

# Preparing for a Move

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## CHOOSING THE RIGHT MOVER

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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](http://protectyourmove.gov), [iccillinois.gov](http://iccillinois.gov), [imawa.com](http://imawa.com)



**Contact SHUR-WAY MOVERS to set up an appointment for a survey to obtain a FREE moving quote.** Make sure you inform the Move Coordinator of any restrictions with your move or if you need packing or storage services.



**Let your Move Coordinator know about accessibility at your current and new residence.** We will use whatever space is available for loading and unloading and can arrange for necessary parking permits. Let your estimator know in advance if a smaller truck is needed. This will avoid any unplanned shuttle fees or long carry charges.



**SHUR-WAY MOVERS offers custom crating for valuable items such as antiques and artwork.** However, it is recommended that you move possessions you can handle yourself, or possessions you consider irreplaceable.



**Let the Move Coordinator know about your new residence and if there are any restrictions that might increase the time to complete the move.** Elevators and unforeseen circumstances can slow the moving process.



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

## BEFORE THE MOVE

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**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 MOVERS can only be responsible for boxes that are professionally packed, and furniture and belongings moved by one of our employees.



**Flat Panel TVs must be packed for SHUR-WAY MOVERS to move them. It is good practice to keep original store boxes from flat panel TVs and other electronics.** We do not cover any TVs that are not packed by SHUR-WAY MOVERS.



**All furniture should be emptied before the movers arrive.** This will prevent any furniture from being damaged and will prevent any items from getting lost.

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**Separate any personal items or things that you will be moving yourself.** Have any unwanted items or furniture gone. Another option is to indicate what is not to be moved with tags or post-it notes.



**Make sure you confirm your dates with your mover in advance.** During the summer months, movers become extremely busy and would recommend booking your move about a month out or more. Within that month, movers can run into capacity issues and might not be able to accommodate your move.

## DURING THE MOVE

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**Rug runner and floor protection will be placed in high traffic areas at both residences.** Other precautions include padding banister and doorways.



**All Furniture will be padded and protected prior to being loaded in the truck.** Stretch wrap and bags may be used for larger fabric items like sofas and mattresses.



**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.

## AFTER THE MOVE

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**SHUR-WAY MOVERS 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 our customer to write a review if possible.**



**If you find that damage has occurred during your move, contact the moving company to start the claims process.**

## DETAIL PAYMENTS

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We request payment upon completion of work performed for local moves. Payment can be paid with either a personal check or credit card. For a long-distance move, a credit card can be accepted but we would need to receive payment prior to delivery. A Cashier's check is required at the time of delivery. If you decide to pay with a credit card, a processing fee will be added to the final bill.

***We recommend downloading the [MOVING CHECKLIST](https://www.shurwaymovers.com) at [shurwaymovers.com](https://www.shurwaymovers.com) for additional information to guide you through the moving process.***