

## What To Know Before You Go...



## Moving Across International Borders

## CONTENTS

- 1. Smoother Moves Begin With Crown Certified Quality Service**
- 2. Planning For Your Move**
  - Sorting Things Out
  - The Moving Survey
  - Completing Your Estimate
- 3. Shuttle Services**
  - Third-Party Services
  - Moving Pets
  - Short and Long-Term Storage
- 4. Liability & Insurance Coverage**
  - Full Value Transit Insurance
  - Important Insurance Information
- 5. Preparing for Moving Day**
  - Identify Items for Air, Sea & Storage
  - Do Not Move Items
  - Securing Documents & Valuables
  - Special Instructions to Packing Supervisor
  - Furniture & Pictures
  - Carry-Along Important Records
- 6. Clothing and Soft Goods**
  - Carpets, Clothing & Upholstered Furniture
  - Major Appliances
  - Foodstuffs & Liquids
  - High-Value Goods
- 7. Electronics & Computers**
  - Electric Compatibility
  - Prohibited or Restricted Items
  - Firearms & Hazardous Materials
  - Getting Acquainted With Your New Country
- 8. Shipping or Storing Vehicles**
- 9. Packing Your Hot Box**
  - The Moving Inventory
  - Coordinating Itineraries
  - Moving to the United States
- 10. Arriving & Getting Settled**
  - Foreign Customs Clearance
  - Receiving Delivery
  - Unpacking & Placing Furniture
- 11. Visit Crown's Website**
- 12. Online Shipment Tracking**
- 13. Carry-Along Checklist / Additional Resources**

## CROWN: A MOVING FORCE AROUND THE WORLD

With over 800 domestic and international agents in 125 countries. Crown Worldwide Moving and Storage is one of the world's largest movers. Founded in 1972, we have the experience, resources and capabilities to move your valuable belongings safely and economically, whatever the distance and complexity of your move.

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



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### International Membership Affiliations

Crown's memberships in OMNI and FIDI affirm our high standing in the moving industry. These international organizations have strict standards, and continuously scrutinize our services for quality operations and financial stability.



OMNI is a global alliance of the world's finest independent international moving specialists.

Operating across more than 70 countries, OMNI is dedicated to producing quality service to the corporate market.



FIDI Worldwide Moving is the premier association for over 650 top international movers from 100 countries. FIDI's objectives are to develop and maintain a network of world class moving companies dedicated to the highest international moving standards.

**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.

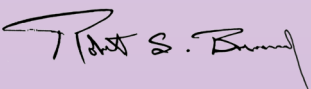
We've prepared this guide to help make your move smoother. It explains the basic things you need to know before you go, including getting organized, coping with moving day and settling into your new home and surroundings. By walking you through each step of the moving process, it's designed to take the 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 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. For example, electrical items may not work in your country of destination due to a different electrical current and voltage. Please consult your Crown coordinator for guidance on whether to ship, store or purchase electrical appliances which are manufactured for overseas use from a local supplier.

If you are move to Mexico, Malaysia or Chile, you will be required to submit a complete list of electrical items including the make, model and serial number.

A Crown representative can provide you with a Personal Property Worksheet designed to help you conduct this initial survey.

**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.

### The Moving Survey

On the day you've selected, your Crown representative will make a more comprehensive walk through of your home to inspect 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, identifying those items to be shipped by air and sea, and/or to be placed into storage or moved locally;
- Remember goods stored in the basement, attic or garage;
- Include items located outside the house in the yard or patio;
- Include new purchases or items you plan to purchase so the Crown representative can more accurately assess the estimated weight and volume of your shipment;
- Point out all antiques, high value items, family heirlooms and fragile possessions;
- Point out items such as firearms, collections, alcoholic beverages and oversize furniture, which may either require special handling and/or import licenses and documentation.

### Completing Your Estimate

Based on the pre-move 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 and volume of the shipment, the mode of transport selected, and any special services required. The estimate is only an estimate; the billable charges will be based on the actual weight and volume of your shipment as determined by a certified weigh-master.

You or your employer will receive a written estimate detailing the cost and the services based on our representative's assessment of the weight and volume of your shipment. This estimate covers all moving expenses including specific services you have requested (authorized), such as extra pickups or deliveries, crating charges, third party servicing of ice makers, gas dryers, grandfather clocks, and the like.

Costs for transporting household good and personal effects overseas can be expensive and for that reason should you or your employer's moving policy have a limited budget or weight and volume allowance, you should make every effort to stay within those limits to avoid paying any overage.

If you have an air shipment, organize items in order of priority so that if your shipment exceeds weight or volume limits you can add lower priority items to your surface or storage shipment. Please do not rely on the packers to assess the total weight or volume of your shipment. It is important you contact your Crown coordinator the day after packing to obtain your final weight, volume and applicable charges, if any.

### **Shuttle Services**

If your current home or destination residence has restricted access, narrow roads or rough terrain, Crown can provide a shuttle service to secure access for an additional fee. Please inform the Crown representative of the possibility of needing a shuttle so we may include these charges as a separate line item in our quotation in the event a shuttle is required. More importantly, our operational personnel can check on the logistics of your home to determine if a shuttle is needed, thus avoiding any service delay.

### **Third-Party Services**

Depending upon your need, Crown can arrange for companies or individual who can assemble and disassemble furniture, such as pool tables, grandfather clocks, swing sets, outdoor gym sets, oversized furniture, water beds, and hookup appliances such as gas dryers, ice makers, hot tubs, and generally anything that requires special handling.

### **Moving Pets**

Pets must travel with your 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 in your new country. Be aware quarantine restrictions exist in some countries or states. For example, the United Kingdom and the State of Hawaii imposes 6 months quarantine, and Australia requires anywhere from 1 to 3 months quarantine depending on the origin country and shot record of the animal.

Your Crown coordinator will make all the necessary arrangements to transport your pet and will answer any questions you may have regarding flight schedules and boarding requirements for your pet.

**SHORT AND LONG –TERM STORAGE:** If you haven't yet found a new home at destination, Crown can arrange for storage in transit in a secure facility with one of our affiliated agents. Crown maintains over 750 storage facilities worldwide to meet our clients' storage needs.

Remember to contact your Crown coordinator to extend your transit insurance policy if your shipment remains in storage beyond 180 days.

If you have a long-term storage shipment and you anticipate accessing items at a later date, clearly indicate on the carton or item so they can be grouped together and crated for easy retrieval.

## LIABILITY & INSURANCE COVERAGE

It's important that 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 or 60 cents per pound, per article, depending on the type of move. However, your Crown representative can assist you in securing additional protection with a plan tailored to your special needs. You may also wish to talk with your own insurance agent about transferring your auto and homeowner's policies when you move.

### Full Value Transit Insurance

Crown can arrange for full replacement value coverage of your household possessions based on your individual needs. In order to obtain insurance protection, you must complete and return our insurance application form. This form is also available by email attachment. Please specify the format you desire to your Crown coordinator.

### Insurance Information

For your protection, it is very important you list all items to be shipped on the Crown insurance application form, and indicate their **FULL REPLACEMENT VALUE**. We encourage you to read the reverse side of the application form for conditions and limitation of coverage. Please note our insurance policy does **NOT** provide coverage for jewelry, collections of any kind, or negotiable documents or currency. These items should **NOT** be shipped or stored with your household possessions. All high value articles such as artwork, antiques, carpets, fur coats, and the like, should be declared separately. It may be necessary for you to obtain an appraisal for these articles if our insurance underwriters so request.

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

Crown Worldwide's insurance program offers pairs & sets coverage and mechanical & electrical derangement protection. Please consult your coordinator for full details.

The international transit policy offers 180 days storage at origin or destination. Coverage beyond 180 days demands proper notification including an additional premium to keep the policy in force.

In the unlikely event you would need to file a claim for damage or loss, items that are not declared with their full value, or omitted, may result in your claim not being settled to your advantage. By opting for the 10 percent miscellaneous coverage on your insurance application you will increase your chances of being fully insured for any under-declared or omitted items.

Please do not dispose of any damaged articles until our claims adjuster has had an opportunity to inspect the item or items. Unless your company has a different claim policy, you have 90 days from receipt of your shipment to file a written claim.

Once you, or an appointed representative, takes receipt of your shipment, the transit terms of the insurance policy terminate, therefore, any subsequent move is **NOT** insured by the initial policy. 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.

Should you have any questions concerning the terms and conditions of our insurance program please contact your Crown coordinator for assistance and clarification.

## PREPARING FOR MOVING DAY

Moving day is always busy, so knowing what to expect can help make the process run more smoothly and avoid confusion. You should be present to answer any questions we may have about your move. If you absolutely cannot be present, delegate this authority to a trustworthy friend or relative. Be sure to identify the person you've designated to your Crown coordinator before moving day. You or your delegate must be present during the entire move. Keep your telephone and utilities connected until the day **AFTER** your move so you'll have access to them if needed. It's also a good idea to make arrangements for someone to look after the children and pets, so you can give your full attention to the move.

### Identify Items for Air, Sea & Storage

It is very important that all items to be shipped or stored be clearly identified and labeled — organization is the key to a successful move. Colored self-adhesive labels are provided to mark those items designated for air, sea and storage.

### 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 to 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.

### Securing Documents & Valuables

Before the movers arrive, we recommend you place all important documents, such as passports, airline tickets, vehicle documents, and other important papers, along with jewelry, wallets, purses, car keys, and anything you do not want packed in a secure place. We suggest, if possible, to place these items in the trunk of your automobile or somewhere they will remain in safe keeping.

### Special Instructions to Packing Supervisor

It is important that you conduct a walk through of your home before the packing begins to instruct the packing team supervisor of the separate shipments and how they are identified, plus pointing out the valuable pieces requiring special handling and packing. Crown's appointed team of skilled packers can handle all the packing details for you. You may also want to point out the restroom facility the movers may use while working in your home.

### 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.

**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.

## Clothing & Soft Goods

Hanging garments in closets are transferred from the closet rod into standing wardrobe boxes to be loaded into ocean containers for sea shipment. Leave dry cleaned items in the cleaner's plastic bags. For clothing to be shipped in a lift van or air container, your clothes will typically be packed in a lay down wardrobe carton and may get wrinkled as they would from being packed in a suitcase. We are not responsible for pressing clothes that may have wrinkled during transit. Soft goods packed in dresser drawers may remain in place.

## Carpets, Clothing & Upholstered Furniture

Carpets may remain in place until moving day; the movers will roll and wrap them for shipment. If you have carpets, clothing, or upholstered furniture made from wool, fur, or silk, 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 the moving day. Moths can wreak havoc and destroy valuable furnishings and clothing.

**SMART MOVE TIP:** Even with voltage transformers, U.S. televisions and VCR's often don't work overseas due to differences in broadcast standards. Check with your coordinator for compatibility at your new destination.

## Major Appliances

Thoroughly clean major appliances such as refrigerators, freezers, stoves, dishwashers and washer/dryers with a mild household cleaner, following the manufacturers' 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 and icemakers.

## 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 in 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.

## High-Value Goods

Items of extraordinary value are often unique and irreplaceable treasures. We recommend these valuables items travel with you or be shipped separately with adequate insurance coverage. Examples include jewelry, coin or stamp collections, musical instruments of rare quality, and family heirlooms. Consult your Crown representative for assistance in making special arrangements for your high-value items.

## Electronics & Computers

Personal computers, televisions, stereos and other electrical equipment often require special handling. Consult your owner's manual 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 you move.

Carry irreplaceable software and files with you as the mover will not be liable for records in the event they are lost while being moved.

## Electric Compatibility

Be sure any equipment you wish to move is compatible with the local electric system at your destination. Most foreign electric systems are 220 volts / 50 cycles, whereas U.S. electronic equipment operates at 110 volts / 60 cycles. Additionally, computers other than PC's may require U.S. export licenses to be moved abroad.

## Prohibited or Restricted Items

Some countries prohibit or restrict the entry of certain items, including pets; firearms and ammunition; alcoholic beverages and drugs; CB and ham radios; items made from endangered or protected species; goods manufactured in certain countries; and sexually explicit materials. If you have a question about an item ask your Crown coordinator.

## Firearms & Hazardous Materials

All firearms must be unloaded, and their serial numbers recorded on the moving inventory. However, prior to shipping firearms overseas, consult with your Crown coordinator on import regulations, restrictions and licenses that may be required.

Ammunition, explosives, flammable liquids, acids, varnishes and any other hazardous materials cannot be moved safely and should be disposed of before you move. Drain all fuel from lawnmowers and other motorized equipment.

Below are additional hazardous materials that require disposal prior to moving. Consult your Crown representative if you have questions regarding the advisability of moving items not covered in this list:

Aerosols	Liquid Bleach
Batteries	Matches
Butane Tanks	Motor Oil
Charcoal	Paint
Chemicals	Paint Thinner
Chemistry Sets	Pesticides
Cleaning Solvents	Poisons
Dark Room Chemicals	Propane Tanks
Fertilizer	Sterno
Fireworks	Swimming Pool
Gasoline	Chemicals
Kerosene	Weed Killers
Lamp Oil	

**GETTING ACQUAINTED WITH YOUR NEW COUNTRY:** Have questions about your new country? Crown can give you detailed information covering social customs, language, currency, schools, Embassy and Consulate offices, medical facilities, obtaining your drivers license, and full settling in services for most anywhere in the world.

Your Crown coordinator can provide you with a free Country Profile on your destination by fax, email or printed copy.

## Shipping or Storing Vehicles

Your Crown coordinator can arrange for overseas shipment of your motor vehicle. Due to shipping costs and varying customs regulations, most people choose to store or sell their automobiles and lease or purchase another one abroad. If you do store your vehicle, contact your insurance agent to discuss any changes in your coverage. Additionally, contact the Department of Motor Vehicles regarding licensing requirements during storage. Vehicles stored in California must be reported to the DMV as non-operational vehicles (Form FFVR-90-1).

## EXPORT PROCEDURES

The following documents are generally required for all motor vehicles leaving the United States:

- Original Title—required 2 weeks prior to pickup,
- 3 certified copies of front and back of the original title.

Please ask your move coordinator for details on taxes / duties for your country of destination.

## RESPONSIBILITIES OF VEHICLE OWNER

- Keep all vehicle documents with you while traveling. Do not pack them in your household goods.
- Keep an extra set of keys with you. You will need to leave keys to all locks with the moving company at origin.
- No personal effects may be left in the vehicle as they are not insurable if they turn up missing. This includes radios or cell phones which are portable. Only the spare tire and jack tools are allowed.
- It is suggested you only leave 1/4 tank of gasoline in your fuel tank.

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

## VEHICLE TRANSIT INSURANCE

Crown can arrange to insure your motor vehicle for its high Blue Book value. If you have any non-factory installed upgrades you must list them separately on your insurance application form.

## VEHICLE CONDITION REPORT

A vehicle condition report will be completed by the mover at the time of pick up showing any damages or exceptions. It is important you agree with the exceptions noted before signing and dating the form. Make sure your license number and vehicle mileage is recorded on the condition report. Keep a copy of the condition report for your records until you have taken delivery of your vehicle.

## IMPORT PROCEDURES

In order to import a motor vehicle into the United States, we must have the following documents for U.S. Customs:

- Original Title form the United States,
- Copy of the U.S. registration form to prove the vehicle was previously registered and exported from the United States,
- If neither of the above documents are available, we need a letter from the manufacturer stating your vehicle meets all EPA (Environmental Protection Agency) and DOT (Department of Transportation) standards.

**Import note:** A Certificate of Origin will NOT be accepted by U.S. Customs.

Motor Vehicles over 25 years old may be imported hassle free. Please check with your local Department of Motor Vehicles for registration and licensing information.

For motor vehicles that do not meet EPA or DOT regulations, please consult with your Crown representative for import restrictions and modification costs. There are certain makes and models which are prohibited from being imported into the U.S. Also DOT & EPA conversion and modification costs can be very expensive.

## 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 can supply you with specially marked Hot Boxes or 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; 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 your shipment is delivered. The Hot Box can make your first night in your new home much more comfortable.

## The Moving Inventory

Confirm all items being moved are entered on the moving inventory and that their condition is 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 suppose to be moved has been packed and loaded. Likewise, make sure that anything NOT to be moved wasn't inadvertently packed. Then 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 numbers, 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 from our web page at [www.crownwms.com](http://www.crownwms.com)

**MOVING TO THE UNITED STATES:** Most of the general information on international moves also applies to people moving to the United States from other countries. However, below are some special considerations for inbound U.S. moves:

- You must possess an appropriate visa, if necessary, from a U.S. consulate.
- Shipments must be accompanied by "Unaccompanied Baggage" U.S. Customs Form 3299, Supplemental 3299 Form, copy of passport and visa, and a power of attorney form.

## ARRIVING & GETTING SETTLED

As soon as you arrive in your new city, call your Crown destination agent. Make sure they know how to get in touch with you and confirm the arrival arrangements for your shipment.

### Foreign Customs Clearance

Customs regulations and procedures vary greatly from one country to the next. You may have to clear customs twice during your move—once when exiting your country of origin and again on entering your destination country. Bear in mind that you will also have to clear customs on your return to the U.S.

Before moving, obtain certified appraisals on antiques or art works for use in establishing provenance and value. It's also a good idea to save receipts for all new items you purchase in order to facilitate customs clearance in your country of destination.

Some countries require you to be present when your shipment goes through customs inspection to answer questions and pay any duties levied. Your Crown coordinator will advise you in advance on customs procedure at your destination. With over 300 international agents in more than 125 countries, Crown can assist you with customs clearance around the world. Our knowledgeable staff is well versed in overseas shipping and customs matters and can help make getting your shipment through customs a hassle-free experience.

**SMART MOVE TIP:** On arrival in your new home, set up and make your beds right away—before you start unpacking and organizing—to ensure that you get a good night's rest!

### Receiving Delivery

You must be present to personally accept delivery of your shipment. Examine all furniture to make sure nothing has been damaged. Check each item off on your copy of the moving inventory to ensure everything has arrived in good condition. If anything is damaged or missing, make a note on the moving inventory and report the problem to Crown's claim representative immediately.

### Unpacking & Placing Furniture

The movers will place rugs and furniture according to your instructions with placement performed one time only. If additional re-arranging of furniture is requested, an extra fee may be charged. Large wall units or major appliances such as refrigerators or washers and dryers may require professional installation. If so, your Crown coordinator can arrange for installation service.

**CROWN WORLDWIDE'S TEAM OF INTERNATIONAL PROFESSIONALS LOOK FORWARD TO SERVICING YOUR RELOCATION NEEDS.**

## 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
- Discuss additional insurance coverage for your move
- Make arrangements with your Crown coordinator for moving pets
- Make travel and accommodation reservations
- Get passports, visas and customs documents
- Determine weight/volume allowance

### 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
- Provide Crown with copies of your passport, visa, customs documents and insurance application if required

### Week Prior to Moving Day

- Prepare all household items for packing and moving
- Separate items you'll need immediately on arrival for you 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 and contact numbers 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
- Crown Storage
- Crown Corporate Profile of Services
- Coloring/Activity Book
- Corporate Moving Guide
- Moving Appliances and Other Home Furnishings
- Moving with Children
- Moving Your Wine Collection
- Moving with Pets
- Moving your Home Computer
- Planning a Move Upon Retirement
- Pre-Planning a Garage Sale
- Protecting Your Belongings
- Tax Deductible Moving Expenses
- Worldwide Country Profiles

## 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 \_\_\_\_\_

### Online Shipment Tracking Numbers

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

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## **CORPORATE HEADQUARTERS**

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