

Ace Relocation Systems, Inc.

Moving Guide & Instructions

In our continuing effort to provide you with a quality relocation that meets our rigid standards and exceeds your expectations, we have assembled a list of helpful tips and suggestions for planning your move.

ITEMS NOT ACCEPTED BY THE CARRIERS

Generally speaking, the following items cannot be packed or loaded on the van. Please contact your move coordinator for more specifics.

| | |
|--------------|------------------|
| Frozen foods | Corrosives |
| Perishables | Flammables |
| Animal's | Aerosol products |
| Explosives | Ammunition |
| Plants | Propane tanks |

Or any other hazardous item that might damage your belongings during transit (bleach, matches, etc.)

ITEMS NOT RECOMMENDED FOR MOVING

The following items are not covered under your valuation (transit protection) policy. Please arrange to take these with you personally.

| | |
|---------------------------|--|
| Cash | Deeds, wills or other such valuable papers |
| Family photographs | Documents pertaining to the move |
| Furs | Securities |
| Stamp or coin collections | Valuable Jewelry/Watches |
| Passports | Papers Required for home purchase etc. |

INVENTORY OF HIGH VALUE ITEMS

Of course, the goal is that your household goods will be transported without loss or damage. In the event any item is lost or damaged, it is to your advantage to have substantiation of its value prior to shipment.

Recent purchase receipts or appraisals by certified appraisers are adequate documentation of the value of items such as antiques, silver, crystal, collectors items (other than stamp or coin collections), hand woven rugs, etc.

You should complete the inventory of high value items prior to pick-up by the carrier and hand carry a legible copy along with receipts and appraisals to the new location. Ace Relocation Systems, Inc. will not accept appraisals that are completed at the delivery destination after damage has been sustained.

If you do not receive a high value inventory with your move pack please request one from your Ace Relocation customer service representative. Your completion of the high value inventory form will help ensure that a claim submitted for loss or damage, to any of the items listed, will be handled without question as to their value at origin.

PRIOR TO MOVING DAY

Review household goods and personal effects to eliminate all items that do not warrant the cost of moving.

If you pack any items yourself, be sure to identify the general contents of each carton and designate the room (kitchen, bath, bedroom, etc.) in which it should be placed in your new home.

Please note particleboard furniture is not manufactured to be moved. This type of furniture should be disassembled and reassembled prior to move day by you, or a qualified third-party service. Our drivers are not responsible for providing this service.

Discard half-used cans of liquids, oil or other substances that might leak and cause damage. Seal the tops of all the bottles and jars containing any liquids that you are moving. Note that liquids or canned goods may freeze or burst if your move is during the winter.

To protect your belongings and avoid accidents, all motorized products such as, lawn mowers and other applicable machinery, must be drained of gasoline and oil.

Refrigerators and freezers must be defrosted and allowed to dry 12 to 24 hours prior to loading. All frozen items are to be removed. We suggest the interior be wiped dry to protect the unit from mildew or mold. To avoid any unpleasant odor, we recommend placing a nylon stocking filled with charcoal or fresh coffee grounds in each compartment.

Lightweight clothing such as sweaters and lingerie can be left in bureau drawers. Never leave heavy items in drawers.

Wash automobiles to be shipped and clear out the interiors. The carrier will not be responsible for personal articles shipped inside your car. Winterize your cars if necessary. **THIS IS YOUR RESPONSIBILITY.**

Ensure that vehicles to be shipped have ¼ tank or less of gas.

It is recommended you back-up your computer system and take your software with you personally. Remember your valuation coverage (transit protection) will not cover damage to improperly prepared computer PC's and equipment. Also keep in mind; valuation (transit protection) on software only covers the replacement disc, not its contents.

All items to be moved should be accessible to the mover. Items in crawl spaces, attics or temporary storage areas should be brought to an accessible area in your home.

Keep pets in a secured area while movers are packing and loading.

Place items you do not want the movers to pack in an empty closet or secured area. Let the movers know these items will be taken care of personally by you. We also suggest you create a box of essentials to load on the van last. This box will be unloaded first at the new location and will see the family through the first day. The box should contain bed linens, first aid supplies, bathroom tissue, coffee pot, etc.

ON PACK DAY

Be available at the scheduled packing time. Waiting time charges can be accessed if there is an excessive delay due to your absence.

Have an explicit understanding with the packers about what is and what is not to be moved.

ON LOAD DAY

Be available at the scheduled loading time. Waiting time charges can be accessed if there is an excessive delay due to your absence.

Accompany the van operator through the house as he inspects and tags each piece of furniture with an identifying number. Their numbers along with a description of goods and their condition at time of loading will appear on the inventory.

New furniture and appliance purchases must be uncrated at origin to determine their condition prior to shipment. If you do not inspect new items, you assume the responsibility for loss or damages to these items discovered at the destination. However, if the exterior carton shows evidence of damage at the destination that was not noted on the original inventory, Ace Relocation Systems, Inc. may be liable for interior damage.

You or your agent must be present if new furniture is picked up from a store.

Revise descriptions of the goods and their condition prior to loading and before signing the inventory. Be sure that each item is tagged and that the inventory is complete and accurate. If the item is not listed on the inventory, Ace Relocation Systems, Inc. will not be responsible if it is lost during transit. The inventory establishes liability if damage is claimed at the destination.

Make a final tour of the premises with the van operator to be sure all items have been loaded and property damage has not occurred (i.e.; scratched floor, damage to walls, or yard damage) prior to their departure.

PRIOR TO DELIVERY DAY

Inform your Ace Relocation customer service representative where they may contact you for delivery instructions or in case of an emergency.

If you have goods delivered to a temporary residence, we suggest you store the empty cartons for reuse when you pack your goods to be moved to your permanent residence.

When you have a delivery address, inform Ace Relocation Systems, Inc. immediately. This may allow direct delivery (and avoid storage) reducing handling of your goods and additional expenses to your company.

If your household goods are stored, give Ace Relocation Systems, Inc. adequate scheduling time to deliver them to your new residence. If possible, we recommend you call at least one week in advance to make arrangements.

ON DELIVERY DAY

Unloading your household goods is often hectic but it is your responsibility (not the carrier representative's, driver's, or unpacker's) to physically inspect each piece of furniture, box, or item for obvious damage as it is brought into your new home.

Obvious damage must be documented at the time of delivery by notation under the "Delivery Exceptions" column on the inventory that will be signed by you and the driver. It is essential that obvious damage claims be documented at the time of delivery. It is one of the strongest factors to support your claim.

If any items are not checked off the inventory as being received after all goods have been off-loaded from the van, advise the driver which items are missing and ask for his assistance in locating them (sometimes in the confusion, an item is inadvertently not checked off when it is brought into the house). If the missing item is not found, note it clearly on the inventory, by the item number/description "missing at destination." Do not check the item off the inventory. The carrier will not accept liability for missing items if they are not noted as missing at the time of delivery.

The delivery personnel are responsible for reassembling any items disassembled by the movers at origin and for placing items in your new home as you direct.

**IT IS IMPERATIVE THAT YOU CAREFULLY READ YOUR
PAPERWORK AND KEEP A COPY FOR YOU RECORDS**

LOSS OR DAMAGE

Advice Ace Relocation Systems, Inc. of your intent to file a claim and a claim form will be supplied to you.

Complete the claim form to the best of your ability including the purchase date, price and a detailed description of the missing item or damage. Indicate on the claim form either a dollar amount for cash settlement or simply REPAIR or REPLACE. If repairs can be made, the carrier will authorize a repairperson to complete the repairs. Remember, loss of items must be substantiated at the time of delivery or the carrier will not accept liability.

Substantiate your claims with purchase receipts, appraisals or verifiable replacement and repair costs whenever possible.

Submit the claim to Ace as soon as possible. Your legal obligation is to file the claim nine months from date of delivery. However, all claims should be filed with the carrier within 90 days of delivery. Ace Relocation Systems, Inc. will follow through with you until the claim is resolved.

Advice Ace Relocation Systems, Inc. of automobile claims immediately. They will contact an independent auto claims adjuster will come to your office or residence to evaluate the damage. Settlement will be made based on their report to the carrier.

When accepting your automobile, check for damages to the body and undercarriage of your vehicle. The carrier is not liable for damages after the vehicle is released to your custody if exceptions are not noted in writing at the destination prior to signing for receipt of the vehicle.

Advice Ace Relocation Systems, Inc. immediately of any damaged property (house, driveway, lawn, etc.) at either origin or destination. Note the damage on the driver's paperwork prior to his departure and keep a copy for your records. Ace Relocation will then contact the origin or destination agent and request a property damage claim form to be sent to you. Please note that a separate claim form must be filed for property damage.

It is your responsibility to prove the condition of the shipment at the origin and destination. For obvious damage, this can be done by comparing the origin inventory exceptions with exceptions noted on the destination inventory. In the case of concealed damage, the longer the lapse between delivery and reporting the loss or damages to the carrier, the more difficult it is to prove carrier liability. (Concealed damage is when articles within a carton are damaged but the exterior of the carton has no damage.)

If you discover concealed damage while unpacking, it is important that you:

- Stop unpacking that container immediately.
- Take pictures of the container and contents, as it appeared when you discovered the damage.
- Phone Ace Relocation Systems, Inc., advise them of damage and request an inspection.
- Save the damaged items and containers until after you have settled the claim with the carrier.
- Give written notification to the carrier of their waiver of right to inspect if they delay inspection after 10 days.

In addition to the above responsibilities, allow all electronic items (TV's, radios, etc.) to adjust to room temperature before turning them on to prevent interior damage.

"DOT" REGULATION AND CLAIM SETTLEMENT

The Department of Transportation ("DOT") requires you to acknowledge all claims (on a claim form provided by the carrier) within 9 months from the delivery date. The carrier must pay, decline or make a firm compromise settlement, in writing within 120 days after receipt of the claim. If the carrier cannot settle the claim within 120 days, the carrier must advise you in writing by the end of the 120-day period and every 60 days thereafter until the claim is settled.

The carrier is liable for damages sustained to your household goods while in transit unless they prove that there was no negligence on their part and damage was caused by:

- An act of God
- An act of the public enemy
- An act of the shipper (you)
- An act of public authority; or
- The inherent vice or nature of the goods, including susceptibility.
- Damage due to atmospheric conditions such as humidity or temperature or changes therein.