

What To Know Before You Go...



Moving Across The United States

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CROWN: A MOVING FORCE IN THE UNITED STATES



Crown Worldwide Moving & Storage is one of the largest United Van Line agents in the country, having its own fleet of moving vans integrated within United's fleet of over 7,500 vans operating throughout the United States. United Van Lines moving network has over 500 agents located in every major city to service your moving and storage needs. Founded in 1972, Crown Worldwide has the experience, resources and capabilities to move your valuable possessions safely and economically, whatever the distance and complexity of your move.

For Inquiries about Crown's services, contact our corporate headquarters:



WORLDWIDE MOVING & STORAGE

14826 Wicks Boulevard

P.O. Box 5577

San Leandro, California 94577 USA

800.669.3869

510.895.8050

Fax 510.614.4100

Email crown@crownwms.com

Web www.crownwms.com

SMART MOVE TIP: The United States Postal Service recommends that you submit a Change of Address card 30 days before you move to ensure mail gets forwarded on time

SMOOTHER MOVES BEGIN WITH CROWN

Moving can be one of life's great adventures. The opportunity to advance our career, experience new places, be exposed to different cultures, and meet new people can be very rewarding. Unfortunately, moving can also be a stressful experience. Whether you're moving across town or around the world, there's a lot to plan, organize and arrange. The whole process can sometimes seem overwhelming.

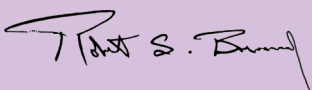
We've prepared this guide to help make your move smoother. It explains the basic things you need to know before you go, including getting organized, coping with moving day and settling into your new home and surroundings. By walking you through each step of the moving process, it's designed to take the uncertainty out of your move and let you know what to expect and how to plan for it. And, of course, Crown will be with you every step of the way!

This guide provides:

- General information and helpful hints;
- Worksheets to help organize, plan and schedule;
- A listing of additional materials available on specific topics;
- A contact information list for keeping track of vital names and phone numbers.

At Crown, we've been taking care of our customers since 1972. Our courteous, professional service has helped us grow to become one of the world's prominent and most respected moving companies. Every year we combine our experience, resources and capabilities to help thousands of people relocate their lives, families and possessions in a friendly and professional way.

We look forward to serving you!



Robert S. Bowen, Jr.
CEO

CERTIFIED QUALITY SERVICE

ISO 9001 & FAIM ISO



Crown is committed to performing to the highest standards in the international transportation industry. Our ISO 9001 certification and FAIM ISO certification are two ways our commitment to quality is clearly demonstrated. Both certification processes are unbiased, third-party verifications of quality service. ISO 9001 certification is monitored and verified ABS Quality Evaluations, Inc. to guidelines set by the International Organization of Standardization.



FAIM ISO certification is monitored and audited by Ernst & Young to guidelines introduced by FIDI, the World Moving Association, and is the only quality certification program focused on international moving.

PLANNING FOR YOUR MOVE

Planning and preparation are essential to having a successful move. A Crown customer service coordinator, who will serve as your single point of contact throughout your move, will contact you to discuss your moving requirements and make an appointment for a representative to visit your home to survey your moving needs.

Sorting Things Out

Before your Crown representative arrives, go through your entire house, room by room. Identify all the belongings you want to move to your new home, as well as any items you may wish to store or discard.

Moving can offer an excellent opportunity to dispose of unwanted possessions that have accumulated in the basement, attic or garage. Consider having a garage sale or donating these items to a favorite charity. Also, bear in mind it may be more practical to replace some items than to move them.

The Moving Survey

On the day you've selected, your Crown representative will make a more comprehensive survey that covers all items to be moved. As you walk through your home, be sure to:

- Show the representative everything you wish to move, room by room,
- Remember goods stored in the basement, attic or garage;
- Include items located outside the house in the yard or patio;
- Include items presently not in your home, such as items stored at a mini storage facility, friend or relatives' home, or purchases you intend to make before you move.
- Inform the moving representative of any gas appliances, icemakers or electrical fixtures you intend to move.
- Point out high value items such as antiques, artwork, & collections; special items such as firearms, and unique collections, i.e.. Wine, Barbie dolls, and the like; and any fragile article you feel requires special handling and packing.

SMART MOVE TIP: Remember to order your pet a new identification tag and change it before you move.

- Point out heavy articles and oversized items such as home safes and large single furniture pieces that will require special lifting or hoisting devices.
- Discuss any road or parking restrictions the van line driver may encounter at either origin or destination in order that proper moving equipment and man power can be arranged.
- Indicate goods to be placed in storage or moved separately to or from another address.

Completing Your Estimate

Based on the moving survey and the services you've selected, your Crown representative will estimate the space and equipment requirements and the cost of your move. In general, the cost of a move depends on the total weight of the shipment, the number and style of moving cartons to be pack and unpacked, the distance traveled, and any special services required such as long carries, storage at destination, increased valuation, etc. Remember an estimate is only an estimate; your bill will be based on the actual number of cartons packed and unpacked, the actual mileage traveled and the precise weight of your shipment as determined by a certified scale. Please do not rely on the packers to assess the total weight of your shipment. Moving costs can be expensive and for that reason should your employer's relocation policy have a weight allowance, you should make every effort to stay within those limits to avoid paying any overage.

Your employer will receive an Estimate Order for Service. This estimate covers all moving expenses including special services like extra pickups or deliveries and additional valuation coverage, as required.

If you are moving under a corporate contract, you will be presented with a fixed price bid covering all the services you have requested. Your Crown representative will review the cost of you move at the time the visual survey is conducted in your home.

Shuttle Services

If your current home or destination residence has restricted access, narrow or steep roads, rough terrain, overhanging trees or the like, Crown can provide a shuttle service to secure access. Since this special service requires additional manpower and equipment, there will be a separate charge for a shuttle.

Third-Party Services

Depending upon your need, Crown can arrange for companies or individual who can assemble and disassemble furniture, hookup appliances such as: gas dryers, ice makers, washers, pool tables, pianos, grandfather clocks, swing sets, large beds, hot tubs; and generally anything that requires special handling. These charges are billed at cost.

Moving Pets & Plants

Your Crown customer service coordinator can help you make arrangements for transporting family pets and house plants.

Pets must travel with you or via air cargo. Before you move, visit your veterinarian for a health certificate and any necessary vaccinations. While you're there, get copies of your pets medical records, along with a vet referral at your new destination. On arrival, consider checking your pet into a local "pet hotel" until you get settled in your new home.

We recommend that delicate house plants travel with you if your final destination is no more than 24 hours distance. However, most out-of-state destinations place restrictions on the entry of live plants. Ask your Crown customer service coordinator for recommendation and a free brochure on moving plants. Should you request the mover to transport your plants, please be aware they have no liability if anything happens to them.

Storage-In-Transit

If you haven't yet found a new home at your destination, Crown can arrange for secure storage of your household goods in one of our United Van Lines agent's warehouse nearest your area. Our agents all maintain modern and secure facilities to safely store your possessions until you are ready to receive your belongings.

Liability Coverage

It's important your personal possessions be adequately protected while being moved or stored. In addition to reduced rates, Crown provides free liability coverage in the amount of 10, 30, and 60 cents per pound per article, depending on the type of move. However, your Crown customer service coordinator can assist you in securing additional protection with a plan tailored to your special needs. If this is a corporate relocation your customer service coordinator will review the terms of the specific contract regarding adequate protection for your possessions. If this is a private party move, you may wish to contact your own insurance agent to discuss options available through your existing policy.

Full-Value Coverage

Your household belongings will be covered for the entire time they are in our possession. Based on moving industry standards, or your companies moving policy with United Van Lines, a minimum dollar amount will be given to you after the survey has been completed. Upon your approval we will cover your possessions for this dollar value while they are moved from origin to destination including any storage-in-transit period not to exceed 180 days. Once the 180 days expires, the responsibility of carrier liability transfers to the local agent. Please consult your Crown customer service coordinator for details of liability conversion.

HIGH-VALUE ITEMS: Items of extraordinary value are often unique and irreplaceable treasures. We recommend these valuable items travel with you or be shipped separately with adequate insurance coverage. The origin agent will provide you with the High-Value Inventory Form for you to complete. The completed inventory with the list of articles must be presented to the crew foreman for the proper packing.

Examples of high-value items requiring special packing include jewelry, coin and stamp collections, musical instruments of rare quality, antiques, heirlooms, paintings and sculptures.

Consult your Crown customer service coordinator regarding the packing and safe transportation of your high-value items.

PACKING YOUR POSSESSIONS

Careful packing can help protect your valuable possessions against damage or loss and avoid headaches later. Using special protective materials, packing techniques and handling equipment, Crown's skilled team of packers can handle all the details for you.

Leave small household items in their usual places, books in bookcases, dishes in cupboards, and so forth. We suggest you disconnect your electronic items; i.e. television, DVD/VCR, stereo systems, and personal computers. Once they have been disconnected our crew will pack them in either the manufacturers cartons or moving cartons that provide proper protection during transit. If your employer authorizes packing, professional packers from our designated United Van Lines agency will wrap and place your personal effects into the appropriate cartons before loading on the moving van. Plan to remain at home during the entire time your goods are being packed to answer questions and point out special items to the packers. Please review our high-value items section on Page 3.

If you choose to pack yourself, place household items in sturdy cartons. Wrap delicate items in non-printed paper or bubble wrap. Don't put too much weight in one carton, and allow room at the top for closing the flaps. Label each carton with contents and room, for example "Books, living room." Leave cartons in the rooms where the items belong.

Regardless of whether you use Crown's packing service or pack yourself, follow the general guidelines beginning on the next paragraph in preparing for your move. IF you have any questions about packing, contact your Crown customer service coordinator.

Do Not Move Items

Items that remain in the house must be clearly marked with DO NOT MOVE signs. Place smaller items in a cupboard or closet. Clearly marked DO NOT MOVE. For larger items secure a sign directly on each piece. These items are typically garage door openers, oven baking pans, refrigerators, washers & dryers, or pieces of furniture you may have sold or given to the new owner.

SMART MOVE TIP: Schedule the disconnection of utilities for the day AFTER your move, so the telephone, lights will stay on throughout moving day.

Clothing & Soft Goods

Before you begin packing, launder or dry clean clothing, draperies, linens, and other soft goods, leave dry cleaned items in the cleaner's plastic bags. Clothing hanging in closets will be moved in special wardrobe cartons. Soft goods stored in drawers may remain in place. If you have items made of fur, consult with your Crown coordinator on how best to move them.

Furniture & Pictures

Leave furniture like beds and breakfronts assembled, in place. Our movers will disassemble and pack these items for you. Pictures and mirrors may remain hanging on the walls, but detach any wall-mounted items such as curtain or towel rods you wish to move.

Rugs & Upholstered Furniture

Rugs may remain in place until moving day; the movers will roll and remove them. If rugs or upholstered furniture are to be stored for an extended period of time, they should be professionally cleaned, treated, and left sealed in the cleaner's wrap prior to moving day.

Electronics & Computers

Personal computers, copiers, televisions, stereos and other electrical equipment often require special handling. Consult your owner's manuals on how to prepare these delicate items for moving. To protect your computer data from loss, back-up your hard drive and make copies of all software programs before your move. Carry irreplaceable software and files with you. It is your responsibility to disconnect the wires to your stereo and computer system as well as re-connect them in your new home. If you would like for Crown to arrange this service, please contact your coordinator to schedule the work.

Firearms & Hazardous Materials

All firearms must be empty of ammunition and their serial numbers recorded on the moving inventory. Ammunition, explosives, flammable liquids, acids, and other hazardous materials cannot be moved safely and should be disposed of before your move. Drain all fuel from lawnmowers and other garden equipment. Below are additional hazardous materials that require disposal prior to moving. Consult your Crown customer service coordinator if you have questions regarding the advisability of moving items not covered in this list:

Aerosols	Lamp oil
Batteries	Liquid bleach
Butane/propane tanks	Matches
Charcoal	Motor oil
Chemicals	Paint products
Chemistry sets	Pesticides/poisons
Cleaning solvents	Scuba tanks
Dark room chemicals	Sterno
Fertilizer	Swimming pool chemicals
Fireworks	Weed killers
Gasoline/kerosene	

Foodstuffs & Liquids

Consume all perishable and frozen foods before you move. Nonperishable foods may be packed like other household items, as long as they are sealed containers. Consume or dispose of opened containers of food and all liquids prior to moving, since these items can easily spill and damage other goods during the move.

Pest Control

Moths can wreak havoc and destroy valuable furnishings and clothing. To avoid carrying these and other pesky passengers into storage, it is important that items such as wool carpets, upholstered furniture, wool suits, and furs be thoroughly cleaned and treated by professionals and left sealed in the cleaner's wrap.

Major Appliances

Thoroughly clean major appliances such as refrigerators, freezers, stoves, dishwashers, washers and dryers with a mild household cleaner, following the manufacturer's recommendations. Allow sufficient time before your move for appliances to dry completely in order to avoid mold or mildew. Our specially trained personnel can service most major appliances; however, a certified technician must disconnect and service all gas appliances, ice makers and washer hoses.

Packing Your Hot Box

It's a good idea to pack a separate "Hot Box" of essential items you'll need immediately upon arrival in your new home. Crown packers or your customer service coordinator can supply you with specially marked Hot Box cartons or self adhesive Hot Box labels. If you're packing yourself, simply request a Hot Box label from your Crown coordinator. Below are some items you may wish to include:

KITCHEN: Cleaning supplies, hand soap and paper towels, paper plates, cups, napkins can & bottle opener, plastic cutlery, plastic wrap, zip-lock bags, aluminum foil, trash bags, ready-to-eat foods.

BATH: Toiletries, towels, facial and toilet tissue, medicines, first-aid kit.

BEDROOMS: Bed linens, pillows, change of clothing, children's books and toys.

OTHER ROOMS: Hardware to assemble furniture, remote controls, light bulbs, portable radio or television, hand tools, reading material, flashlight.

Be sure the movers load your Hot Box last, so you'll have access to it as soon as the moving van arrives.

CARRY ALONG IMPORTANT RECORDS: Before moving, take time to collect all of your important personal or irreplaceable records. Be sure to carry these items with you when you move, or arrange to have them forwarded directly. See page 12 for a detailed Carry Along checklist. Below are some records you may wish to include:

PERSONAL: Marriage license, birth certificates, passports, airline tickets, auto titles/registrations, address book, checkbook, computer discs/backup, family and wedding photos, DVD/video's

FINANCIAL: Wills, bonds, deeds, certificates of deposit, IRA's, tax records, securities, insurance policies, mortgage papers.

MEDICAL: Medical and dental records, prescriptions.

EDUCATIONAL: School records, transcripts and diplomas.

RECEIPTS & APPRAISALS: Major purchases or high-value items under a year old may require receipts or certified appraisals to establish value and provenance.

MOVING BETWEEN THE UNITED STATES & CANADA

Vehicles

MOVING BETWEEN THE UNITED STATES & CANADA

Because both the United States and Canada have strict laws governing the importation of motor vehicles, please consult your Crown customer service coordinator regarding information on their respective rules and regulations:

Important contacts:

CANADA

Registrar of Imported Vehicles
22 Wellesley Street, East
Toronto, ON M4Y 1G3
Phone: 1-800-511-7755
Email: registrar@riv.com
Website: <http://www.riv.com>

Transport Canada
Vehicle Importation
Tower "C"
Place de Ville
330 Sparks Street
Ottawa, ON K1A 0N5
Phone: 613-998-8616
Fax: 613-998-4831
Website: <http://www.tc.gc.ca>

UNITED STATES

Department of Transportation
National Highway Traffic Safety Administration
(NHTSA)
400—7th Street SW
Washington, DC 20590
Phone: 202-366-5306
Fax: 202-366-1024
Email: George.entwistle@nhtsa.dot.gov
Website: www.nhtsa.dot.gov/cars/rules/import

SMART MOVE TIP: Get a calendar just for your move and mark all the important deadlines on it, so you can keep track of your progress. See the worksheet Countdown to Moving Day on page 11 for a schedule guideline.

Household Goods

FROM THE UNITED STATES TO CANADA

The import regulations for used household goods differs according to the owners visa status, ie. Settler, Former Resident, Seasonal Resident, or Beneficiary. In most cases the owner of the household goods must be present to clear their shipment through Canadian Customs. Our Canadian agent will provide you with the necessary Custom Form B4E to clear your shipment. Please consult your Crown customer service coordinator regarding the specific importation laws and procedures that will apply depending on your immigration status.

Household Goods

FROM CANADA TO THE UNITED STATES

Customs requirements: In order to import used household goods into the United States you must possess an appropriate visa from a U.S. Consulate, unless you are a returning resident. In addition, you must complete the "Unaccompanied Baggage" U.S. Customs Form 3299, Supplemental 3299 Form, submit a copy of your passport and visa, and provide a power of attorney form. Your Crown coordinator will provide the necessary forms for you to complete as well as answer any questions you may have regarding U.S. Customs Regulations.

SCHEDULES & COPING WITH MOVING DAY

Moving day is always busy, but it needn't be hectic. Knowing what to expect can help you avoid confusion when the big day arrives. You should be present during your entire move to answer any questions we may have about items to be packed and moved. If you cannot be present, delegate this authority to a trustworthy friend or neighbor. Be sure to identify the person you've designated to your Crown coordinator before moving day and their contact telephone number if different than your home number. **Please keep your telephone and utilities connected and schedule services such as house cleaning until the day after your shipment is loaded.**

Important Dates

PACK DATE

Your Crown customer service coordinator will schedule the local United Van Line agent to pack your household items into appropriate style moving cartons, i.e. dish, book, wardrobe, mirror, mattress, etc. on the date you have requested.

LOAD DATE

Please do not make travel plans or make other arrangements away from your home on the day (s) of your move. You must be available for the entire loading of your household goods. We have scheduled your household goods to load on the date provided to you. In case the United Van Line moving van is not in position to perform a direct load from your residence, we will make the necessary arrangements for our local agent to perform this service.

DELIVERY DATE SPREAD

Depending on the weight of your shipment and the distance of your move, United Van Lines will assign a delivery spread in which to deliver your household belongings. Crown's customer service coordinator will provide you with these dates. It is important you are available at destination during this time period to take delivery of your household shipment. If you are not available to receive your goods you may be subject to storage-in-transit charges if the van line driver has no choice but to place your shipment in a local United agent's warehouse.

TRANSPORTING VEHICLES: Crown can also move your car and other vehicles. Prior to moving, we recommend all vehicle be thoroughly serviced and cleaned. If you plan to move a vehicle please note all compartments must be emptied of all personal effects. Only the spare tire and jack tools are allowed. Be sure to carry an extra set of keys with your. You should remove all personal paperwork such as registrations and insurance forms. Most important, you should retain a copy of the vehicle condition report completed at origin so you may compare it to the condition of your vehicle upon receipt at destination. Make sure your license number and vehicle mileage is recorded on the condition report. Consult your Crown customer service coordinator for more information on moving automobile and other vehicles.

Please be available on the day of loading to verify the exceptions noted on your vehicle(s) condition and again at delivery. This verification of your vehicle's exceptions is critical in the case of a claim.

The Moving Inventory

Confirm all items being moved are entered on the moving inventory and their condition described accurately. Once your shipment is loaded, walk through your house with the moving supervisor one last time to check all rooms, closets, cabinets, drawers, basement, attic, garage and yard to make sure everything that was supposed to be moved has been packed and loaded. Likewise, make sure anything not to be moved remains in your home. Clearly indicate those items to remain in the house, i.e. garage door openers, oven pans, window coverings, etc. Place items you're moving yourself, such as plants, suitcases and personal records in a safe place and clearly marked "do not touch", so they won't be packed and loaded on the moving van inadvertently. Carefully double-check and sign the moving inventory and bill of lading. Keep your copies safe until your move has been completed.

Coordinating Itineraries

Before departing, provide your Crown coordinator with an itinerary along with telephone numbers, fax number, and email, addresses where you can be contacted during the move and upon arrival in your new city.

Anytime during your move you can check on the progress of your shipment by calling your Crown coordinator who can also provide you with your access code to track your shipment for our website at www.crownwms.com

Confirm the driver's arrival date and make arrangements to meet the van at your destination. Be sure the driver has the exact address of your new home along with your telephone number and mobile number, if available.

ARRIVING AND GETTING SETTLED

As soon as you arrive in your new city, call your Crown coordinator. Make sure they know how to get in touch with you and confirm the arrival arrangements for your shipment. Your driver will call you in advance of your delivery if you are ready to receive your shipment.

Receiving Delivery

You should be present to accept the delivery of your shipment personally. Locate your “hot box” immediately, so you'll have essential items handy for your first night in your new home.

Examine all furniture to make sure nothing has been damaged. An inventory control form will be provided by your United Van Line driver in order to verify piece count. It is very important you check off each item number as the delivery crew bring the item into your home. If an item is missing you must indicate the item number on the inventory control form. You must also make exceptions of any damaged item on your copy of the descriptive inventory. If anything is damaged or missing report the problem to Crown's customer support department immediately.

Claims Reporting

In the unlikely event a claim must be filed, please notify Crown Worldwide's Customer Support Department at 800-669-3869, 510-895-8050, fax 510-614-4100, or email crown@crownwms.com. One of our claims adjusters will send you a claim form and can explain the process for filing your claim. It is strongly recommended you file your claim as soon as possible, especially if you have missing items. Also, if by chance you have received items that do not belong to you, please notify your Crown customer service coordinator.

Please do not dispose of any damaged articles until our claims adjuster has had an opportunity to inspect the item or items. Whoever is responsible for receiving the goods must make note of the piece count as well as their condition on the delivery documents. Failure to take proper exceptions may preclude you from filing a claim.

Unpacking & Placing Furniture

According to your instructions, the movers will place carpets and furniture in each room with placement one time only. Major appliances such as refrigerators with ice makers, gas dryers, washers, as well as large wall units may require professional installation. If so, your Crown coordinator will arrange for the installation and assembly service.

If you've chosen our unpacking service, your cartons will be unpacked for you with the contents placed on flat surfaces such as counter and table tops. The unpacking crew will remove the moving material at the completion of your move.

If you decide to perform your own unpacking please consult with your Crown customer service coordinator in regard to debris pickup and related charges, depending on your Corporation's Moving Policy.

SMART MOVE TIP: Create a file for all moving-related documents. Many moving expenses are tax deductible, so keep all receipts.

COUNTDOWN TO MOVING DAY

Here's a chronological list of things you may wish to do in preparation for your move.

Two Months Before Moving

- Decide what to move, store or discard
- Complete moving survey with your Crown representative
- Decide whether you'll use Crown's packing service or pack yourself
- Discuss additional insurance coverage for your move
- Make special arrangements for moving pets & plants
- Make travel and accommodation reservations

One Months Before Moving

- Collect important records (medical, financial, school, etc.)
- Start organizing household items for air, sea or storage
- Have a garage sale to dispose of unwanted items
- Notify post office of your new or forwarding address
- Schedule major appliance servicing, as required
- Begin to use up perishable food items

Two Weeks Before Moving

- Have rugs, upholstered furniture and clothing cleaned and treated
- Schedule utilities disconnection at your old home
- Confirm travel plans and reservations
- If driving, storing or shipping your vehicle, have it thoroughly serviced
- Notify Crown of any changes in your moving inventory or schedule
- Inform Crown of your new address, phone, fax numbers and email

Week Prior to Moving Day

- Prepare all household items for packing and moving
- Separate items you'll need immediately on arrival for your Hot Box
- Organize items to carry with you using the Carry-Along Checklist
- Clearly mark all items to be stored
- Place DO NOT MOVE signs on designated items
- Do final laundry and household cleaning
- Empty and clean refrigerator, freezer and other appliances
- Arrange for someone to look after children on moving day

Day Before Moving Day

- Unplug and disconnect all electrical equipment and appliances
- Put items you're carrying with you in car trunk or secure place
- Perform a final inspection of your home to be sure all items to move or remain are properly labeled for the movers
- Consider spending the night at a hotel or with friends

Moving Day

- Be present to answer any questions during packing or loading
- If weight of shipment allowance is a concern, contact Crown immediately
- Do a final check of all rooms after van is loaded
- Shut off furnace, water heater, etc...
- Confirm your new address, contact numbers and email with Crown
- Relax and enjoy your move

SMART MOVE TIP: Take a copy of your local telephone directory with you when you move, so you'll have old addresses and phone numbers handy if you need them.

ADDITIONAL BROCHURES AVAILABLE

Crown has an extensive library of information and resources on specific topics. The following is a checklist of brochures that can be obtained free from your Crown representative.

- Answers to Questions About Moving
- Bulletin on Automobile Importation
- Community Profiles
- Crown Exhibits & Electronics Transport
- Crown Office & Industrial Moving
- Crown Storage
- Coloring/Activity Book
- Corporate Moving Guide
- Doing Your Own Packing
- Important Information for Person Moving Within the State of California
- Moving Appliances and Other Home Furnishings
- Moving with Children
- Moving Your Wine Collection
- Moving with Pets
- Moving with Plants
- Moving your Home Computer
- Planning a Move Upon Retirement
- Pre-Planning a Garage Sale
- Protecting Your Belongings
- Safe-Guard Moving Service
- Tax Deductible Moving Expenses
- Your Rights and Responsibilities

HELPFUL CONTACT INFORMATION & PHONE NUMBERS

Below is a list for names, dates, and phone numbers you may find helpful to keep with you throughout the move.

Shipper

Person whose goods are being moved.

Moving Survey Date/Time _____

Scheduled Packing Date (s) _____

Moving Date _____

Arrival Date _____

Destination Phone _____

Address _____

IMPORTANT: Prior to your departure, notify your coordinator with the address for delivery and a phone/fax number, and email address where you can be contacted.

Representative

Responsible for the initial moving survey, writing the estimate and consulting with you to identify all your moving needs.

Name _____

Phone _____

Coordinator

Serves as the point person for all parties throughout the move, sends you information, monitors paperwork, and coordinates schedules.

Name _____

Phone _____

Origin Agent

The Agent responsible for packing and loading your shipment.

Name _____

Phone _____

Destination Agent

The Agent responsible for delivery and unpacking of your shipment.

Name _____

Phone _____

Van Foreman

Driver of the van having overall responsibility for the loading, transportation and unloading of your goods.

Name _____

Online Shipment Tracking Numbers

Your unique order numbers for accessing the status of your shipment.



CORPORATE HEADQUARTERS

14826 Wicks Blvd.

P.O. Box 5577

San Leandro, CA 94577 USA

800.669.3869

510.895.8050

Fax 510.614.4100

Email crown@crownwms.com

Web www.crownwms.com

SOUTHERN CALIFORNIA OFFICE

938 E. Belmont Street

Ontario, CA 91761 USA

800.678.2585

909.673.0025

Fax 909.673.0471

SACRAMENTO OFFICE

3958 Seaport Blvd., Suite B

West Sacramento, CA 95691 USA

800.669.3869

916.478.1352

Fax 916.244.7191