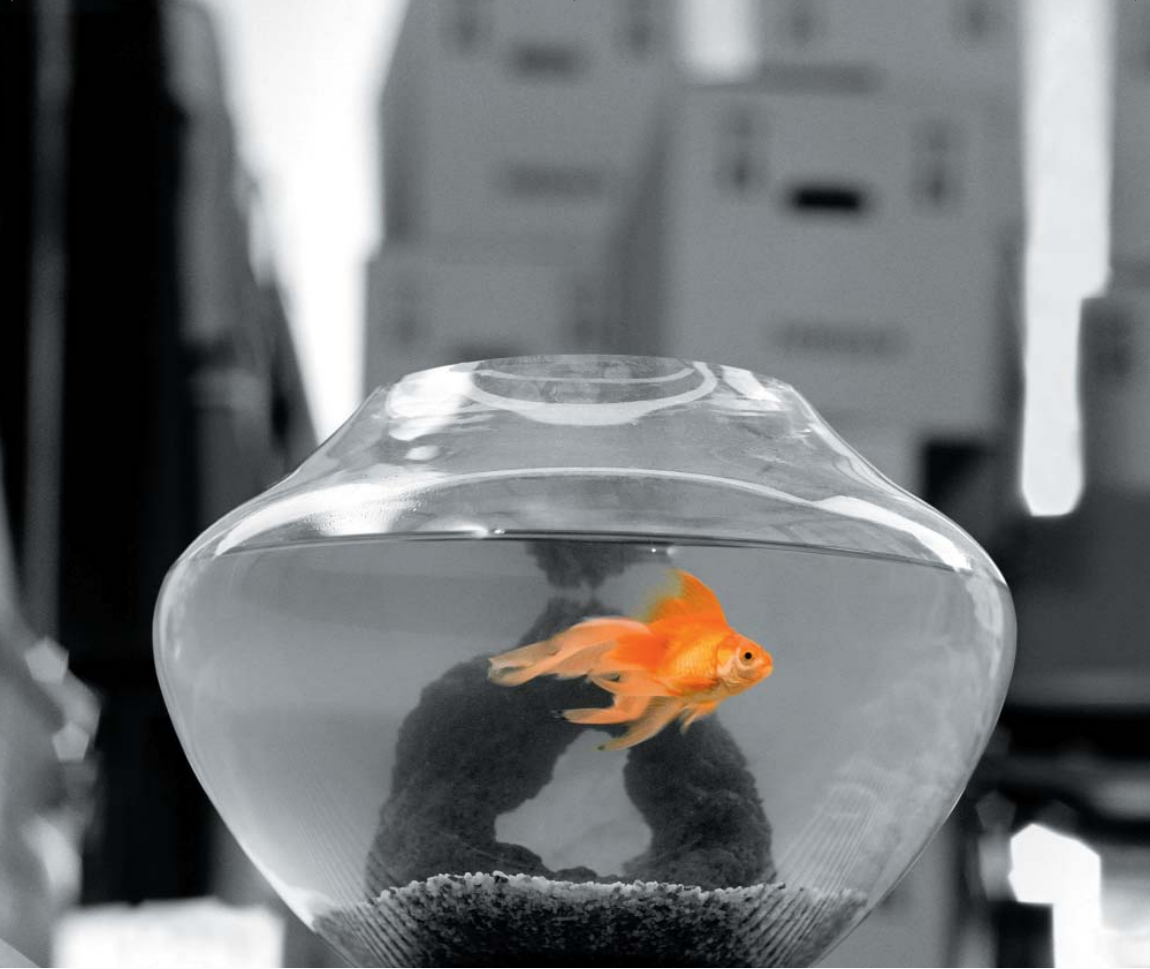


Comforting thoughts for pets

There are some things you can do to ease the stress of moving the family pets to your new home:

pet care

- Before leaving, schedule a veterinary examination to check your pet's health, obtain copies of vaccination records and a health certificate (if required), update identification tags, and discuss a tranquilizer or precautionary measures for the trip
- If traveling to your new home **by car**, make sure to get your pet comfortable with auto travel by taking it on short trips around the neighborhood
 - Don't feed your pet for seven hours prior to your trip, pack a container of fresh, cool water, and stop frequently for walks
 - If stopping at a hotel overnight, make sure the hotel allows pets
 - Never leave your pet in the car alone
 - Birds and small pets such as hamsters can travel in their cages if the cage can be placed in a stable, well ventilated area free of drafts (covering the cage while the car is moving often calms an animal)



- If shipping your pet **by air**, contact the airline well in advance to check regulations and services:
 - Consider direct flights to minimize the amount of time your pet will be confined
 - Select a portable air-transport kennel that's large enough for your pet to stand and move around a bit
 - Let your pet get accustomed to the kennel well in advance of the trip
 - Don't forget to mark the kennel with "Live Animal," your pet's name, your new address and phone number, and any special handling instructions
 - After boarding your plane, ask the flight attendant to confirm your pet has been loaded on the plane



Preventing growing pains for your plants

If you are determined to keep your daisies and dahlias, remember that moving vans are not designed to transport plants.

plant care

As a general rule, moving companies will not accept liability for safe transport of plants. However, if you wish to attempt transport on your own, keep the following in mind:

- Provide plants with extra sunlight for several weeks prior to moving day to allow them to store extra energy
- Prune back overgrown leaves and branches about a month before moving, and curtail feeding to minimize growth
- Thoroughly water the plant the day before you move
- Place the plant in a sturdy carton to keep it from tipping over
- Try not to let the foliage rest against your car windows during transport as the leaves may scorch

planning | special care



vehicle care

Allied can arrange for the safe transport of cars, mini-vans, pickup trucks and boats to your new home by a third party auto transport carrier, or in some cases, aboard the moving van. Ask your Personal Relocation Consultant for details, and remember:

- Automobiles should have one quarter or less fuel in the gas tank
- Check automobiles for any oil, battery acid or radiator fluid leaks
- Boats should be drained of all fuel and oil in the motor
- A vehicle inspection report should be completed and signed by you at both origin and destination



Quick Tip >

It's best to pack electronics such as monitors and other equipment in their original packaging.

What to expect on moving day

When the big day finally arrives, here's a general idea of what will happen:

wrap up

- If you ordered packing, a team of specially-trained packers will arrive on or before loading day, depending on how much packing needs to be done.
- Before loading, the driver will protect your home and its contents by laying floor runners over carpets and flooring and by padding banisters and doorways.
- The driver will prepare a detailed Inventory and Condition Report of the items to be moved. You should accompany the driver during this process, pointing out any special concerns or handling considerations.
- You and the driver will both sign the report to acknowledge the items loaded and their condition. You will receive a copy for use at your destination.

planning | moving day



- All cartons and furniture to be moved are recorded, numbered, and color-coded.
- Most furniture, as well as items that can scratch or cause damage, will be protected with stretch wrap or cloth padding.
- The driver will ask you to sign a bill of lading that confirms services performed, pickup and delivery schedules, and the protection plan you've selected. It also serves as the contract that authorizes shipment and agreement to pay for the services performed.
- After loading, walk through your house with the driver to make sure nothing has been overlooked.
- If you can't be at your home during loading, you must arrange for a responsible person to be present to act on your behalf.

Whether you're planning to do all your packing yourself or are requesting our expert, efficient assistance, packing is a critically important part of your relocation.

You can relax knowing Allied's Pack-and-Load Technicians are highly trained professionals who employ proven packing techniques to ensure intact, on-time and on-budget delivery.

dozens of boxes.
miles of tape.
tons of expert assistance.





packing



Quick Tip >

Designate one drawer of a dresser for sheets and towels so you won't have to go through boxes to find these essentials the first night in your new home.

let's get packing

Packing can be a disruptive and downright overwhelming part of your move. That's why we offer a helping hand with professional packing services. Let our experts pack for you, using the most up-to-date packing methods and materials. To help you decide how much you want to take on, your Allied Relocation Consultant will conduct a pre-move walk-through with you and provide several options.

- **Full service packing** means you leave all items in your home right where they are — our professional packers take care of everything, from top to bottom.
- **Partial packing** is just that — our professional packers will pack part of your items while you pack the rest. You'll work with your Allied Relocation Consultant to develop a custom packing plan.



Telescoping mirror carton



Quick Tip >

Wrap pictures and mirrors in a sheet, blanket or bubble wrap before boxing to give them added protection.

fragile packing

Fragile packing is similar to partial packing, but focuses our packing efforts only on your breakable or high-value items such as:

- Dishes and glassware
- Fragile furniture
- Artwork
- Mirrors

We pack these items with care, while you pack all your other belongings. Just indicate which fragile items you want included during the pre-move walk-through. Preparation is easy — leave your fragile items where they are, and we'll take it from there.

packing | options



do-it-yourself packing

Do-it-yourself packing is a big job, but it can be a worthwhile way to save money on your relocation costs. With the right materials and a little help from Allied, you can achieve professional results and maximize the protection of your possessions.

First, we recommend you start with professional materials, including:

- Tissue paper
- Packing paper (plain newsprint)
- 2" packing tape
- Masking tape
- A utility knife
- Scissors
- Permanent markers
- Professional quality boxes



the right stuff

Allied has a wide range of boxes and professional packing materials available for purchase to help you organize and safeguard your belongings, including:

- **2 cu. ft. cartons** Small carton for heavy items such as books, files, music CDs and DVDs/video tapes
- **4 cu. ft. cartons** Medium utility carton often used for pots and pans, toys, and small appliances
- **5 cu. ft. cartons** For bulky items, such as linens, towels or toys
- **6 cu. ft. cartons** For large, bulky, or lightweight articles, such as pillows or large lampshades
- **China cartons** Heavy duty carton used for dishes/china, crystal and glassware
- **Wardrobe cartons** A "portable closet" that keeps clothes or draperies hanging on a built-in bar
- **Mirror cartons** Several sizes of telescoping cartons for framed pictures, mirrors or glass
- **Mattress cartons** Available in queen/king, double, single (twin) and crib sizes. A separate carton is necessary for box springs
- **Stretchwrap** A special plastic covering that safely adheres to furniture and protects it from snags, tears, and dirt

Check with your Allied agent on materials available for purchase.

packing | supplies



Quick Tip >

If possible, use boxes designed for moving. Boxes obtained from grocery or retail stores may be damaged and often are not strong enough to safely hold your belongings. Plastic containers often collapse when they are stacked.

basic training

If you decide to do the packing yourself, you will need to have everything properly packed and ready for loading when the moving van arrives. All packing should be completed the evening before moving day. Only essential personal items you'll need that night, the next morning and immediately at your destination should be left for last minute packing.

Some packing basics to keep in mind:

- Follow a timetable — people often underestimate how long it takes to pack!
- Start with items you won't need right away, such as belongings stored in the basement, garage or attic
- Packing room-by-room will help you stay organized
- Establish work areas in each room
- As you complete a room, sort packed boxes by weight (light, medium, heavy) to make loading the moving van easier and quicker
- Limit cartons to a maximum weight of 50 pounds

For best results, have your mover pack:

- Marble or glass tabletops, heavy wall ornaments and mirrors 40" x 60" or larger
- Pool tables and pianos
- Bulky, fragile items like large trophies, statues, chandeliers, etc.
- Major appliances



Quick Tip >

Plates and other flat, breakable items should be packed on end vertically rather than placed flat and stacked.

techniques

Our Allied professionals will check your packed boxes to ensure safe transportation. If it is their opinion that items are improperly packed or cartons are susceptible to damage, they may ask you to re-pack these items. **Remember that damage to contents you packed is your responsibility unless there is visible damage to the carton.**

For a room-by-room description of packing techniques, visit our web site at www.alliedvanlines.ca.

- Provide plenty of cushioning by packing loosely crumpled, plain newsprint in the bottom of boxes — leave room at the top for more crumpled paper
- Wrap all fragile, breakable items in paper before packing them in boxes
- Pack large and heavy items first, smaller items next, filling in all empty spaces with plain newsprint
- Use only sturdy cartons that can be easily closed (don't over stuff), then tape top seams securely — do not use plastic containers to pack your belongings
- Label boxes clearly: Your name, room where the box should go in your new home and a brief description of the contents

packing | guidelines



electronics care

When packing a large screen TV and other electronics:

- If you no longer have the original carton and packing materials, carefully pack the item in a sturdy carton that has been lined with newsprint or styrofoam "peanuts"
- Securely seal the carton and mark the outside "Extremely Fragile"

When packing your personal computer, printer, scanner, or other equipment:

- Disconnect and mark all wires and cables for easy assembly
- Detach paper holders/feeders from printers and wrap monitors and additional hardware as you would other home electronics
- Remove toner and ink cartridges
- Back up all of your computer files to disk or other file storage devices
- Consult your PC user manual for additional instructions and precautions
- If moving in winter, let your electronics 'acclimate' themselves to room temperature before turning them on (24 hours is recommended)



not so fast...

What NOT to pack

You need to transport valuable and irreplaceable items in the car with you rather than on the truck. In addition, there are several other dangerous items that can not be put on the truck. These include hazardous materials such as explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Non-transportable items include:

- Nail polish remover
- Paints and paint thinners
- Lighter fluid
- Gasoline
- Fireworks
- Oxygen bottles
- Propane cylinders
- Automotive repair and maintenance chemicals
- Radio-pharmaceuticals

Other items not recommended for transport on the van include:

- Firearms
- Food in glass jars and perishable foods
- Prescription drugs needed for immediate use
- Matches
- Plants



packing | guidelines



Quick Tip >

Propane cylinders, such as those used with gas grills, are not allowed for van transport.



beyond the move

How to File a Claim

It's not likely that you'll have to file a claim, but if you do:

- Make sure that any losses or damages have been clearly noted on the driver's check-off sheet before you sign it
- Your destination agent or Allied's corporate office will provide you with the necessary claim forms, or you can file your claim on-line at www.alliedvanlines.ca
- All forms provide explicit instructions, but don't hesitate to call your destination agent with questions
- Maintain damaged items in their shipping boxes and do not dispose of any broken or chipped pieces until your claim is settled
- All claims must be submitted in writing within a specified period of time following delivery—check with your Allied agent for details
- File promptly, as the more quickly you submit your claim, the faster Allied will be able to resolve the matter



quick reference

Keep important move info at your fingertips

Registration Number: _____

Origin Agent: _____

Telephone Number: _____

Contact Name: _____

Driver's Name: _____

Vehicle Unit Number: _____

Destination Agent: _____

Telephone Number: _____

Contact Name: _____





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For more information visit
www.alliedvanlines.ca
or contact your
local Allied agent.

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