

# Preferred

## Moving & Storage

Agent for Wheaton Interstate Moving

## Packing & Moving Tips



# Lasting relationships

Our number one priority is total customer satisfaction. We fully understand that moving is more than just packing and loading... it's about moving you, your family, and your life's special memories.

Preferred Moving & Storage prides itself on cultivating longstanding relationships with our customers. Our many years of industry experience and expertise helps us quickly establish trust and mutual respect. Our goal is to exceed your expectations and become the trusted source for all your relocation needs.





Our team of certified moving professionals—Relocation Consultants, drivers, and crews—brings years of experience in moving your belongings with the utmost care and concern. We listen. We care. We are committed to providing you with quality, honest, and reputable moving services. **That's why we were nationally recognized as Wheaton World Wide Moving's Agent of the Year and hold the distinction of being a ProMover with the American Moving & Storage Association.**



Preferred Moving & Storage is also nationally recognized as a top-quality agent and has earned numerous Quality Agent Awards for exemplary customer service, an outstanding record of damage-free moves, safety, and estimating accuracy.



Preferred Moving & Storage joined Wheaton's agent network in 1984 and shares a unified customer-first approach to providing relocation services. Wheaton has set the standard for excellence in moving since 1945. Our partner has captured industry attention by earning the Good Housekeeping Seal for quality service every year since 1964.



As the Official Mover for Steinway & Sons, Wheaton is the company Steinway has trusted since 1990 to transport its pianos on tours throughout the U.S. and Canada.



### **Preferred Moving & Storage Affiliations**

- American Moving & Storage Association
- National Institute of Certified Moving Consultants
- Michigan Movers Association
- Macomb County Chamber of Commerce
- Better Business Bureau

# Start packing

Preferred Moving & Storage will pad and shrink-wrap all upholstered furniture (sofas, armchairs, etc.) to protect your goods during handling and transport.

**Clothing** – Our crews will remove hanging clothes from closets and place them into wardrobe boxes for transport. Upon delivery, the crew will hang your clothes in your new closets and remove wardrobe boxes. Preferred Moving & Storage will deliver wardrobe boxes on moving day.

**Drawers** – If the furniture is in good condition, leave clothing in dresser drawers. Remove breakables and small, loose items from all drawers. Empty antique and pressboard furniture of all contents, as the additional weight may cause unnecessary stress on the furniture.

**Particle Board or Ready to Assemble Furniture** – Most manufacturers of this type of furniture suggest these items should not be moved once they are assembled. These are made to be assembled just once and are not made to withstand the rigors of transportation. If such items are included in your move, Preferred Moving & Storage cannot be responsible for damage resulting from the inherent weakness of this type of furniture.

**Beds** – Remove all bed linens and mattress pads. As part of our moving service, Preferred Moving & Storage will disassemble and reassemble your beds. If you own a platform or poster bed, please notify our office.

**File Cabinets** – Empty all drawers of all file cabinets prior to your move.

**Cleaning Supplies** – Box all your cleaning supplies together and take with you. For safety reasons, we cannot transport cleaning solvents and chemicals with your household goods.



**Furniture** – Many awkward or large pieces of furniture such as armoires, large wall units, platform beds, dining room tables, and cribs must be disassembled before moving. If you elect to disassemble any furniture, tape the hardware to the unfinished side of the furniture or keep it in a safe place. Our crew will come equipped to disassemble most conventional furniture. Please let us know if you have any special attention items.

**Lamps and Lampshades** – Remove shades, bulbs, and globes from lamps and pack them in boxes. Preferred Moving & Storage cannot ensure the safety of lamps or lampshades if they are not packed properly in boxes. Carefully disassemble and pack pole lamps as they are most susceptible to damage if not properly packed. Ask about our special pole lamp cartons.

**Artwork, Large Framed Pictures, Glass, and Mirrors** – All items of this nature must be properly packed prior to moving. If you are unable to box these items, please notify our office. Our crew will bring materials to pack or, if custom crating is required, a third-party service will be arranged. Additional charges may apply.

**Stereos, Personal Computers, Televisions, Electronics** – Pack these items in their original boxes if they are available. Preferred Moving & Storage cannot be held responsible for the mechanical condition of electronic equipment. Notify our office if you wish to have Preferred Moving & Storage pack these items. Please note that plasma televisions must be packed in their original packaging and box. If you no longer have the original packaging, ask us about purchasing a specialty carton designed to accommodate plasma televisions. Due to the extreme fragility of these televisions, no exceptions may be made to this policy.

**Valuables/Items of Personal Importance** – We recommend that you pack and transport items such as jewelry, currency, prescription medications, and important documents.

**Plants** – We strongly advise that you move plants in your personal vehicle. We cannot be responsible for the condition of your plants. We will move them as carefully as possible, but sudden changes in temperature and environment may damage a plant.

**Refrigerators and Freezers** – Refrigerators and freezers need to be defrosted. Remove ice trays and other loose items. If the refrigerator is equipped with a water dispenser or automatic ice maker, please make certain the water to the refrigerator is shut off.

**Washing Machines and Dryers** – Disconnect water and drain couplings. We can disconnect these for you, but we are prohibited from reconnecting these items. Gas dryers must be disconnected by a plumber. Front load washing machines require special servicing.

**Barbecue Grills** – Empty and clean grills. We cannot transport propane tanks.

**Flammable Items & Firearms** – If firearms are to be moved, a complete list of make, model, and serial numbers must be provided to our office before moving day. All gasoline-powered equipment, such as lawnmowers, must be drained. All surface grease and oil must be removed.



# Move your life

Preferred Moving & Storage offers complete packing and unpacking services. Our professional crews have years of experience and participate in ongoing training programs. Custom crating services are also coordinated as needed.

## **Packing Materials**

If you choose to do your own packing, Preferred Moving & Storage offers a complete line of packing materials at a reasonable cost.

In an ongoing effort to preserve our environment, we encourage our customers to recycle cartons for future use. These recycled cartons are available free of charge and reserved for customers on our schedule. Supply fluctuates based on customer demand.

While we do not require use of our boxes, we recommend that you follow these guidelines:

**Tape** – Tape the top and bottom of each carton with at least two strips. You may also tape the seams for additional strength. We recommend using professional packing tape measuring 1½" to 2" in width for stability. Please do not use masking tape.

**Materials** – Use plenty of paper. Professional packing paper is recommended. This is unmarked newsprint and comes in 25 lb. bundles. While newsprint will protect most properly packed items, bubble wrap offers even greater cushioning and protection for extra fragile items.

**Labeling** – We recommend using a thick permanent ink marker. Clearly label all cartons on the top and on two adjacent sides with your name, the room in which the box belongs, and a brief summary of contents. You should pack similar items together. Clearly label all boxes containing breakable items as FRAGILE.



**Packing** – When using non-Preferred Moving & Storage boxes, make certain they are strong and can withstand stacking. Cross out any old markings on the boxes.

*Please reference these guidelines for box usage:*

**Book Carton (1.5 cu. ft.)**

Books, magazines, records, CDs, canned goods, and small, heavy items

**Medium Carton (3.0 cu. ft.)**

Small appliances, utensils, linens, lamps, non-perishable food, and lampshades

**Large Carton (4.5 cu. ft.)**

Clothes, lampshades, linens, pots and pans, and non-fragile items

**Extra Large Carton (6.0 cu. ft.)**

Bulky articles, pillows, comforters, and plastic toys

**Dishpack**

Designed for fragile items such as china, crystal, and glassware

**Wardrobe**

Each wardrobe carton holds approximately 20" of hanging clothing and allows clothes to be hung on a metal bar inside the carton.

**Mattress Carton**

Protects mattresses and box springs from damage or soiling

**Mirror or Picture Carton**

Designed to adjust to different sized pictures, mirrors, and other fragile, flat items

# Deliver as promised

On your relocation day, the crew will ask you to give them a tour of your home or office. Point out any items that may require special attention. If your belongings are coming into storage or if your move is an interstate relocation, we will complete a detailed inventory of the items prior to loading the truck. Upon delivery, stand near the entranceway so you can direct the crew for proper placement of the furniture.

**Labor Charges** – Local moving charges are based on an hourly rate. The time begins when the movers arrive at your current location and continues until the last piece is placed in the new location. The travel time is added to cover the travel to the loading location and back to our facility once delivery is complete. Times are rounded to the nearest quarter hour.

**Payment** – Payment is expected upon completion of the move. For local moves, we accept cash, checks, MasterCard, and Visa. For long distance moves, we accept cash, certified checks, money orders, MasterCard, Visa, American Express, and Discover.

**Gratuities** – Gratuities are accepted as an expression of your satisfaction but are not an obligation.

**Facility** – Preferred Moving & Storage maintains a fully insured 15,000 sq. ft. storage facility equipped with a 24-hour security system. Our heated warehouse features a sprinkler system and a fire-resistant design to ensure the safety of your belongings. Our warehouse is a newly-built, government and military approved facility.

**Unit Size** – Our storage vaults provide approximately 245 cu. ft. of space. The units measure 7' x 7' x 8' and hold about one to 1½ rooms worth of furniture.



**Inventories** – Preferred Moving & Storage will complete an inventory for all incoming storage and interstate shipments. Customers should provide serial numbers for stereos, televisions, computers, and other electronic equipment. Completed inventories must be signed by the owner of the goods or a designated individual.



## **Week 4**

- Order packing supplies
- Clean out closets, attic, basement area, and garage
- Call to have unwanted items picked up or thrown out
- Organize yard sale
- Confirm move date if not already done
- Schedule delivery of moving boxes and materials

## **Week 3**

- Start packing items not used regularly
- Check with children's current schools if records are needed for new school
- Schedule new service with phone company the day before move; schedule disconnects day after move
- Schedule/disconnect cable service
- Notify gas company of move
- Notify electric company of move
- Notify water/sewer company of move

## **Week 2**

- Start packing books, excess kitchen items, toys, and closets
- Fill out change of address forms at local post office
- Notify banks and all financial accounts of change of address; order new checks
- Finalize times of closings with real estate office/attorney
- Secure parking permits if needed
- Secure elevators if necessary
- Pick a liability option and notify your Preferred Moving & Storage agent of your selection.

## **Week 1**

- Finish packing all household items, except for those used daily
- Reconfirm all notification calls made during Week 3
- Have children involved in packing their own rooms
- Reconfirm all details for closings
- Verify that mover has updated contact information

## **Moving Day Reminders**

- Finish packing last minute items
- Have payment ready
- Take a walk through the residence to make sure no items have been left behind

## THINGS TO CONSIDER...

### **Select a Liability Option from Preferred Moving & Storage**

The State of Michigan requires all licensed movers to provide damage liability at a rate of \$.50 per pound per article on local moves and \$.60 per pound per article on intrastate moves. Interstate moves are covered at a rate of \$.60 per pound per article. Talk to your Relocation Consultant about additional coverage options.

### **Reserve the Elevator**

If you live in a multi-tenant building, elevators should be reserved through building management. Alert our office of any restrictions.

### **Is There a Piano?**

Notify our office of the size and style of your piano so we may reserve the appropriate equipment.

### **In Case of Inclement Weather**

The safety of our crews is important. Please clear driveways and walkways of all snow and ice before the movers arrive.

### **Payment**

Please be prepared to pay the driver upon completion. We cannot invoice for services rendered. Your preparation to pay upon completion is appreciated.



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Wheaton is an interstate motor carrier. Preferred Moving & Storage is independently owned and operated and represents Wheaton for interstate (from one state to another) moves only. Local and intrastate (within a single state) moves are not provided as an agent of Wheaton. USDOT 70719 MC 87113

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