

Preparing for a Move

CHOOSING THE RIGHT MOVER

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, iccillinois.gov, 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



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



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



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



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.