



614 Harrison St. Suite B
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Customer's Rights and Responsibilities

As a customer, you have responsibilities both to your mover and yourself. They include:

Your Rights:

- You have the right to have your HHG's moved in a professional and timely manner by a moving company approved by GSA to handle government employee personal property.
- You have the right to have qualified, professional personnel pack, load, transport, unload and unpack your HHG's.
- The mover has the responsibility to conduct an on-site premove survey of your property to determine weight, packing materials, and containers needed.
- If requested by you, the mover shall unpack and/or uncrate all property that was packed and crate for movement and shall place the property in your new location as instructed by you. When unpacking is performed by the mover at delivery, the mover must remove all packing related materials from the premises.
- The mover must inventory at origin all items in your shipment and to specify the actual condition of those items and to list at delivery all loss or damage that has occurred.

Your Responsibility:

- Reading all moving documentations issued by the mover or broker.
- Being available at the time of pickup and delivery of your shipment. If you are not available, you should appoint a representative to act on your behalf
- Promptly notifying your mover if something has changed regarding your shipment (i.e. move dates, additional items)
- Promptly filing claim for loss, damaged or delays with your mover, if necessary.
- You must establish with the mover the dates on which your shipment will be packed and loaded.
- You must ensure the mover services your shipment in a professional manner and to immediately advise your move coordinator when it does not.
- You must advise the mover of everything you intend to move and make accessible all items you intend to move including items in the attic, garage, basement and storage shed.
- You must disassemble before you move and reassemble after delivery, ice makers, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds and other similar items.
- You must arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers. You also have the responsibility of draining water hoses and draining/filling waterbeds.

Loss and damage claims:

Movers customarily take every precaution to make sure that while your shipment is in their possession, no items are lost, damaged or destroyed. However, despite the precautions taken, articles are sometimes lost or destroyed during the move. You have the right to file a claim with your mover to be compensated for your loss or damage.

It is your responsibility to report and submit a claim in writing for any loss/damage discovered at the time of delivery or found after delivery. Any loss or damage not readily noticeable at the time of delivery, such as broken china or glassware that was in a carton and not unpacked when goods were delivered must be reported in writing, to the mover within 75 days after delivery. This does not mean, however, that you cannot file a claim after 75 days. Concealed damage must be reported within 75 days. If it is not, the burden of proof is on you to prove that the mover did the damage.

Under your mover's full value protection if any article is lost, destroyed or damaged while in your mover's custody, your mover will at its options, either 1) repair the article to the extent necessary to restore it to the same condition as when it was received by your mover, or pay you the cost of such repairs; or 2) replace the article with an article of like kind and quality or pay you for the cost of such replacement. It is your responsibility to retain damaged items until notified you may dispose of damaged items.

Electronic components can be very sensitive items to ship. Please be advised that once properly packed and loaded for shipment into a sea and or air container items may experience fluctuations in temperature. These conditions are beyond the control of the shipper and are common in sea and air transit. Also during the normal course of transportation these items may experience "vibrations" or "rattling". Vibrations and rattling cannot be avoided and could cause an internal wire to come loose. It may be possible that these conditions could cause the electronic components to fail to work at destination. Aaversal Global Logistics will have full insurance protection on every shipment. Insurance claims for Electronic components that do not show signs of "neglect" and "visible damage from neglect" (i.e. damaged boxes etc) but simply do not work will be denied by an insurance adjuster. Insurance policies will not cover electronics that may rattle loose and fail due to normal international travel as this is deemed as "normal transit conditions and not default on part of the shipper". Please be advised of this risk and of the policy for insuring electronics for international shipment. Please contact your Aaversal Counselor with any questions or concerns prior to packing and loading.

Packing / Loading check list

- Discard perishable items (food, house plants, etc.)
- Arrange your own transportation of jewelry, coins, stocks, bonds, legal documents, valuable collectable, collections and medicines.
- Discard flammables, and ammunition, cleaning solutions, paint, aerosol cans and used propane tanks.
- Empty attic and crawl space of items to be packed or transported.
- Remove items from wall that will be included in shipments.
- Unhook all electronics, audio, video and computer equipment for packing or transport.
- Disassemble or unhook appliances, including water and gas connections. Have appliances prepared for transport (Example defrost freezer prior to packout day).
- Remove personal items from autos and motorcycles. And make sure gasoline level is no more than ¼ tank.
- Empty gasoline and oil from small engine gas powered equipment (lawnmowers, blowers, etc.).
- Advise packers of any firearms being packed or transported.
- Be present at time of packing and loading to verify inventory and signed documents.
- Check drawers, cabinets and closets to be sure all items are removed.
- Perform resident walk through with crew leader after loading is complete and make note of any resident damage on the appropriate documents.

During Transport

- Provide contact information for destination.

Delivery

- Be present during entire delivery.
- Verify items delivered by using either the inventory or a bingo sheet. Ask your crew leader for this before delivery begins.
- Make note of any damaged or missing items on inventory list at time of delivery.
- Resident walk through with your crew leader making note of any resident damage on the appropriate delivery documents.