

PLANNING FOR YOUR MOVE

Thank you for considering Jay's Moving. Please utilize this information to help you plan your move. Please don't hesitate to contact us if any additional questions come to mind.

- Create a moving plan folder & expense sheets. Determine if expenses are tax deductible.
- Organize legal documents and secure them in a place so they are not lost during the move.
- Clean out closets, garages, attics & basements before the move to avoid taking unwanted items with you.
- Determine if temporary storage is needed.
- Insurance coverage: Your hourly rate includes the industry standard coverage of \$.60/lb per item. Additional coverage may be purchased through Relocation Insurance. Identify yourself as a Jay's Moving Client and they will walk you through applying additional coverage. Phone: 888.893.8835 or Online: www.movinginsurance.com (Coverage must be retained at least 72 hours prior to the move.)
- Arrange insurance coverage on your new home. Renting your old home? Arrange to cover accordingly.
- Get fuel charge waived (Value \$40): Contact Rita Stout at Conner Insurance to get a no obligation home/auto/rental policy quote. 317.808.7711. www.connerins.com.

TIMELINE: YOUR MOVE IS IN A FEW WEEKS

- Diagram the floor plan and determine where items will be placed. Knowing ahead of time will save labor.
- Do you need boxes? Jay's Moving does sell boxes. (a small supply is on every truck)
- Tape all box bottoms and tops. Open top boxes are difficult to handle, difficult to load and limit truck capacity.
- Fill all empty spaces with packing paper to strengthen your boxes.
- Do not pack books in boxes larger than "book box" size 18" X 18" X 12".
- Label all boxes indicating the room destination.
- Identify essential items that need to be loaded last and unloaded/unpacked first.
- Schedule disconnections of utilities for the day after your move.
- Schedule connections for the utilities in your new home.
- Being well organized and as ready as possible for move day will limit labor time.
- Keep Jay's Moving Informed: Closing dates may change. We are happy to work with you if you encounter this. The sooner you let us know of any date change, the better.

TIMELINE: YOUR MOVE IS IN ONE WEEK

- Advise Jay's if you start to get behind and may possibly need additional help with packing.
- If you wish to save labor, move items from the attic and/or basement to the ground level.
- Drain oil and gas from all equipment. (Mowers, leaf blowers, etc.)
- Prepare an overnight bag for each family member if necessary.
- Pack personal items including jewelry and other valuables. (Transport them yourself.)
- Dressers: You may leave soft lightweight clothing articles (ie. Socks, underwear & pajamas). Unload sweaters, denim, "junk drawers" and any non-clothing items. Jay's will wrap doors and drawers shut.
- Jay's will contact you via phone one or two days prior to the move to confirm the move detail and gather an additional notes that you'd like to pass on to the moving crew.

TIMELINE: YOUR MOVE IS TOMORROW

- Empty, clean, defrost and dry the refrigerator.
- Disconnect, pack and move computer equipment.
- Disconnect all appliances that are to be moved.
- Drain washing machine. Front loader? Locate your stabilization bolts.



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TIMELINE: YOUR MOVE IS TODAY

- Pack your "load last" box.
- Meet crew at origin location. Read and sign bill of lading and notices.
- Review moving plan with crew. Confirm addresses and mapping. If you have scheduled additional stops, discuss truck loading order.
- Occasionally operations will increase your crew size. The travel rate will be maintained at the estimated crew size rate.
- Crew will-pad stair railings and protect your entry door.
- Crew will-pad/wrap all furniture items.
- Crew will-stretch wrap the fabric pieces (minimal charge).
- Crew will-cover traffic pattern floors (Minimal charge for carpet shield/cardboard).
- All furnishings that were taken apart for moving will be put back together at the delivery location unless you instruct otherwise. (Note: Jay's does not reassemble cribs.)
- All furnishings/boxes will be placed in the proper areas as instructed by you.

YOUR MOVE IS COMPLETE

- Upon job completion, you will be asked if everything has been placed to your satisfaction and asked to check the truck to make certain everything has been removed.
- The crew leader will note the completion time and ask you to sign the paperwork.
- Have payment ready: Jay's Moving accepts CASH and/or CHECK upon completion of the move.
- Complete the comment sheet. Give payment to crew leader.
- A word on gratuity: Our crews are allowed to accept gratuity and any token is much appreciated.
- Fun story: A Colt's player once tipped a Jay's Moving crew with 100 pairs of new shoes.

KEEP IN MIND

STANDARD COVERAGE: Your hourly rate includes the industry standard coverage of \$.60/lb. Items EXEMPT from this coverage include, but are not limited, to the following: Items made of Pressed wood or particle board, Boxes packed by you (unless the box is dropped and visible damage is done to the outside of the box), Electronic Equipment (inside wiring may come loose in transit from one location to another), Clocks, including grand- mother/grandfather clocks must be properly prepared by a clock company prior to our arrival. Items that must be Packed/Unpacked by Jay's Moving to be insured include: Glass/marble tops, glass inserts or shelves, pictures/wall hangings, wall mirrors, neon signs, oil paintings, tapestries, ceramics, plaster sculptures or figurines, lamps/lampshades of any type including chandeliers or floor lamps.

ADDITIONAL COVERAGE: Additional Coverage may be purchased through Relocation Insurance. Identify yourself as a Jay's Moving Client. There are different levels from which to choose. After coverage is in place, Relocation Insurance will forward the policy description to Jay's Moving. (Coverage must be retained at least 72 hrs prior to the move.) Phone: 888.893.8835 or Online: www.movinginsurance.com.

DAMAGE: Jay's Moving crews are experienced and take every precaution to prevent damages. If damage does occur, it will be noted on your paperwork. The Jay's Moving office staff will then send you a damage form via e-mail. The claim investigation will begin when this form is completed by you and received at: P.O. Box 502863, Indianapolis, IN 46250.

IMPORTANT DOCUMENTS, PERSONAL ELECTRONIC DEVICES, JEWELRY, FIREARMS, FINE WINES, ALCOHOL, MONEY: You are responsible for moving these items. Additionally, for the protection of you and our workers, please place personal items such as purses and wallets in a secure location.

ADDITIONAL ITEMS WE CANNOT TRANSPORT: Live plants, perishable foods, wine, cleaning supplies, solvents, bleaches, paint, paint thinner, aerosol cans, flammables, ammunition, fire extinguishers, and propane tanks.

PACKING MATERIALS: Jay's carries a full line of packing materials which are available upon request for a minimal charge. Please notify our office or visit our office/warehouse at 5795 Park Plaza Court.

APPLIANCES: All appliances must be disconnected and emptied prior to Jay's arrival. Appliances include but are not limited to washer/dryers, stoves, refrigerators, ice-makers, dishwashers, water purification systems, softeners, trash compactors, etc. Jay's does not reconnect appliances.



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AUDIO VISUAL/OFFICE EQUIPMENT: TV's (all sizes), VCR's, DVD's, Stereo Equipment/Components, Surround Sound Systems, Computer Equipment, Fax/Copy Equipment. These items must be packed and unpacked by Jay's in order to be insured. If you no longer have the original boxes, Jay's will bring material for a minimal charge. **NOTE:** We do not allow our employees to disconnect or reconnect any household appliances or electronics. If you ask them to provide this service, you will be asked to sign a disclaimer/waiver releasing Jay's from ALL Responsibility. There is an extra charge for removing equipment from the wall. Please make sure remote controls are in a safe place.

CLOCKS: Grandmother/grandfather clocks must be properly prepared by a clock company prior to our arrival. Jay's does not service clocks of any type.

CLOSET CLOTHING: Wardrobe boxes may be purchased from Jay's. Each wardrobe holds 2 feet of clothing. Wardrobes will be brought on packing/moving day upon request. We do not recommend moving clothing in garment bags which tear easily.

DRESSERS, VANITY DRAWERS, Etc.: Dressers are generally moved with the drawers in them. They will be stretch wrapped so they don't fall open. You may leave socks and underwear in your dresser drawers. Removing the heavier items and emptying the "Junk Drawer" will limit weight shifting and limit potential for damage.

FLOOR COVERINGS: Please advise if you will require carpet shield or other type of floor protection for new carpeting, light color carpeting, hardwood floors, ceramic/marble flooring, vinyl or parquet flooring. Our neoprene runners are for use free of charge. There is a charge for carpet shield and/or cardboard.

FABRIC FURNISHINGS: Fabric furnishings will be stretch wrapped/padded. This keeps items clean and prevents items from being torn in transport. The stretch wrap charge is \$20 per 1500 ft. roll and pro-rated according to use.

HOUSEHOLD OFFICE: Desks, file cabinets (including fireproof), lateral file cabinets, safes, and office technology may need special equipment or tools for handling. **NOTE:** We CANNOT INSURE ANY TYPE OF FURNISHING MADE OUT OF "PRESSED WOOD" MATERIALS due to the fragile nature in which they are made. These furnishings are usually put together at home by the purchaser. They are not designed for moving. Our movers will take every precaution when handling these types of furnishing but Jay's Moving will not be responsible for any damages UNLESS mishandling occurs.

PLEASE INFORM JAY'S if you have any of the following items: musical instruments, piano, organ, juke box, arcade games, pool table, spa equipment, outdoor lawn ornaments, playground equipment, dog kennels/fencing, patio furnishings, gas grill, lawn mowers, motor cycles, or other type of recreational vehicles or sporting equipment. (Jay's typically does not move pool tables and hot tubs.)

WATERBEDS/DAYBEDS/BUNK BEDS/CRIBS: These items may require special tools. Jay's Moving does not reassemble cribs. Waterbeds must be drained prior to Jay's arrival.

ELECTRONIC, HOSPITAL and SOFA BEDS: may require special handling.

NEW CONSTRUCTION: When moving into a newly built home, the driveway must be down no less than 30 days in order for Jay's to pull a truck on it to unload. Please ask your builder for approval for our trucks to be pulled onto your driveway. We are not responsible for causing damage to a driveway. Please inform us if your driveway is less than 30 days old so we may come prepared with extra dollies and manpower if we need to carry from the street. Inform us if plywood is needed to cover unfinished walkways, etc.

WINTER MONTHS: Driveways and walkways need to be cleared of ice and snow. This should be done prior to Jay's arrival. If you are unable to clear the ice or snow please let us know so we come prepared with salt and shovels. There will be a charge for the salt product used.



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SERVING PROUDLY SINCE 1951

The three professionals who were involved with our moving handled it very efficiently, they were great!

L. Reik | July 2015

Wonderful crew. A tremendous help. Thank you!

J. York | July 2015

The 3 guys were very pleasant and did a wonderful job. Very impressed. 3rd time I have used your services.

B. Freathy | July 2015

The coordinator was exceptionally efficient and nice. The other three young men couldn't have been kinder and helpful. I congratulate Jay's for its employees. They were all I have been told by friends, customers. BRAVO!

B. Lovatelli | July 2015

The team did a great job. Their work ethic & personal skills were a delight. We will be sure to refer Jay's company & the team to others. Good work!!

T. Strack | July 2015

Hard workers with helpful, friendly attitude.

N. Zinn | July 2015

This crew was exemplary! Thank you! We will be requesting them by name in the future.

L. Catlin | July 2015

This crew was AMAZING, fast, efficient, careful and a pleasure to work with. If only all crews could be more like this one. I took down all of their names so we can request them in the future.

D. Likens | July 2015

I would HIGHLY recommend Jay's for a move. The team was very efficient and took great care of our belongings. It made our move very easy.

L. Henry | July 2015

Great job! Best group of moving men we have ever had!!!

T. MacBeth | July 2015

Great customer service, friendly & efficient. Very quick with the move.

N. Patterson | July 2015

Very friendly, worked hard all day. Followed directions well, respectful.

S. Gullans | July 2015

This was a very difficult moving job; however, every man was courteous and competent. I would hire your company again.

J. Campbell | July 2015

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