

23. **Pianos.** If you have a spinet, upright piano or organ, we will move it only under the following conditions:

- a) Both the pickup and delivery end may not have more than *eight* stairs each.
- b) If your piano is to go around the side of the house to be put in place, you must provide plywood or planking to move the piano over the ground if there is not a concrete walkway.
- c) Piano must have lifting pegs on the back of the piano.

We do not move grand pianos. We reserve the right to decline to move your piano if it is in poor condition, i.e., loose joints or obvious signs of damage that may affect safety.

24. **Insurance.** Mike The Mover provides repair or replacement insurance at no charge. We do not cover for loss or damage the following items: Cash, jewelry, firearms or particle board furniture. Electronic components and art work (pictures, prints, statuary etc.) must be properly packed to be insured, otherwise we will move these items solely at your risk. Normal depreciation applies to all claims. **We reserve the right to not insure against damage if in our professional judgement you request that an item be moved that is in poor condition or into or out of an area that has very poor access or is not designed to be moved into a particular space. Furniture moved over railings or through windows is done solely at the customer's risk.**

*Truck liability insurance: \$750,000.00

*Handling insurance, per man: \$2,000.00

Any claim under this insurance must be submitted within 14 (fourteen) days of your move. We accept no liability for **any** damage if we are loading your rental truck, once you leave and are on the road.

25. If for any reason you need to change your moving date or time, please call this office to reschedule at your earliest opportunity, so we may book another customer in that time slot. Week-ends and the end of the month are our busiest time.

26. We will call you one day prior to your move to reconfirm your move with you. If you do not hear from us by 4 P.M. the day before your move, please call our office to confirm the status of your job.

27. Do you need items taken to the dump or a charitable organization for donation? We will gladly get rid of your no longer needed items at our same low rate. Please call our office to set this up. Refrigerators and freezers may require an extra charge for Freon removal by a certified technician.

28. If you are moving your items into a storage unit, additional time may be required if your storage space is only accessible by

elevator, or is down a long hallway. When leasing your space, please make sure that your locker is as close to the door as possible.

We recommend that you rent a unit larger than you require. This way we can stack items in your locker that will allow you access to your belongings without having to remove everything to get to items in the back of your unit.

Fine furniture or other delicate items are best stored in heated or climate controlled storage lockers. Check with your storage company for more information.

29. Please place houseplants in open boxes if they are to be moved.

30. You may assist our crew if you wish by carrying small items to and from the truck, but we cannot allow you on the truck due to insurance company restrictions.

31. **Tips.** As with most service occupations, our crews do accept tips. Tips are not required or mandatory on your part, but if our crew does an outstanding job for you, and you liked the quality of service the crew provided to you, a tip would be appreciated.

32. Last but not least, we highly recommend that you hold a garage sale before your move, or call a local charity to pick up your no longer needed items. It is much less expensive to move cash than furniture or miscellaneous items!

The key to a successful move is proper preparation, planning and a good measure of common sense on your part.

Our estimate is based upon your following the tips listed in this newsletter. Failure to follow these tips will result in a larger moving bill from us. If it can fit in a box, it belongs in one. The major reason for going over our estimate is not having **EVERY-THING** boxed, or having boxes without lids.

Suggested supplies: PVC and Strapping Tape, Boxes, Twine and Plastic Ties, Large Felt Tip Markers, Box Knife, Garbage Bags, Newsprint and Bubble Wrap for Art Work and other glass or fragile items.

We hope that you have found these tips helpful, and appreciate your choosing Mike The Mover®, Washington's Low Cost, Quality Leader. If you have any further questions or comments about our service, please call us.

Mike The Mover

