

HOW TO MOVE YOUR ANTIQUES, ELECTRONICS AND COLLECTIBLES

Tips on how to move your precious items.

Ace Relocation Systems cares about the safety of your belongings and wants to ensure they reach your destination in perfect condition — especially your prized possessions such as antiques, collectibles and electronics. These items may require some special care and attention. This brochure will provide useful information on how you, or Ace, can prepare them for the move.

The Estimate

When the Ace representative comes to your home for the consultation, be sure to point out items that may require special handling and packing, such as fragile porcelains, family heirlooms, valuable antiques and electronics. You'll want to decide which items you'll pack and which you'd like Ace to pack.

The representative is most knowledgeable about how each piece should be prepared and can instruct you on what needs to be done for the move. If you decide to pack some things yourself, we recommend using the same materials that our packing crews use to assure the maximum protection: double and triple-cell constructed cartons, stretch/cushioning wraps, packing tape and fine tissue or Kraft paper — all at affordable prices. Ask us what you'll need.

Ace also provides carton labels that you can use to instruct the movers, such as, "DO NOT LOAD," "LOAD LAST/UNLOAD FIRST," "DO NOT PACK," "PARTS BOX" and "FRAGILE."

If you prefer Ace to pack your valuables, the representative will make sure the packers and movers have the necessary packing materials and schedule enough time to pack these special items properly.

What You Should Move

For a safe and secure move, we recommend that you transport the following articles personally instead of including them in your shipment:

- Fine jewelry (except for minor value costume jewelry)
- Coins, currency and any other negotiable paper (stock certificates, bonds, notes)
- Important papers, deeds, titles, bank books, tax forms and similar documents
- Collections (stamps, sports cards, etc.)
- Prescriptions and medical/dental records

Larger collections can be safely transported along with your other possessions.

What Ace Relocation Systems Cannot Move

There are some goods Ace cannot move, and it is your responsibility to handle these. We cannot transport aerosols because they might leak, or even explode, in transit. Other non-shippables include plants, frozen foods, liquid or corrosive cleaning supplies, ammunition, flammables such as gasoline, charcoal starter, paint thinner, and bottled gas. It's best to use them up or give them

away before you move. Oil and gasoline should be drained from lawnmowers and other gasoline-powered machinery.

Antiques

Ace will handle valuable and rare antiques with the utmost care. Here are a few things to keep in mind:

- You have the option of having your antiques crated rather than simply wrapped. Atlas generally uses wooden crates for delicate pieces such as crystal chandeliers, pool table slates and antiques.
- We can build a custom wooden crate around the piece to insure correct fit and proper protection.
- Antique pieces can be packed in the crates with padding, using stretch wrap and even decked in the truck, if necessary, so they are not in contact with other items.
- It is best to secure loose parts of furniture and removable pieces before packing, or make this request of the packers.
- Doors may be secured with rubber straps or strings by you or the packers.
- You may remove delicate handles and tape them inside drawers for safe moving, or ask the packers to do so.
- Glass panels or mirrors can be removed or taped and secured with padding and stretch wrap.
- Any hardware, screws, nuts, bolts, attachments or components should be placed in plastic bags and labeled with their corresponding piece. All bags are then placed in a designated "PARTS BOX."

Collectibles

For delicate collectibles, Ace recommends packing them in their original boxes, if possible, since these were specifically designed for the product and are the best protection when shipping. However, if these are not available, we can pack the collectibles in secure boxes and cushion them in bubble wrap or Styrofoam peanuts.

- We recommend packing small collectible items like coins, stamps, or sports cards and transporting them with you personally.
- China, crystal and delicate porcelain should be individually wrapped in fine tissue and placed in specially designed compartment containers — plates standing on edge, stemware in individual corrugated cylinders.
- Dolls, figurines, and sculptures may be packed like other breakable goods and are secured by wrapping individually in soft tissue or padding, packing in bubble wrap or styrofoam peanuts, and using double cartons, if necessary.
- Ask your Atlas representative about packing wine or other perishable collections. Special arrangements may need to be made to assure the utmost care while in transit.
- Label all cartons containing glassware and breakables with "FRAGILE" labels supplied by your Atlas representative.
- Anything we're packing should be left in its place. It's safer and easier, for example, to pack glassware right from the cabinet it's kept in.
- Ask your Atlas representative about unusual or hard-to-move collections.
- If you have not already done so, prepare a list of your collectibles for your homeowner's insurance company.

Electronics

We can move all your electronic equipment including PCs and components, big screen TVs, surround sound systems, DVDs, VCRs and stereo components. However, Ace recommends using a qualified third-party service to properly prepare a Plasma TV for transport. Consult your owner's manual for specific instructions on your model.

The preferred way to move electronic components is in their original carton with the original packing materials. You can pack these yourself if you like.

If you don't have the original cartons, Ace can pack them in standard boxes that best fit the item and secure them with bubble wrap, paper padding or Styrofoam peanuts.

Here are a few things that should be done before moving your electronics:

- Before moving computer components, park the hard drive and back up all software. Newer models may not require "parking."
- Disconnect all wiring and cables before the movers arrive.
- Draw a simple diagram or color-code wires before disconnecting to make reconnecting much simpler.
- Keep all components together and their boxes clearly labeled.
- Pack all wires and cables with their corresponding electronic unit.
- Small or loose accessories, like remote controls, should be packed with each component or placed in the designated "PARTS BOX." Indicate this on the inventory list so small parts are not misplaced.
- Complete a list of all electronic components and computer equipment with serial numbers of each piece prior to moving them, and submit it to your homeowner's insurance company.
- We are not permitted to take down TV antennas or satellite dishes, but we can arrange to have it done if you wish.

Protecting Your Valuables

To fully ensure your possessions arrive at their new home in perfect condition and with everything accounted for, some preparation by you is important.

Ace will provide you with a "Statement of Customer Responsibilities and High Value Inventory" form to complete before moving. It serves as an inventory of your valuables, indicates to Ace which items may require special care and informs you of your responsibilities.

You are asked to list all the belongings you consider to be of high value that are to be moved by Ace Relocation Systems. The list should include such articles as jewelry, coin, stamp and other collections; antiques; precious stones and metals; and valuable paintings. But it need not include normal household goods such as furniture (unless antiques), appliances, television and stereo sets.

This will help you determine the total value of the shipment and assist Atlas in determining which pieces need special handling and protection.

Make sure all special instruction labels are clearly visible and understood by the packers and movers. The driver must see each item of high value before moving it onto the truck, including items in cartons you have packed yourself.

At the time of delivery, use your Customer Responsibilities form and the supplied Customer Check-Off Sheet as inventory lists. Check off each piece/box as it is unloaded at destination and record anything missing or if damages are discovered. Movers can search immediately for any items not checked off.

Your Coverage

Before your move, it is important to contact your homeowner's insurance company to determine what coverage you may have for your move. This is an important detail because cancellation and changes in the policy may occur due to the sale of a home. Find out:

- Will your current homeowner's policy apply while the shipment is being loaded?
- Does it apply in transit?
- Does it apply while your belongings are being unloaded at your new location?
- If your policy does continue, does it protect merely from fire and theft, or from dents, scratches and missing pieces?

Although Ace Relocation Systems makes every effort to handle your belongings with care, occasionally, something may be lost or damaged.

For additional protection and peace of mind, Ace offers two levels of liability protection in case anything happens while your shipment is being transported.

Basic liability protection provides coverage at 60¢ per pound per article at no cost to you. For optimal protection, consider Full Value Protection (FVP) which repairs or replaces items at today's cost. The cost for FVP varies with the level of protection you select.

