



Pre-Planned Moving Guide

Helpful Tips and
Information to Assist in
Your Upcoming Relocation!





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Note: Every effort has been made to ensure the information in this guide is complete and current as of the date of printing. Due to changes in laws governing the services performed and evolving deregulation of the household goods transportation business, some of the provisions explained in the guide could be modified, changed or eliminated, or might not be applicable to your move. Fry-Wagner will be pleased to discuss the applicability of any provision, as well as new programs and services designed to provide the best moving service possible.





A Message from Fry-Wagner...

At Fry-Wagner, customer satisfaction is our # 1 priority. And pre-planning the details is the first step toward your successful move.

*Our **Pre-Planned Moving Guide** is one of the best information sources available to help you prepare for your upcoming relocation, answer your questions and lessen any anxieties. We recommend that you read the entire booklet. As you review this helpful guide, you will notice references to other booklets that have been prepared by Fry-Wagner and our carrier, United Van Lines, to assist with specific aspects of your move. Any of these booklets may be obtained by simply contacting our offices and requesting a copy.*

At any time along the way, please do not hesitate to contact a member of Fry-Wagner's Award-Winning staff to help you with your moving needs. Our Company Vision is to "provide relocation solutions for people and business moving through life." We want your relocation to go as stress-free as possible, and we pledge to work on your behalf to make this a fun and relaxing experience!



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Six to Eight Weeks Before Moving Day

Working with the Mover

- Call Fry-Wagner Moving & Storage! Specify the exact date you want to move and when it will be convenient for Fry-Wagner to visually survey household goods and prepare an estimate.
- Before Fry-Wagner arrives, tour your house from attic to basement. Include the garage, patio, and storage shed. Decide what to move and what to discard. Remember that the cost of moving an item might be greater than the cost of replacing it.
- Decide whether you want to do any of the packing - or whether you will have some or all of it done by our experienced and professional staff. Fry-Wagner will be pleased to discuss packing services with you. However, if you prefer to do it yourself, ask for our free “Doing Your Own Packing” booklet. In addition, you might want to purchase packing materials from Fry-Wagner.
- Show Fry-Wagner **everything** that is to be moved. Specify articles that are to be packed so our move estimate will include these charges and be as accurate as possible. **Any items you fail to disclose or that are added later to the shipment will increase the cost, even if you have been given a binding estimate.**
- Make certain you fully understand the extent of Fry-Wagner’s liability (see section titled “Loss and Damage Liability”) in case any of your goods are lost or damaged. The extent of the carrier’s liability is governed by the declared valuation statement on the Bill of Lading.
- Sign the Estimate/Order for Service after you are sure you have a clear understanding of each section. If you have questions about any section, ask your Fry-Wagner Representative to explain.
- Keep the telephone number and contact person at Fry-Wagner in an accessible location.



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Four to Six Weeks Before Moving Day

Prepare a list of friends, relatives, business firms and others who should be notified of your move. The following checklists will be helpful:



UTILITIES

- Electric
- Gas
- Water
- Telephone
- Fuel
- Sewer District
- Trash
- Cable/Satellite Television
- Wireless Telephone
- Internet Service

PROFESSIONAL SERVICES

- Doctor
- Dentist
- Certified Public Accountant
- Lawyer
- Broker

INSURANCE AGENCIES

- Life
- Fire
- Auto
- Home
- Health
- Accident
- Hospital

PUBLICATIONS

- Newspaper
- Magazines
- Newsletters
- Professional
- Fraternal

ESTABLISHED BUSINESS ACCOUNTS

- Dry Cleaner
- Bakery
- Drug Store
- Diaper Service
- Department Stores
- Water Softener Service
- Lawn Service
- Dairy
- Service Stations
- Laundry
- Banks
- Finance Companies
- Credit Card Companies
- Automobile Agency
- Real Estate Agency

GOVERNMENT & PUBLIC OFFICES

- Veterans Administration
- Library
- City Hall - Refuse Service
- City and/or County Tax Assessor
- State Motor Vehicle Bureau
- Social Security Administration
- State/Federal Income Tax Bureaus
- Draft Board

OTHER

- Relatives and Friends
- Business Associates
- Record and Compact Disc Clubs
- Book and Video Clubs
- Other Organizations and Clubs
- Schools and Colleges
- Church

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Two to Three Weeks Before Moving Day

Working with the Mover

- Notify Fry-Wagner if you add or subtract items from your planned household goods shipment or if there are any changes in dates of your move. Also be sure to supply the destination location, contact address and phone numbers where you can be reached while in transit.
- Confirm with Fry-Wagner any extra stops required to pick up or deliver goods to a location other than the main pickup or delivery points and addresses.
- If your car is being transported by Fry-Wagner, it can be loaded at your residence and delivered directly to your new home. It is important that you do not place household goods items in your vehicle. Such items must move in the household goods van.
- When shipping an automobile, a boat or a trailer, it is imperative to properly service the vehicle or craft prior to loading.



Preparing Household Items

- To guard your household goods against damage :
 - dispose of flammables such as fireworks, cleaning fluids, matches, acids, chemistry sets, aerosol cans, ammunition, and poisons such as weed killer.
 - drain fuel from your power mower and other machinery.
 - discard partly used cans of oil, paint, thinner, bleach or any other substances of that nature because they are not allowed in the van.
 - discard all propane tanks (full or empty) because they are not allowed on the van.
- Set up an appointment with a service technician to prepare your appliances for shipment—or have Fry-Wagner send someone out - at least the day before moving. Prep services may be needed for your washer, dryer, ice maker, grandfather clock, satellite dish, waterbed, computer, etc. Third-party servicing likely will be needed before moving such items as hot tubs and exercise equipment. Additional expense will apply.
- Set a date to have utilities disconnected. Plan to keep your utilities on through loading day.

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Two to Three Weeks Before Moving Day

Pets and Plants

- Decide what to do with house plants. Fry-Wagner cannot accept responsibility for safely moving your plants, because they might suffer from a lack of water and light as well as probable temperature changes while in the van. Some states in the country will not allow you to bring plants into the state. Contact your Fry-Wagner Representative if you need further information about moving house plants.
- Arrange for transportation of pets. Take them in the car or send via air. Consider boarding pets either at destination or at a kennel near your current home until you are settled in the new city. Ask Fry-Wagner for a free copy of our “Moving with Pets” booklet.



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Three Days Before Moving Day

Working with the Mover

- When household goods are professionally packed, the packing is usually done the day before the actual move. Plan to be at home during the packing process to answer any questions. Fry-Wagner requires that you or a representative for you (18+ years of age) is present at all times during the move. You can take advantage of this time by reading, writing letters or catching up on paperwork.



Last-Minute Packing

- Check contents of drawers. Remove all spillables or breakables. Soft goods such as blankets, pillows, blouses, shirts and lingerie may be left in drawers. Do not overload drawers by adding sheets and tablecloths because this can damage the furniture during transit.
- Pin clothing to hangers if it will be moved in wardrobe cartons so vibrations or bumps will not cause items to slip off. If your shipment is going into storage for an extended period of time, consider replacing metal hangers with paper-covered or plastic hangers to avoid possible rust damage to your clothing. Please note that your mover is not responsible for pressing your clothes after delivery.
- Remove any items left in the attic or other storage areas.
- Empty the refrigerator and freezer so they can dry at least 24 hours before the movers arrive. Failure to have your appliances completely dry can lead to mildew, mold and unpleasant odors. A more detailed explanation can be found in Fry-Wagner's "Moving Appliances & Other Home Furnishings" booklet. Ask Fry-Wagner for a free copy.

Day Before Moving Day

Working with the Packers

- Point out to the packers any extra-fragile items needing special attention. Mark appropriately any items you do **not** want packed or moved, as well as cartons you will want first when the van arrives at destination (post-it notes work well).
- Do not place any personal belongings in your vehicle if it will be shipped on the van or by a car carrier.
- If you are doing your own packing, make sure everything is ready to go before moving day. Upon arrival, the van operator will check to see if boxes have been properly packed.
- Have dishes washed and dried. Leave them in the cabinets. It's easier for the packers to remove and pack them from normal storage areas.
- Collect things you definitely want packed together, such as children's toys, and place in separate groups.
- Leave mirrors and pictures on the walls. However, any items that have been permanently attached to the premises, such as can openers, drapery rods, mirrors, towel bars or wall-to-wall carpeting, must be detached by **you** in advance if they are to be moved.
- Leave beds assembled; sheets, blankets and bedspreads should be removed. If a waterbed is being moved, you or a third party should drain and disassemble it according to the manufacturer's instructions for safe and proper handling. If a Sleep Number or Select Number bed is being moved, this also should be disassembled according to the manufacture's instructions by yourself or a third party technician.
- If you are doing your own packing, it must be completed the day prior to loading.



Moving Day

Working with the Mover

- Be on hand when the movers arrive. It's important that an adult (18+ years) be authorized to take your place if you are unable to be present while the movers are there. **Let Fry-Wagner know to whom you have given this authority.** Be sure this designee knows exactly what to do, and which valuation program and amount you have selected. Remember—the person may be asked to sign documents obligating you to financial charges.
- Accompany the Van Operator through the house as he or she inspects and tags each piece of furniture with an identifying number. These numbers, along with a good description of your goods and their condition at the time of loading, will appear on the inventory.
- It is your responsibility to see that all of your goods are loaded, so remain on the premises until loading is completed. After making a final tour of the house to be sure no items have been overlooked, check and sign the inventory. Also note any damage to property i.e. walls, floors, carpet, etc. Get your copy from the Van Operator and keep it in a safe place.
- Approve and sign the combination **Bill of Lading and Freight Bill**. It states the terms and conditions under which your goods are moved and is also your receipt for the shipment. **Be sure you have completed and signed the declared valuation statement in the space provided on the Bill of Lading.**
- **Complete** and **sign** the High-Value Inventory form, regardless of whether items of extraordinary value are included in the shipment. You also need to **sign** and **date** the “Extraordinary (Unusual) Value Article Declaration” box on the Bill of Lading.
- Make sure the Van Operator has the exact destination address. **Be specific about where and how you can be reached, including telephone numbers, pending the arrival of your household goods.**
- Advise the Van Operator of any elevators or parking restrictions at destination.



At Destination

- Make certain your new residence is ready for occupancy before the van arrives.
- **Be on hand to accept delivery.** If you cannot be there personally, be sure you authorize an adult (18+ years old) to be your representative to accept delivery and pay the charges for you. Be sure this person knows exactly what to do. Your representative will be asked to note any changes in the condition of property from that noted on the inventory at the time of loading, and to note any missing items at the time of delivery. If any articles of extraordinary value are included in the shipment, your representative will be required to acknowledge receipt of these items. **Inform Fry-Wagner of the name of the person you have authorized to act as your representative.** The Van Operator will contact you or the destination agent 24 hours prior to the expected arrival time.
- On the day of delivery, the Van Operator will attempt to contact you by phone and/or will make an appearance at the residence if he or she is unable to reach you. If you are unable to be contacted by phone, leave a note on your residence door indicating where you can be reached. If neither you nor your representative appears to receive the shipment within this free waiting time, your household goods will be placed in storage. You will be responsible for all additional charges related to the storage and redelivery of your goods.
- Check your household goods as they are unloaded. If there is a change in the condition of property from that noted on the inventory at the time of loading or if any items appear to be missing, note any damage and/or missing items on the Van Operator's copy of the inventory sheet. **By signing the inventory sheet, you are acknowledging receipt of all items listed.**
- Personally report any loss or damage to your Fry-Wagner Move Coordinator immediately.
- Perform a final walkthrough with the Van Operator to ensure items are placed in correct rooms, verifying anything the Van Operator/crew disassembled has been reassembled. Also check for property damage.



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At Destination

In the event of damage:

You must file the claim yourself; the Van Operator cannot do it for you. Claims must be received by Fry-Wagner within nine months from the date of delivery, using forms we can provide you upon request. For faster service, always refer to the order number of your shipment.



- When unloading, each piece of furniture will be placed as you direct, including the laying of rugs and setting up of box springs, mattresses and bed frames. However, appliances and/or fixtures will **NOT** be installed. At your request and at an additional charge, Fry-Wagner will arrange for this service and for the refilling of waterbed mattresses.
- **Note:** To prevent possible damage, television sets, other electric equipment and major appliances should not be used for 24 hours after delivery, allowing them time to adjust to room temperature.
- If you have paid for unpacking, you are entitled to this service and the removal of cartons. If you decide to unpack at your convenience and need the empty cartons removed, please contact Fry-Wagner and we can schedule this for an additional fee - with your local agent.

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Getting Settled

Final Details

- If you receive a letter from Fry-Wagner or one of our participating agents after the move, don't discard it without opening. It might contain information concerning your move.
- Keep all documents pertaining to your move in a safe place. You will need them for verification of moving expenses when you file your federal income tax return.
- If you need information about your move - the types of services performed, charges for these services or interpretations of Fry-Wagner's policies and procedures - please contact your Fry-Wagner Customer Service Coordinator. We will thoroughly research your question and furnish a comprehensive answer as quickly as possible.
- You will be receiving a Performance Survey after your relocation is complete. We want your feedback! If you cannot give us a "perfect" score of 5.0, please call Fry-Wagner's Service Quality Department at 1-800-899-4035 to discuss where we fell below your expectations.





Fry-Wagner Phone Directory

3700 Rider Trail South
St. Louis, MO 63045
314.291.4100
800.899.4035

15850 Santa Fe Trail Dr.
Kansas City, KS 66219
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800.394.0049

4639 Interstate Dr.
Columbia, MO 65202
573.499.0000
800.392.0537

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