



SHUR-WAY

MOVERS

Helping People Move Since 1955.



TAMPA, FL • LIBERTYVILLE, IL • SAN DIEGO, CA

HOME • OFFICE • WAREHOUSING • LOGISTICS

847-362-2976 • shurwaymovers.com

About Shur-Way

When you're moving...

you've got plenty of details to attend to without having to worry about the movers.

Relocating your home or business is a complex undertaking, even if you're just moving down the street. You want a trusted partner who can deliver a smooth, *no-surprises* move from beginning to end.



Contents



Shur-Way has been moving Greater Chicago area residents and businesses for over 60 years.

Shur-Way Moving & Cartage is one of Chicagoland's oldest family-owned moving companies, offering residential and commercial packing, storage and transportation services.

Our experienced professionals are bonded and insured and focused on making your move as stress free as possible.

We provide complete local, long distance, interstate, and coast-to-coast moves. A moving specialist will provide a free moving quote and analysis, and will guide you through every stage of the moving process.



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Local Moving



Local Moving

Shur-Way's goal is to provide a stress free move from start to finish. We understand how important it is to keep all aspects of the relocation process simple. A relocation consultant will walk you through the process step-by-step. Shur-Way will provide the necessary equipment to complete the move in a timely manner. Our employees are full-time, in uniform, drug tested and background checked.

- Medical offices, attorney offices, LTL (less than truckload), cross dock logistics warehousing, small or large
- Facility protection
- Full time project managers
- Furniture installs
- Warehouse moving
- Short and long term storage
- Certificate of insurance
- Fully licensed and insured
- Third party services arranged

Long Distance Moving

Our goal is to provide a stress-free move from start to finish.

Long Distance Relocation

Relocation can be a very stressful time, especially long distance. We provide full service: packing and unpacking, specialized crating, and vehicle transportation. We will survey each and every job, and meet with the customer in person to meet their specific needs. Shur-Way can accommodate any interstate or international move.

- Full packing and unpacking
- Custom crating
- Special service items
- Coast-to-coast
- International
- Debris removal
- Professional crew loading and unloading
- Third party services arranged



I am writing this letter to let you know our experience working with Shur-Way on our last project was extremely professional, organized and done in a timely fashion. I appreciate the responsiveness the coordination on your behalf to make this project go as smoothly as possible. All three of our moves have been somewhat hectic from our end but you and your staff made it painless for the district. It is rare to get customer service as impeccable as I received and look forward to working with you and your company in the future."

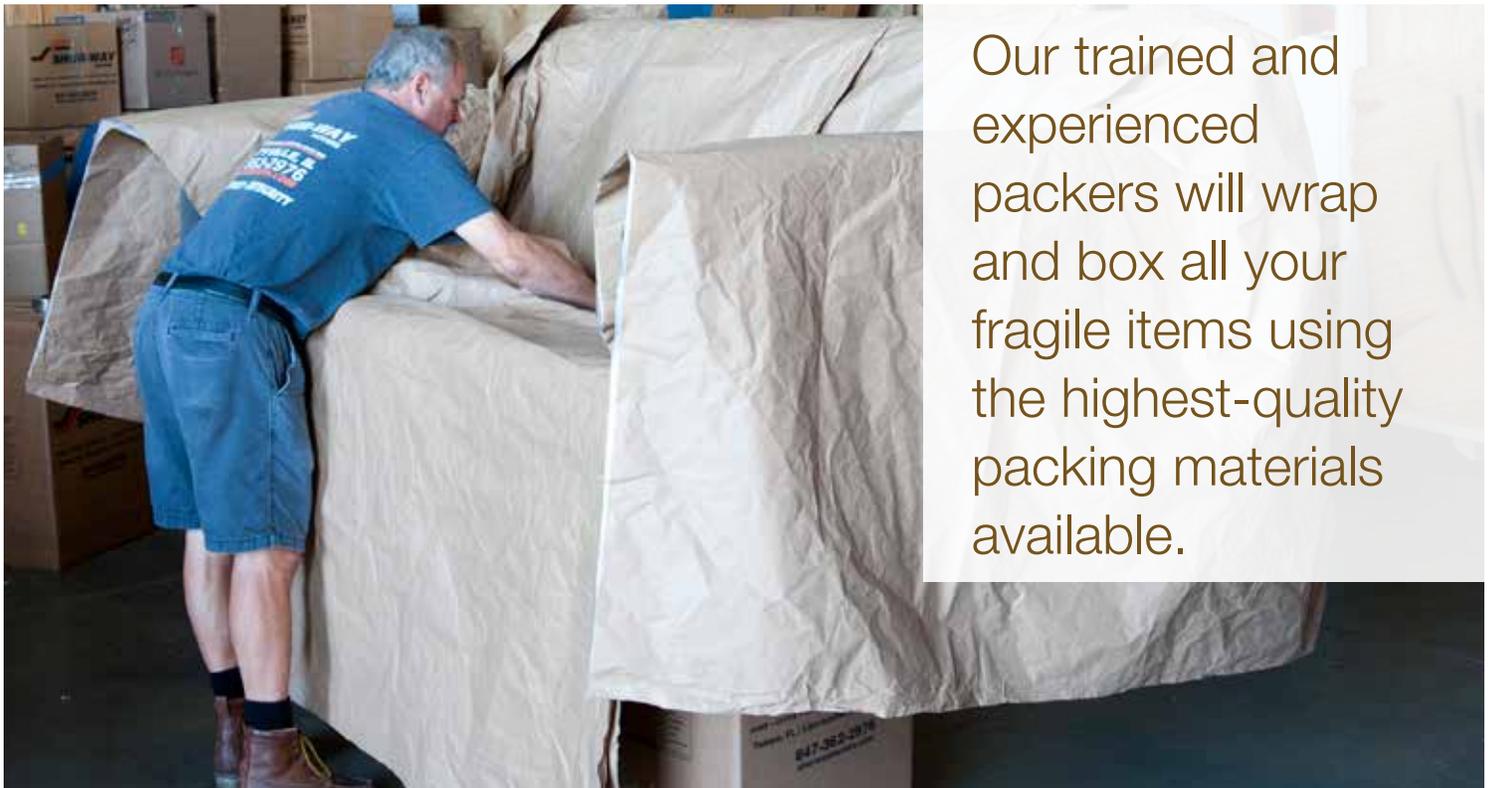
—Winnetka Schools

Packing



Our professional packing services help to eliminate the stress of moving, and allow you to concentrate on the details of your move, secure in the knowledge that your possessions are in expert hands.

Our trained and experienced packers will wrap and box all your fragile items using the highest-quality packing materials available. All your items will be clearly labeled and carefully arranged for moving day. We take the time to do the job right because we want you to be completely satisfied when you reach your destination.



Our trained and experienced packers will wrap and box all your fragile items using the highest-quality packing materials available.

Our clean, secure storage facility provides a convenient place to keep your possessions safe and protected.



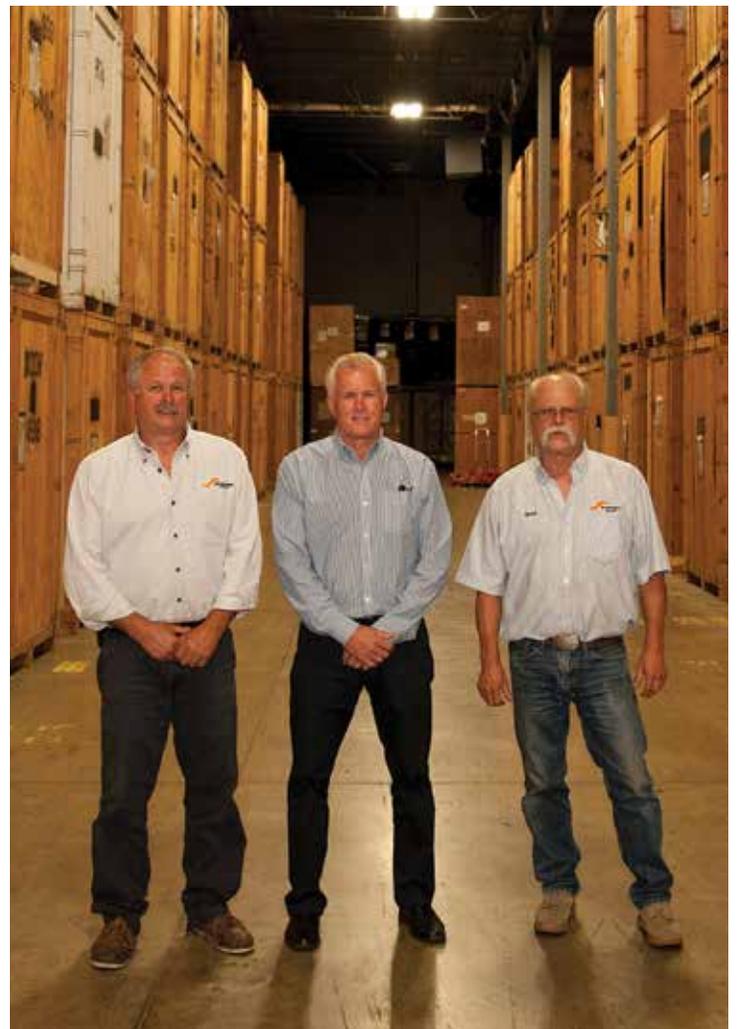
Sometimes the timing of a move doesn't allow for immediate occupancy at your new location. You might need some flexibility in your delivery date. That means you need a secure place to keep the contents of your home or office until the destination is ready.

At Shur-Way, we're ready to help.

Our clean, secure storage facility provides a convenient place to keep your possessions safe. We pack your belongings into our storage containers at your location, then place those containers directly into storage at our facility. That way, there's less handling involved and less chance for incidental damage. When you're ready to receive your items, the storage containers are brought to your new address and unloaded directly into your house or office.

It's all part of our commitment to provide the highest level of service. We promise your move will be as smooth and hassle-free as possible, and offering flexible storage options is just one more way we deliver on that promise.

Storage containers can be delivered directly to your new address.



Helpful Hints for Your Move

If you follow the guidelines below, your move should be more efficient and cost-effective.



- 1** **Fragile and valuable items should be packed away in boxes and placed in a corner of a room.**
 - | Indicate these boxes to your Shur-Way movers or, if desired, you can move these boxes yourself.
- 2** **Use moving boxes whenever possible.**
 - | Your move can take longer than the estimate if you use too many small boxes.
- 3** **All boxes should be taped top and bottom.**
 - | Shur-Way can tape up open boxes on the day of your move for an additional fee.
- 4** **Mark all your boxes clearly, identifying which room or location the boxes and furnishings are to be placed in your new home.**
 - | Box identification will make for a more efficient and cost-effective move. Color stickers are ideal for this purpose.
- 5** **All pictures, mirrors, marble and glass table-tops, lamps and lamp shades should be carefully packed and labeled.**
 - | If you would like Shur-Way to pack these items for you, please let us know in advance so we can complete this important job the day before your move.
- 6** **Large dressers should be emptied before the movers arrive.**
 - | Please discuss with your estimator.
- 7** **Disassemble pressed wood furniture as covered under our Customer Protection Plan.**
- 8** **Disconnect all TVs, stereos, washers and dryers, refrigerators, freezers, water lines, etc. before your move.**
 - | Shur-Way can arrange for disconnection to be done before a move.



9 Empty coals and ashes from your barbecue grill.

| Also drain fuel from gas containers, lawnmowers, snow blowers, edge trimmers, etc.

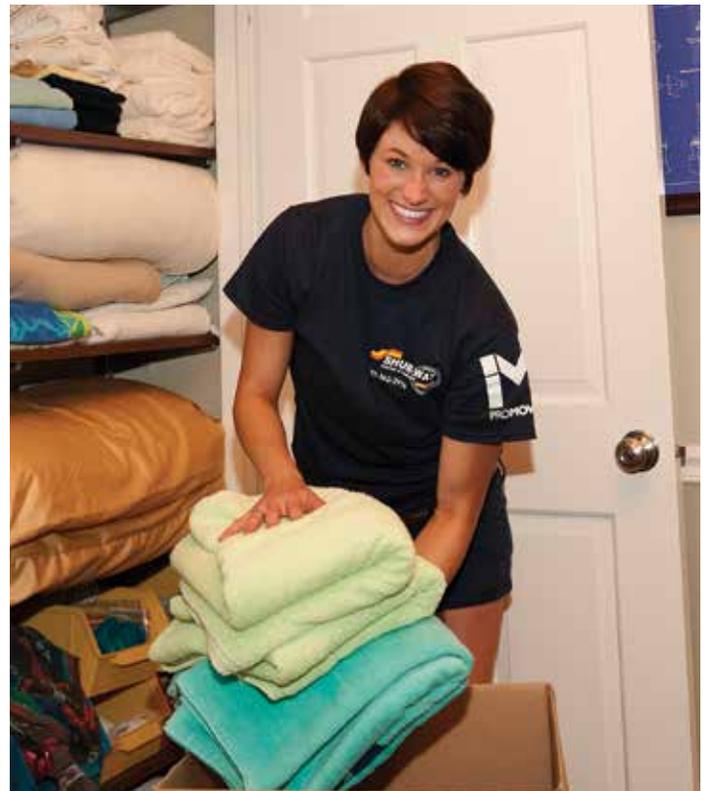


10 Special consideration for aerosol cans, matches, liquids or other flammables.

| Shur-Way is not able to move these items.
This applies to local and long distance moves.

11 Someone should be at your new home with a floor plan showing where furniture and boxes should be placed.

| Planning and coordination will help expedite your move and reduce the possibility of additional cost.



12 Hallways and walkways should be left clear so Shur-Way movers can have free access to your house.

| Shur-Way will provide rug runners as extra protection to cover hardwood floors and carpeted areas.

13 Clear all sidewalks and driveways of snow and ice before Shur-Way movers arrive.

| We recommend a light layer of ice melt the morning of a move.

14 Let our office know in advance of any change in plan.

| Advance notice will allow us to make adjustments without undue inconvenience or cost to you.

15 Remove all items from your attic, rafters and crawl space before Shur-Way movers arrive.

| Not removing these items will incur additional cost. If desired, Shur-Way movers can remove these items for you. Please note that liability issues may prevent us from entering some attics.

16 Young children and pets should not be at home on the day of your move if possible.

| Please discuss with your estimator.

Before a Move

Important information about working with Shur-Way before, after and during the move.



Preparation and Packing

Boxes should be packed tightly with padding to prevent shifting during transport; use of packing paper, blankets or linens are ideal. Please do not leave any empty space inside which could cause a box to crush.

Please note: Shur-Way can only be responsible for boxes that are professionally packed, and furniture and belongings moved by one of our employees.

Before a Move

Important information about working with Shur-Way before, after and during the move.



Flat Panel TVs must be packed for Shur-Way to move them. It is good practice to keep original store boxes from flat panel TVs and other electronics.



Shur-Way can move any type of piano, including a spinet, upright, baby grand, grand or concert grand. Pianos and large upright clocks need to be prepared for transit. Please note that pianos will need to be tuned and clocks adjusted once you reach your destination. Shur-Way can arrange for your clock to be professionally serviced at origin and destination.



Please let your estimator know what type of bed you have (i.e. pillow top, Tempurpedic or a select comfort). Each bed must be packed and handled in an appropriate manner.



Please empty large dressers and drawers. Soft goods may be left in some dressers, but most large dressers should be empty. You can use luggage or duffel bags to pack up your clothes.



We offer custom crating for valuable antiques and artwork, and transport of your valuables. However, it is recommended that you move possessions you can handle yourself, or possessions you consider irreplaceable.



Your belongings will be protected before they leave the front door during inclement weather. If severe weather is expected, we may be able to re-schedule your move, if needed.



Last March my husband and I had to clear out his mother's home in a period of two weeks sorting out the possessions, dividing them into lots and arranging for lots to be transported to four different locations in four different states. Shur-Way on very short notice, packed up the entire six bedroom home loaded up in various lots and conveyed them across the country.

The lots included valuable 18th and 19th century antiques, large family portraits and fragile crystal and porcelain that have been in the family for 4 generations. Not one of them were damaged in the move my husband and I are about to retire and although we do not live in Illinois it is our intention to turn to Shur-Way to move us from Rhode Island to Virginia. Every aspect of their service was superb."

—Residential Customer

During a Move

Important information about working with Shur-Way before, after and during the move.

Move Details

If your new house does not have driveways or sidewalks please be sure to advise our office to take appropriate steps to cover your floors. **We will provide rug runners as an extra precaution, and cover the floors at both locations.** Runners cover all traffic areas including hallways, stairways, bedrooms, and foyers.



Some buildings require a Certificate of Insurance (COI) so they know that Shur-Way will cover any property damage. Please speak to your property manager to find out about your building requirements.

Please let Shur-Way know if they can get a truck close to your new location. We will use whatever space is available for loading and unloading, and can arrange for necessary parking permits. **Please notify Shur-Way in advance to arrange for smaller trucks,** in order to avoid shuttle fees or long carry charges, and to ensure your move will be performed as estimated. Shur-Way does not charge additional for long walks or elevators, but the length of the walk will determine timing.



Timing and Logistics

Important information about working with Shur-Way before, after and during the move.

Early Notification and Scheduling

Shur-Way can accommodate any move at any time. However if you are planning your move between May and September, you should contact your movers at least 2 to 3 weeks in advance of your planned move. If you are moving between October and April you should allow 1 to 2 weeks lead time. The earlier you contact your mover, the better prepared you will be for your move. Shur-Way's busy season is April through October, the first and last weeks of each month,



so please contact us as early as possible if you need to move during this time.

The size of your home or business will typically determine how long your move will take. Shur-Way has a full fleet of different size trucks to make your move easy and efficient, from 26' box trucks to semi-trucks with 53' trailers.

Travel time is the time it takes us to get from the warehouse to your home and back. We have fixed travel times depending on where you live. This applies all local moves within: Lake, Cook, McHenry, DuPage, Kane and Will Counties.



... the crew that moved me from Libertyville, IL was incredible. They were efficient, professional, kind and speedy. I will definitely recommend you and your company to my friends."

—Residential Customer

After the Move

Important information about working with Shur-Way before, after and during the move.

Post Move Services and Extras

Shur-Way can perform full unpack and debris removal. Please consult with your estimator.

Long distance moves are based upon shipment weight. We weigh trucks prior to loading and again after trucks are loaded. The difference between the weights will be your final weight. Weights do not reflect a guaranteed price. The customer is only responsible for actual costs incurred at the time of the move. We cannot guarantee local moves. Better organization leads to a quicker move.

A referral is the best compliment we can receive. We encourage all customers to fill out our customer service survey at the end of their move, which can be found on our website. Testimonials are appreciated.

We offer several options for customer protection during a move. Please discuss this with your estimator.



Payment Details

We request payment upon completion of work performed for local moves. A cashier's check is required at the time of delivery for long-distance moves. The check must be given to the driver before the truck will be unloaded. Gratuity is appreciated for a job well done, but not required or expected.

In the event that an item has been damaged or lost, please contact our claims department. You will be sent a claim form to fill out and return to our office. Please note that your claim will be processed based solely upon the valuation selection that you declared and signed for on your bill of lading. Valuation does not cover owner-packed boxes. Valuation does not cover inoperable electrical items (i.e. TVs, stereos, DVD players, washers and dryers, refrigerators, freezers, etc.) unless there is external damage.

Choosing the Right Moving Company

Shur-Way offers the following expert services.

Expert Services

- Corporate relocation and group moves
- Residential and commercial, local and long distance moving. We can accommodate any size move
- Short and long term storage
- Full packing and unpacking
- Custom crating for valuable antiques and artwork
- Piano, upright clock and antique moving
- International moving
- Warehousing, distribution and storage

Protection Standards

There are several moving credentials that should be considered, specifically in Illinois where state regulation applies:

- The ICC (Illinois Commerce Commission) Governs moving companies in Illinois. Our ICC # is 18024.
- The U.S. Department of Transportation governs all movers coast-to-coast. Our US DOT # 0172887.

The moving industry is regulated for customer protection. Please consider the following sources:

protectyourmove.gov

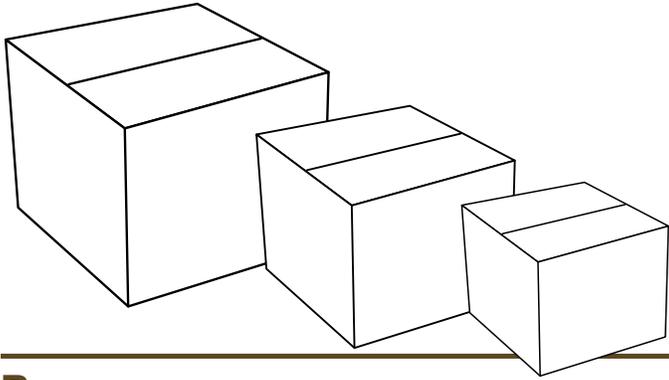
iccallinois.gov

imawa.com



Shur-Way meets all moving requirements and regulations and we are members in good standing of industry organizations.

U-Pack-It Supplies



Boxes

SMALL BOX (1.5): 16 x 12.75 x 12.75 inches

Price: **\$1.25**

Recommended to Pack: books, paper, records, weights

Wt. of Contents: 25-60 lbs.

MEDIUM BOX (3.1): 18 x 18 x 16 inches

Price: **\$1.75**

Recommended to Pack: pots, pans, appliances, lamp shades

Wt. of Contents: 30-50 lbs.

LARGE BOX (4.5): 18 x 18.5 x 24 inches

Price: **\$2.25**

Recommended to Pack: linens, towels, games, garage items, Christmas items

Wt. of Contents: 20-40 lbs.

EXTRA LARGE BOX (6.0): 23 x 23 x 22 inches

Price: **\$4.00**

Recommended to Pack: wicker, big games, pillows, large linens, bulky items

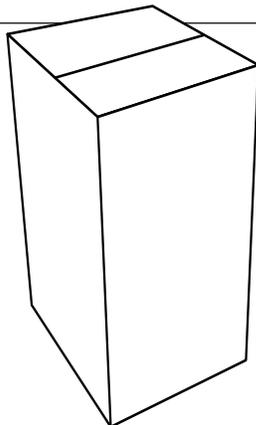
Wt. of Contents: 20-30 lbs.

Lamp Boxes

**IDEAL FOR SAFE
TRANSPORT**

Size: 12 x 12 x 40 inches

Price: **\$6.50**



Kitchen Boxes

DISH PACK (5.6)

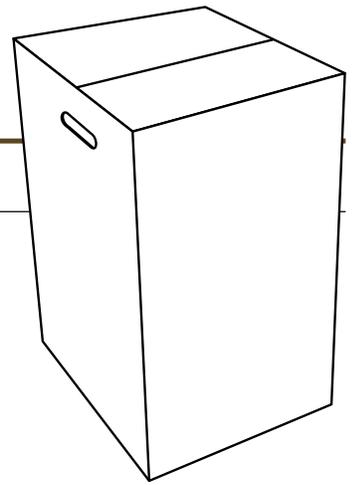
Size: 18 x 18 x 27 inches

Price: **\$7.00**

Recommended to Pack:

kitchen, glass, china,
knick-knacks, fragile items

Wt. of Contents: 45-75 lbs.



Clothing Boxes

WARDROBE

Size: 18 x 53 x 22 inches

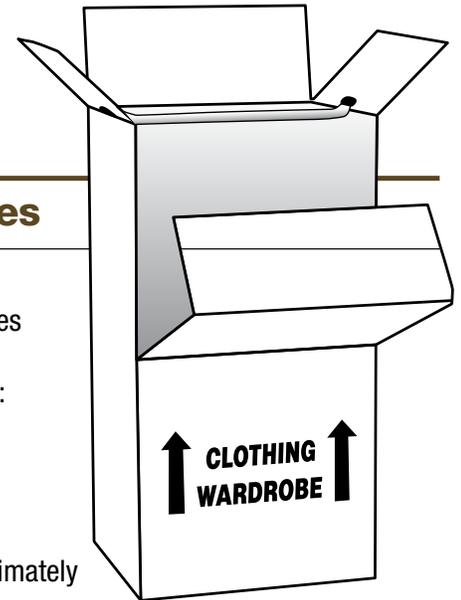
Price: **\$14.00**

Recommended to Pack:

20-25 shirts,
10-15 suits or
10-15 coats

Wt. of Contents: 50 lbs.

Accommodates approximately
2 feet of clothing



Mirror & Picture Crates

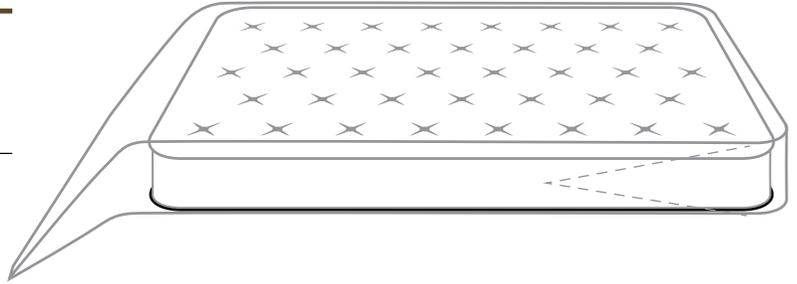
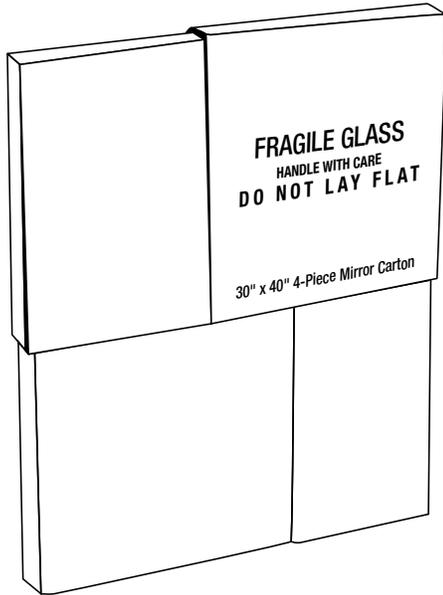
Recommended to Pack: pictures, mirrors, wall hangings
Wt. of Contents: 10-30 lbs.

SMALL

Size: 24 x 36 x 3.5 inches
Price: **\$5.75**

LARGE

Size: 36 x 48 x 3.5 inches
Price: **\$8.25**



Plastic Mattress Covers

Recyclable, vented, heavy-duty plastic.



3/3 SINGLE

Size: 39 x 10 x 105 inches • Price: **\$3.50**



4/6 DOUBLE

Size: 54 x 12 x 105 inches • Price: **\$4.00**



QUEEN

Size: 60 x 12 x 115 inches • Price: **\$5.50**
Size: 60 x 18 x 115 inches (pillowtop) • Price: **\$6.00**



KING

Size: 78 x 12 x 115 inches • Price: **\$5.50**
Size: 78 x 18 x 115 inches (pillowtop) • Price: **\$6.00**



CRIB

Size: 35 x 8 x 75 inches • Price: **\$3.00**

Paper / Tape / Pad

PAPER

Size: 25 lb. bundle
Price: **\$22.00**

TAPE

Price: **\$1.25** per roll

PAPER PAD

Size: 60 x 72 inches
Price: **\$5.50**

FURNITURE PAD

Size: 72 x 80 inches
Price: **\$20.00**

Plastic Furniture Covers

Recyclable, vented, heavy-duty plastic.



CHAIR

Size: 89 x 60 inches • Price: **\$4.50**



LOVESEAT

Size: 104 x 60 inches • Price: **\$5.00**



SOFA

Size: 138 x 60 inches • Price: **\$6.00**



ROLLED RUG

Size: 29 x 168 inches • Price: **\$4.00**

Customer Protection Plan

Important information about your move and how Shur-Way moving can help.

The first step in protecting your belongings is to choose a mover that is licensed, insured, and bonded. These movers are protected by liability and cargo insurance, and more importantly workman's compensation insurance if someone should be injured on your job.

The second step is to go with your instincts. Choose the mover with whom you feel most comfortable.

Third, consider valuation options. You are not required to additionally protect your goods, but it is available only from those movers who qualify to offer it and provide it at reasonable costs.

Local Moves

Option 1—30 cents per pound item

This is the carriers minimum liability. You, the customer, are agreeing in writing, with the mover, to share liability for loss and damage, even though the mover is handling your goods.

An example of this option would be:

A 200 pound piece of furniture is damaged, regardless of the damage, you would receive \$60.00 towards the repair or value of the item. (30 cents x 200 lbs.)

Cost: None, Provided at no charge

Requirements: The customer writes on the bill of lading. "30 cents per pound per article" and signs appropriately.

Option 2—Actual Cash Value-Declared Value

The customer declares the actual value of the goods being moved and writes this on the bill of lading. This is the mover's maximum liability to you. The minimum is \$2.00 x the estimated weight of the goods, as provided by the estimate, or \$10,000.00, whichever is more.

In an event of a claim, the damaged item will be settled on the basis of its current actual cash value (depreciated value).

**Cost: \$12.00 per \$1,000 of value
(i.e. \$10,000 of value = \$120.00)**

Requirements: The customer writes on the bill of lading the value of the goods and signs appropriately.

Special Note

Under No circumstances will Shur-Way Movers cover any boxes that are packed by the owner.

Shur-Way employees will not provide the convenience of disconnecting any appliances/electronics. However, we will arrange 3rd party services for this work to an appropriate contractor before your move date.

Absolutely no claim will be paid if a repair is made prior to Shur-Way's office being notified of the damage. Please note that valuation must be signed before your move begins.

Long Distance Moves

Option 1—Released Value

Minimal carrier liability at no additional cost to the shipper. Loss or damage claims are settled based on the weight of the article multiplied by \$.60. (For example, a broken lamp weighting 7 pounds would be covered up to a maximum value of \$4.20.)

Option 2—Full Value Protection

As provided in item 53 of Tariff 400, the purchase of Full Value Protection means that if articles are lost, destroyed, or damaged, they will be either repaired, replaced with like items, or a cash settlement made for the current market replacement value, regardless of the age of the lost or damaged item. Unlike other plans, depreciation of the lost or damaged item is not a factor in determining replacement value. The amount of the shipment valuation is based on a minimum declared value of \$10,000 or \$5.00 times the net weight of the shipment, whichever is greater. (For example, if the shipment weighs 1,000 pounds, the minimum value declared must be at least \$5,000.)

Carrier's maximum liability and the valuation charges specified herein for the assumption of liability shall be subject to selection by the shipper, prior to loading, of an appropriate maximum valuation amount and either deductible Option "A", "B", or "C". Shipper may declare or release the shipment to a higher maximum valuation amount, subject to one of the amounts shown below. To avoid these additional charges, shipper must agree that if articles are lost or damaged, carrier liability will not exceed \$.60 per pound for the actual weight of any lost or damaged article or articles in the shipment.

Option A—No Deductible: Under Option A, the carrier assumes responsibility for the declared or released maximum valuation amount.

Option B—\$250 Deductible: Under Option B, in consideration of a reduction in the valuation charge, the shipper assumes responsibility for the first \$250 of any claim.

Option C—\$500 Deductible: Under Option C, in consideration of a reduction in the valuation charge, the shipper assumes responsibility for the first \$500 of any claim.



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WORLDWIDE ERC[®]
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