

Pre-Planned Moving Guide

From America's #1 Mover®



Full-Service

United

United

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There's moving. And there's moving United.®

United Van Lines is America's #1 Mover.® It's a position we take great pride in, because we serve our customers like no other van line in the industry. For more than 80 years, United has been providing expert service to families across the country, and we know planning is key to a successful, stress-free move.

Our "Pre-Planned Moving Guide" is one of the best information sources available to help you prepare for your move, answer your questions and lessen anxiety. Use the step-by-step guide in the Planning Your Move section to help you through the weeks and days leading up to your move. This section is full of checklists and other items to guide you through your move. For information about estimates, items not to pack, and more, please review the resource section in the back of this booklet. If you have questions about any of these topics, your United representative will be happy to provide the answers.

There's moving. And there's moving United.



Six to Eight Weeks Before Moving Day

Decide what to move and what to leave behind.

Review your moving documentation, and ask questions if there is anything you don't understand.

Invite your children to help plan.

Collect personal and family medical records, and cancel local memberships.

Begin collecting packing materials.

Make Key Decisions About Your Move

Tour your home from attic to basement. Decide what to move, and what to sell, give away or discard.

Decide whether you want to do any of the packing. Your United representative will be happy to discuss available packing services. We have a number of flexible options to fit every need and budget. If you do decide to do some of your own packing, visit [unitedvanlines.com](https://www.unitedvanlines.com) to learn how to pack and see what supplies you need.

Make certain you understand the extent of the carrier's liability. Refer to the booklet *Your Rights & Responsibilities When You Move* for further information. If you need a copy, ask your United representative.

Sign the Bill of Lading after you are sure you have a clear understanding of each section. If you have questions, ask your United representative to explain.

Keep the contact information for your United representative on hand. Don't hesitate to contact them with questions at any time during your move.

Prepare Your Family

Explain the reason for the move to your children. Talk about the positives of moving to a new city — new things to see and do, new places to visit and new friends to make. Involving children in the moving process makes it easier for them. Consider letting them help or pack some of their own things.

Plan for Packing

Start collecting suitable boxes and packing materials if you plan to do some or all of the packing yourself. Also, set goals and deadlines to ensure all packing is completed by moving day. You might want to pack one room per week.

Separate and mark any goods that will be going into storage.



Collect Personal Records

Gather information on prescriptions and dates of last examinations. Be sure to check current phone numbers and addresses of your physician, dentist and hospital. This will help you when getting health records transferred to your new providers.

See if your physician offers a records request form. Ask your dentist and doctor to recommend colleagues in the new city.

Transfer, sell or resign memberships in gyms, clubs or associations.

Report your move to any lending agency with which you do business. A lender's permission may be required to move personal property in which the lender has an interest.

Do not discard items such as hunting and fishing licenses until you are sure they'll have no value in your new city.

Give your new address to your former employer so a copy of your W-2 form can be forwarded.

Ask your children's school to transfer their records and credentials — or secure transcripts of the records from the school.

Four To Six Weeks Before Moving Day

Donate or sell the things you don't plan to move.

Plan meals to use food you have in your freezer and pantry.

Send change of address notifications.

Dispose of Unwanted Items

Consider selling unwanted items via a garage sale, online sale or consignment shop; or if you prefer, donate them to charity.

Use up or donate supplies of canned goods, frozen foods and other household items. Buy only what will be used before moving. Perishable foods cannot be moved.

Send Notifications

Change your address with the postal service. You can forward your mail online at moversguide.usps.com or by visiting your local post office.

Prepare a list of friends, relatives, business firms and others who should be notified of your move.

Utilities

- Electric
- Gas/Fuel
- Water
- Cell Phone
- Telephone
- Internet
- Sewer District
- Trash
- Cable/Satellite Television

Professional Services

- Doctor
- Dentist
- Accountant
- Lawyer
- Broker

Insurance Agencies

- Home
- Auto
- Life
- Health

Publications

- Newspapers
- Magazines
- Professional

Established Business Accounts

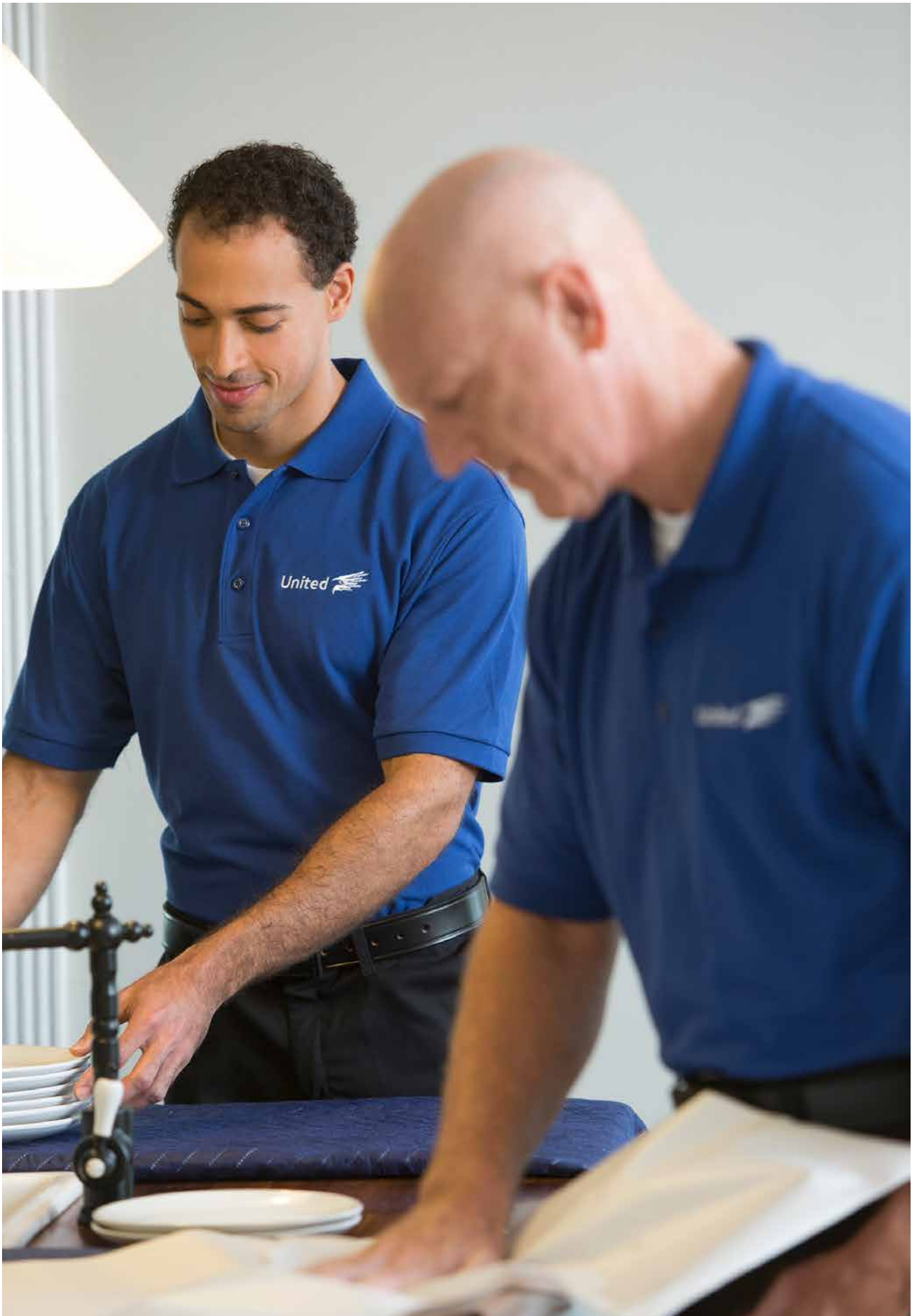
- Banks
- Credit Card Companies
- Finance Companies
- Online Stores/E-retailers
- Online Payment Services, such as Paypal
- Dry Cleaner
- Pharmacy
- Lawn Service
- Diaper Subscription or Service
- Real Estate Agency

Government & Public Offices

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

Other

- Business Associates
- Organizations and Clubs
- Schools and Colleges
- Landlord (if you are a tenant)
- Tenants (if you are a landlord)
- Place of Worship



Two to Three Weeks Before Moving Day

Notify your United representative if you change any of your moving plans.

Have a farewell party, and take some time to visit places that hold special memories.

Make travel plans for your family.

Take your pets to the veterinarian, and make their travel arrangements.

Discard items that will be dangerous to move like flammables or fireworks.

Pick up any items you may have at the cleaners or repair shop, and return library books.

Working With the Mover

Notify your United representative if you are adding or subtracting items you plan to have moved or if there are any changes in the dates of the move. Also be sure to supply the contact information where you can be reached while traveling to your new home.

Let your representative know if there are any extra stops required to pick up or deliver goods to a location other than the main pickup or delivery points.

If you are using United to move your car, it can be loaded at your residence and delivered to your new home. In some cases, car shipments are consolidated and may need to be dropped off and picked up at predetermined locations. It is important that you do not place household goods items in your vehicle. Such items must be transported separately from your car.

United's tariff includes limits and information important to you. Review this information before your move and be sure to ask your United representative if you have any questions.

Prepare the Family

Take the family for a farewell visit to some of the places that hold happy memories.

Have a going-away party for the children and their friends. This gives the children a chance to say goodbye and make plans to keep in touch.

Have some fun for yourself such as an open house or an informal dinner or barbecue. Keep it simple, without elaborate preparations. It's the guests who are important.

Make family travel plans. Book hotel or motel rooms as needed.

If you're driving your car to your new home, prepare it for the trip. Check the tires, brakes and windshield wipers. If needed, have the car serviced.

Prepare Household Items

You must dispose of flammables such as fireworks, cleaning fluids, matches, acids, chemistry sets, aerosol cans, ammunition and poisons such as weed killer. Read the complete list of items you can't bring with you, called non-allowables, and check local ordinances regarding chemical disposal.

Drain fuel from your lawn mower and other machinery, and discard partly used cans of oil, paint, thinner, bleach or any other substances that might leak.

Propane tanks are not allowed. Return the tank where you purchased it or find another seller in your area.

Have rugs and draperies cleaned. Leave both wrapped when they are returned from the cleaners.

Obtain a written appraisal of antique items to verify their value. Avoid waxing or oiling wooden antiques (and fine wood furniture) before moving, because some products might soften the wood, making it vulnerable to imprinting from furniture pads.

Do not clean your upholstered furniture before moving. Moisture could cause mold if furniture must be placed in storage.

Set up an appointment with a service technician to prepare your appliances for shipment — or have your United representative send someone out who is authorized to perform this service. Some items which may need service include washers, dryers, grandfather clocks, large televisions and some exercise equipment.

Pets And Plants

Take pets to the veterinarian. Most states require health certificates and rabies inoculations. Ensure that identification and rabies tags are securely attached to the pet's collar, and the pet's chip has been updated with your new information.

Make travel plans for your pets. Take them in the car or send via air.

Decide what to do with house plants. United 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 being moved. You should transport your house plants in the family car. Be sure to check your new home's state and local regulations, as it may not be allowed to take them with you. You might also consider giving them to friends or relatives, donating them to a hospital or other organization or include them in a garage sale.

Other Important Details

Collect all items that are being cleaned, stored or repaired (clothing, shoes, watches, etc.).

Empty your locker at the gym or club.

Return library books and anything borrowed from friends or neighbors, and collect things you loaned to others.

Three Days Before Moving Day

Plan to take irreplaceable items with you, rather than shipping them.

Pack suitcases and snacks for your trip.

Empty your refrigerator and freezer. Make sure they are completely defrosted and dry before moving day.

Do your last loads of laundry before your appliances are serviced and disconnected.

Prepare a “First Night” box with first aid supplies, paper towels, trash bags and basic tools you might need immediately at your new home.

Working With the Mover

United can move items of extraordinary value if specifically notified prior to the move, please discuss these items with your representative. United will not move cash or credit cards. In addition, check to see if your homeowner’s insurance will cover these items after you leave your current address. You might need special insurance coverage. Remember, any items of extraordinary value must be noted on the High-Value Inventory Form so they are not limited to less liability than you need. Be sure to submit the form before loading day.

Prepare the Family

Pack suitcases for the trip to the new home. Include extra clothing for emergencies.

Consider packing food to eat while traveling. Take along some snacks and drinks for in the car. Include towelettes for a quick cleanup.

Arrange for a babysitter for moving day, or have older children look after the younger ones.

Finish Last-Minute Packing

Check contents of drawers. Remove anything that could spill or break. You may leave soft goods such as blankets, pillows, blouses, shirts and lingerie in the drawers. Do not overload drawers by adding sheets and tablecloths, because this can damage the furniture during transit.

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. Be careful not to overlook the defrost water pan. Failure to have the appliances completely dry can lead to mildew, mold and unpleasant odors.

Empty the water from your steam iron and other appliances.

Do your laundry before the appliance technician comes to prepare your washer and dryer for moving.

First Night Box

Pack a First Night Box containing things that you might need immediately upon arrival at your new home. Some items you might consider bringing include:

Cleaning

- Sponge
- Paper towels
- Dish towels
- Dishcloth
- Scouring pads
- Detergent

Kitchen

- Paper plates, cups, napkins
- Plastic cutlery
- Small saucepan
- Serving spoons
- Aluminum foil

Snacks

- Jerky, granola and energy bars
- Trail mix or nuts
- Single-serve snacks
- Bottled water
- Food and bowls for pets

Bath

- Towels and face cloths
- Toilet paper
- Facial tissue
- Soap and shampoo
- Hand lotion
- Deodorant
- Toothbrushes and toothpaste
- Hand sanitizer

Miscellaneous

- Light bulbs
- Hammer
- Screwdriver
- Pliers
- Assorted nails and screws
- Trash bags and ties
- Phone charger and cables
- First aid supplies

Children

- Coloring books and crayons
- A favorite toy
- Reading materials
- Puzzles

Ask to have the First Night Box loaded last and unloaded first. Or take it in the car if there is room—you might be able to use the contents before your belongings arrive at your new home.

Day Before Moving Day

Mark items that you do not want packed or moved.

Have dishes washed and dried. Leave them in the cabinets for the packers.

Remove sheets, blankets and bedspreads from the beds, but leave the beds assembled.

Detach and disassemble anything connected to the walls that you wish to move such as drapery rods or towel bars.

Check closets, cabinets and storage spaces to make sure nothing is overlooked.

Working With the Movers

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 questions. If you cannot be at home, designate a responsible adult representative to act on your behalf.

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 your belongings arrive at destination.

Place anything that you are planning to take with you in a closet or single location with a sign stating, "DO NOT PACK & DO NOT LOAD."

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 or installed, such as can openers, drapery rods or towel bars, must be detached by you in advance.

Leave beds assembled. Remove sheets, blankets and bedspreads.

If you are doing your own packing, make sure everything is ready to go before moving day. Upon arrival, the movers will check to see if boxes have been properly packed.

Last-Minute Details

Check closets, cabinets and storage spaces for any overlooked items.

Be on hand when the service representative arrives to prepare your appliances for shipment.

Decide whether to let friends help. Moving day is a busy one, and too many people trying to assist might cause confusion.



Moving Day

Make sure an adult is available to answer questions and sign documentation when the movers arrive.

Approve and sign the inventory, which should list your items and their condition.

Verify your move coordinator has a phone number where you can be reached during your trip.

Tour your home before the movers leave to make sure they haven't forgotten anything.

Working With the Mover

Be on hand when the movers arrive. If you're not able to be there, it is important you designate an adult who is authorized to take your place. Let your United representative know to whom you have given this authority. Be sure this person knows exactly what to do. Remember — the person may be asked to sign documents obligating you to charges.

Accompany the mover through the house as furniture is inspected and inventoried. Be sure to note any existing damage.

Remain at the house 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. Be sure you have either an electronic or hard copy of the inventory.

Approve and sign the Bill of Lading. 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, which lists your shipment protection option, in the space provided on the Bill of Lading.

Complete and sign the High-Value Inventory. You also need to sign and date the "Extraordinary (Unusual) Value Article Declaration" box on the Bill of Lading.

Make sure United has the exact address of your new home. Be specific about where and how you can be reached during transit, including telephone numbers.



A Final Check

Take a last look around:

- Have you left anything?
- All utilities arranged for disconnection?
- Water shut off?
- Furnace shut off?
- Light switches turned off?
- Windows shut and locked?
- Old house keys surrendered?

Last-Minute Details

Please have your cell phone charged and within reach or leave a telephone connected in your home throughout moving day.

You may wish to leave a note listing your new address in a conspicuous place in the house so new occupants will be able to forward any of your mail inadvertently delivered to them.

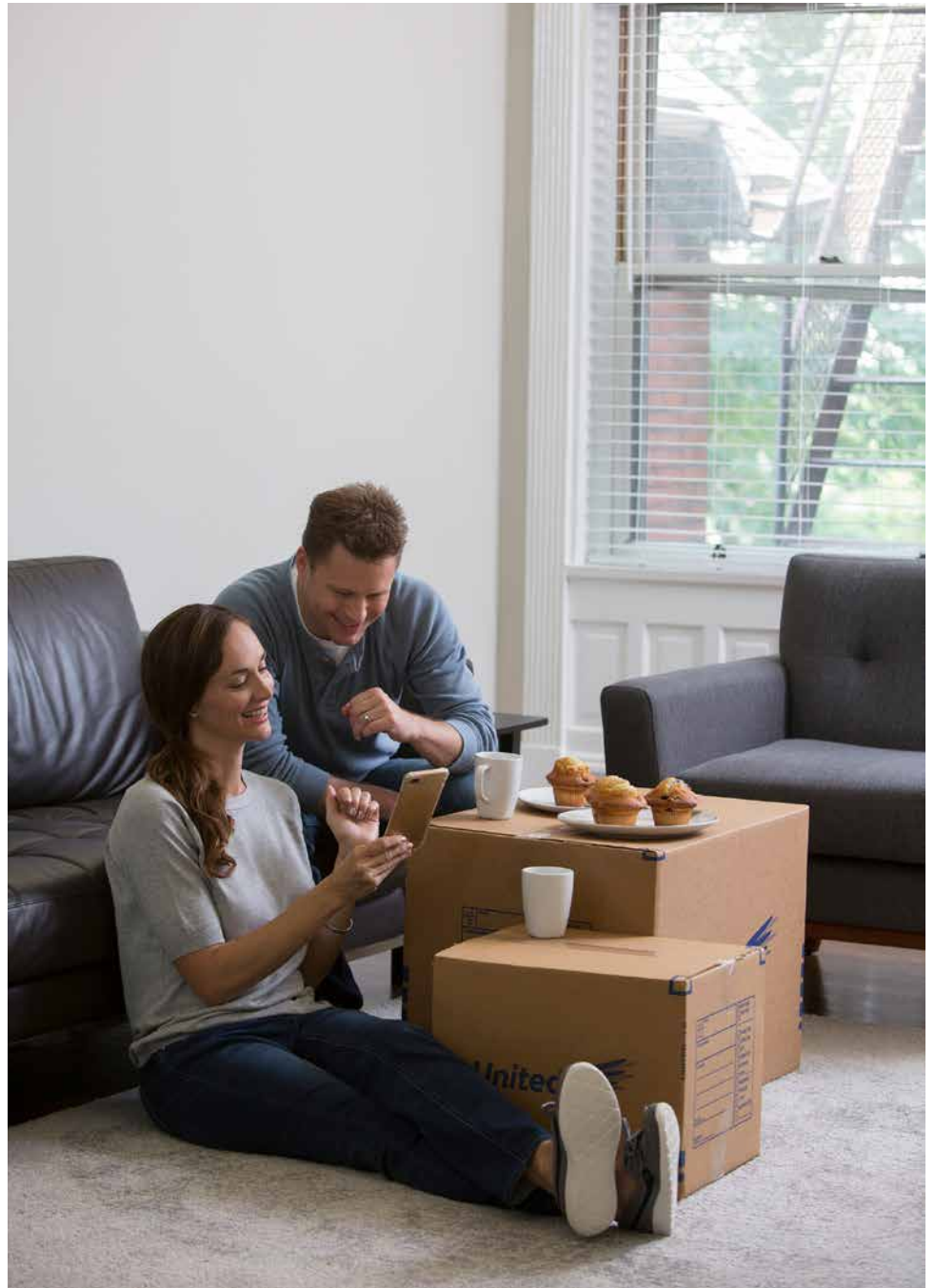
Move-In Day

Make sure the utilities are on and the house is ready before your belongings arrive.

Check your things as they are unloaded.

Place a floor plan of the home at the entrance, so the movers can make sure your things go to the correct rooms.

Take some time to relax and enjoy your new town.



Working With the Mover

Make certain the house is ready for you to move in before the movers arrive.

Be on hand to accept delivery. If you cannot be there personally, be sure you authorize an adult to be your representative to accept delivery 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 what was 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 your move coordinator of the name of the person you have authorized to act as your representative.

The movers will contact you approximately 24 hours prior to the expected arrival time. This allows time to locate you and arrange for unloading. If you are unable to receive the shipment at the agreed upon time, your items will be placed in storage.

Unless you've arranged in advance to pay by credit card, payment is required upon delivery in cash, money order or cashier's check. Personal checks are not accepted. If you choose to use a credit card, you must submit payment in advance through the MyUnited move portal, because authorization is required prior to loading.

Check your household goods as they are unloaded. If there is a change in the condition of property from what was noted on the inventory at the time of loading or if any items are missing, note any damage and/or missing items on the mover's inventory. By signing the inventory, you are acknowledging receipt of all items listed in the condition noted. In the event of a claim, your failure to document missing or damaged items on the inventory may result in denial of your claim.

Personally report any loss or damage to your United representative. You must file the claim yourself; the mover cannot do it for you. United Van Lines or your United representative must receive your claim within nine months from the date of delivery of your shipment. Visit unitedvanlines.com/claims to begin that process.

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. You might want to place a floor plan of your new home by the entrance the movers will use. Show on it where each piece of furniture should go. However, appliances and/or fixtures will NOT be installed. At your request and for an additional charge, our representative will arrange for this service.

If you have paid for unpacking, you are entitled to unpacking service and removal of cartons.

The Family

Allow the children to help. Let them feel needed. Assign them light but important duties, such as arranging their own toys and possessions.

Make the beds early so you can get a good night's rest before tackling things that must be done tomorrow.

Take a few minutes to relax. Consider having the family evening meal at a restaurant or order in on move-in day.

Important Details

If you have not yet done so, get in touch with the utility companies and make necessary arrangements for service.

Getting Settled

Check with the post office to make sure your mail is being delivered.

Select a new family physician and dentist and have your records transferred.

Register to vote.

Get in touch with local organizations that specialize in helping new residents feel at home.

Final Details

If you receive a letter from United Van Lines or your United representative 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 can also access them through your MyUnited move planner online.

Settling In

Check with the post office for any mail being held, and ask for delivery to start.

Check state requirements for auto registration and driver's license.

Once you've selected a family physician and dentist, you'll need to have records transferred.

You might want to select an attorney to discuss laws pertaining to your destination state, county and/or city. Be sure to cover such matters as wills, transfers of property and investments, insurance regulations, inheritance laws, taxes, etc. Most laws affect a family as soon as residence in the new state and city is established.

A New Family Life

Get acquainted! Meeting new people can be a wonderful adventure. Get in touch with local organizations that specialize in helping new residents get to know the community. They will be glad to have you call or visit them.

As soon as possible, register to vote.

Locate the selected schools. Take the children, introduce yourself and register them.

Ask questions! Your neighbors will bring you up-to-date on local organizations, annual neighborhood events and other local customs.

Call or visit the public library, historical society and the tourism/visitors bureau. They'll have many suggestions of things to do and places to visit.

Things You Should Know About Moving

Estimated Cost of Service

To determine the approximate cost of your move a visual survey of your household will be conducted of everything to be moved, whether located in your home, off-premises or other items to be added later. You will receive a written “estimate.”

We strive to give you moving prices in terms you can understand. Estimates represent the fixed cost for all transportation and other services requested when the computation and estimate were performed (excluding the actual charges for storage-in-transit or third-party services, for which the final costs will be based on actual storage-in-transit service provided or actual charge assessed by the third-party (also known as an “advanced charge”) rather than an estimated amount.) The estimate is based, in part, on a listing of individual items to be shipped — as well as additional services such as packing and unpacking. You should ensure all such items you need are included in your estimate. Estimates are valid for the time period specified in writing

Between the time of the estimate and the time of your move, if you include more items to be moved or require additional services such as packing, your estimate will need to be revised. Extra services added after we commence loading your items onto our moving equipment, such as extra labor or storage-in-transit, also will result in additional charges. All such supplementary charges will be discussed as soon as practical. However, except for storage services you request and agree to and/or charges related to changing the delivery address while your shipment is en route, United will not collect more than 100% of the estimated cost prior to delivery. Any additional amounts owed for extra services will be invoiced/collected 30 days after delivery.



The Best Time to Move

If you are able to move any time of the year, don't wait until summer when the children are out of school. The summer months are the "peak" moving season. In addition, the first and last few days of the month are extra busy.

How Long it Takes

Many factors can affect the time required for your move, such as the time it takes to load and unload and weather conditions. United's transit spreads typically allow extra time for any foreseeable delays, but an occasional unexpected event can upset even the best-planned schedule.

Because the amount of time connected with planning a move is sometimes underestimated by the customer, we ask that you be open to alternate dates for loading and unloading your shipment. This will allow you greater flexibility in making plans.

Payment

Unless you have made arrangements to pay by credit card in advance, payment is required before delivery in cash, money order or cashier's check. Personal checks are not accepted.

If you elect to pay with a credit card, you must submit the payment with United in advance through the MyUnited move portal, because authorization is required prior to loading.

Items Not to Pack

Before your things are packed and loaded, please take some time to look over the items that we cannot put on a truck or in a container. Hazardous and perishable materials are not allowed, and we recommend that you keep sentimental or personally important items with you.

Ask for a copy of our Non-Allowables brochure for further information.

Prohibited Items

Hazardous Materials

- Aerosol Cans
- Ammonia
- Ammunition
- Batteries, Alkaline and Automobile
- Charcoal/Lighter Fluid
- Charged Scuba Tanks
- Chemistry Sets
- Cleaning Solvents
- Compressed Gas Cylinders
- Darkroom Chemicals
- Fertilizer
- Fire Extinguishers
- Fireworks
- Fuels/Oils
- Household Batteries
- Illegal Items or Substances
- Kerosene
- Liquid Bleach
- Lawn and Garden Chemicals
- Loaded Guns
- Matches
- Nail Polish and Remover
- Paints/Varnishes/Thinners
- Pesticides
- Poisons
- Pool Chemicals
- Propane Tanks
- Solvents
- Sterno Fuel
- Wax Candles
- Weed Killer

Perishables

- Food without Adequate Preservation
- Frozen Food
- Open or Half-Used Foods
- Plants
- Produce
- Refrigerated Foods

Not Recommended For Packing

Personal Importance/Sentimental Value

- Address Books
- Car Titles
- Cash and Credit Cards
- Cell Phones
- Checkbooks
- Computer Data Files/Backups
- Family Photographs/Photo Albums
- Financial Documents
- Insurance Policies
- Jewelry and Furs
- House and Car Keys
- Computers/Personal Electronic Devices
- Medical/Dental Records
- New Home Documents
- Personal Documents
- Prescription Medicine
- School Records

On behalf of everyone at United,
welcome to your new home.



Note: Every effort has been made to ensure the information in this guide is complete and current as of the date of printing. However, some of the provisions explained in the guide could be modified, changed or eliminated, or might not be applicable to your move. Refer to the United UMTI tariff and Bill of Lading for important terms and conditions. Your United Van Lines representative 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.



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