



BEK MOVING CO. PREMOVE LETTER



Thank you for choosing BEK Moving Co LLC for your upcoming move. In reading this letter you will learn the policies and guidelines of BEK Moving Co LLC that will ensure the best moving experience possible. You will also learn what you can expect from BEK Moving Co LLC during your move. Remember we are here to make your move as stress-free and easy as possible. Please feel free to voice any questions after reading through the pre-move letter.

Boxes/Totes - Be sure to tape shut the tops and bottoms of all boxes with clear packing tape (other kinds of tape do not adhere to cardboard). Please do not leave the tops of boxes or totes open or over fill the boxes or totes as this makes it hard and unsafe to load into the moving truck. Having closed and well taped boxes will make it easier for the movers to pack in the moving trucks and speed up the move. When possible use uniform sized boxes. This makes loading and stacking boxes easier and saves space on the truck and makes for the most efficient move possible.

Please label your boxes according to the belongings that are packed in each box. We recommend marking "**FRAGILE**" as needed on boxes. If you would like us to place the boxes in specific areas (example living room, master bedroom, garage) when we are unloading, be sure to write on the top and sides of the boxes the room in which you would like us to place them. A general rule of thumb, the heavier the item, the smaller the box. This makes lifting safer and will help the move go as efficiently as possible.

Open Boxes or Totes: BEK Moving Co LLC leaves the decision of moving open boxes/totes to the movers present on your move. If the movers decide to transport your open top boxes/totes, then BEK Moving Co LLC takes no responsibility for damages that can occur from the item(s) in the open or poorly packed boxes/totes. This includes but is not limited to shifting items inside the tote/box, falling items from the boxes/totes, or overturned boxes/totes.

*****It is always safest to ensure the totes/boxes are tightly packed and closed with a sealed top*****

Small Box: Canned goods, books, heavy items, etc.

Medium and Large Box: Lamp Shades, covers, large kitchen appliances, etc.

**** Please inform us if you have more boxes/totes than originally quoted, as it will add time to the move and may require additional movers, equipment, and/or vehicles. Failure to do so can cause a much higher bill than originally quoted****

Fragile Items – We offer packing services but do not require you to use BEK Moving Co LLC to pack your boxes. We will move all boxes/totes you pack but cannot be held liable for anything broken in the boxes/totes. We will take the utmost care while moving the boxes/totes, but if you have items that are irreplaceable, we recommend you move them yourselves to make sure no accidents happen to these items. BEK Moving Co LLC takes no responsibility for any items that may be broken during the transportation of the boxes if we did not pack the boxes ourselves.



BEK MOVING CO. PREMOVE LETTER



****Any boxes/totes that are falling apart or spilling over the top may not be able to be moved. These can lead to items falling out, causing spilled items, damage, and/or injury. BEK Moving Co LLC is not responsible for any broken items due to poorly packed boxes/totes****

\$\$ Time Saving Tip \$\$: Some customers prefer us to place all boxes in a common area (front room, garage, etc.) to disperse them yourselves after we are finished with your move.

Art, Glass, Mirrors – BEK Moving Co LLC is not responsible for any damages to any but not limited to the following loose glass, mirrors, pictures, wall art. These items should be packed in boxes with packing papers or crated depending on size.

Marble, Stone, Granite- BEK Moving Co LLC is not responsible for any damages to any but not limited to the following: granite, slate, stone, marble that is over 2' by 2' and not crated.

****We offer packing and crating for these items and need to be informed if you require our assistance ****

Extremely Valuable, Breakable, Fragile Items - Point out to us if there are any particular items that are in need of special care. We will make sure to take any extra precautions to safely move these items. Sometimes it is best for you to transport these items if they can fit in your personal vehicle (we can help you load and unload these items from your vehicle). This will keep them isolated from any other items and can give you peace of mind. There will be items that will only fit in our moving truck, so we will put them in the safest place possible during transport.

\$\$ Time Saving Tip \$\$: Informing BEK Moving Co LLC ahead of time or during the walk through will ensure we have the proper equipment/manpower or add the additional equipment/manpower for the item(s).

Oversized or Heavy Items – Please inform us if there are any oversized, unique, and/or heavy items that we will need to move. This includes, but is not limited to (Items over 300lbs, double washers, some refrigerators, adjustable bed frames, sleep number mattresses, treadmills, workout equipment, ping pong tables, riding lawn mowers, statues, workbenches, tool chests, wood-working equipment, safes, arcade games, game tables, pianos, and Pelotons/Bowflex). A fee of \$150.00 can be applied. This fee can vary depending on access weight and ultimately comes down to drivers discretion, meaning it can be either waived completely, decrease, or increase.

BEK Moving Co LLC **will not** move grand pianos or anything exceeding 600lbs (there are companies that specialize in moving these items and is safer for all of us on move day).

Some access points may be too unsafe to move your oversized or heavy items. If our movers feel unsafe, we may not be able to move furniture to certain areas.



BEK MOVING CO. PREMOVE LETTER



\$\$ Time Saving Tip \$\$: Informing BEK Moving Co LLC ahead of time or during the walk through will ensure we have the proper equipment/manpower or add the additional equipment/manpower for the item(s).

Structurally Unsafe or Previously Damaged Items – Some furniture is not meant to be moved once it is assembled. IKEA and particle board furniture are good examples. We can disassemble and move these items but will not be held responsible for any damages or if the pieces cannot be reassembled at the unload address.

Floor lamps are not constructed to be moved once assembled. We ask you that they are disassembled and packed in a box. If the floor lamp is moved outside of a box, BEK Moving Co LLC takes no responsibility for any and all damages.

Previous damages or inherit weaknesses should be pointed out to the movers upon arrival and initial walk through the location(s). This will ensure that we move the piece with as much caution as possible and limit any further damage to the piece.

Outside furniture or garage items, such as grills (any accessories, covers, etc.), patio furniture, boxes, wooden/upholstered furniture, and storage benches can become weathered and break when moved.

BEK Moving Co LLC takes no responsibility for previously damaged, weathered, or inherit weakness in outside furniture.

\$\$ Time Saving Tip \$\$: Informing BEK Moving Co LLC ahead of time or during the walk through will ensure we take proper precautions and do not damage or worsen the condition of furniture that is structurally unsafe or previously damaged.

Furniture Contents – Make sure all furniture contents are empty and ready to move. Loose shelves inside bookcases/China cabinets/curios ETC, should be taken out as well as the accompanying pegs.

Clothing Must Be Removed from all drawers. You may keep the drawers inside your chests, dressers, and nightstands. Leaving items and clothes in the furniture adds weight and drawers are not designed to be moved while full. This can cause the piece of furniture to become structurally unstable and dangerous to move. Drawers are not designed to be moved while full of items.

If items/clothes are left in the furniture it will be at BEK Moving Co LLC's discretion if the piece will be moved.

\$\$ Time Saving Tip \$\$: Double checking all furniture for any items that may have been left in them will ensure that the movers do not have to empty or inform you they cannot take the piece of furniture.

Televisions and Electronics - We recommend you unplug and disconnect your televisions and electronics. In doing so, you will be familiar with reconnecting them as we will not disconnect or



BEK MOVING CO. PREMOVE LETTER



reconnect due to liability reasons. However, we understand that some electronic connections are unable to be disconnected without moving furniture to reach them. In those instances, we can assist you with that on move day. Have an empty box ready for those last-minute items to be packed.

We can remove your mounted flat-screen televisions and mounts from the wall if they are reachable from the ground and the movers feel comfortable doing so. We **WILL NOT** remount any televisions. **BEK Moving Co LLC is not liable for any damages that may arise to any and all electronics that are not in their original box.** This includes but is not limited to TV's, printers, computers, computer screens, speakers, etc. These items are meant to be moved in their original packaging and BEK Moving Co LLC takes no responsibility for any electronic moved without the original packaging the electronic came in.

\$\$ Time Saving Tip \$\$: Informing BEK Moving Co LLC ahead of time of unique or oversized TVs will ensure we have the proper equipment and supplies to move it safely as possible.

Appliances - Unplug refrigerators and freezers at least 24 hours in advance to defrost. Wait at least one hour to plug them in after they have been moved to let the fluids settle in the motor to prevent any damage. Please have all items removed from the appliances before BEK Moving Co LLC's arrival (examples: food, liquids, condiments, ice, etc.).

We cannot disconnect and reconnect your appliance water lines without a release of liability. BEK Moving Co LLC cannot be liable for any damage due to leaking or faulty hoses or connections.

Please have your washers empty of water and clothes on move day. Our movers cannot connect or disconnect gas appliances (please call the gas company to disconnect and cap the gas line). Most electric dryers are run on a 220volt outlet. This outlet is either a 3-prong or 4-prong outlet. Make sure your new home's outlet matches the plug on your dryer. If it does not have the appropriate adaptor, the cord will have to be switched out to correctly match.

BEK Moving Co LLC requires a release of liability on all refrigerators. BEK Moving Co LLC is not liable for any damages to any appliances once they are outside of their original packaging.

\$\$ Time Saving Tip \$\$: Informing BEK Moving Co LLC ahead of time of unique features on the appliances will better help them prepare for the move. Examples are front loading washers/dryers, glass top washer/dryers, double washers, oversized refrigerators, French door refrigerators (any refrigerator that had to be disassembled to move into the house will have to have the same when moving out).

Hazardous or Unsafe Items or Surroundings - We are under DOT regulation and cannot move any explosives, combustibles, extremely flammable materials, full gas cans or propane tanks, loaded weapons, chemicals, or any illegal possessions, ETC. Also, we **WILL NOT** perform any moving if the surroundings are hazardous or unsanitary to be in. Please make sure your pets are cleaned up after and the house is clean and safe for our movers to work in. Our mover's safety and health are our 1st priority.



BEK MOVING CO. PREMOVE LETTER



BEK Moving Co LLC reserves the right to refuse any move that presents an unsanitary or unsafe work environment. Thank you for understanding.

Parking - Shorter walks to and from our truck will result in a faster and more efficient move. Try to save a good parking space for our truck. Inform your neighbors you are moving. Use your vehicle(s) as a parking space and you can move it when we arrive. We recommend saving 3-4 car lengths of space. Be aware that our truck is tall (13'6") and sometimes low hanging tree branches and power lines can interfere with our positioning of the truck. Also, be sure to tell us if your driveway is less than 6 months old as the moving truck is heavy and could cause damage to it.

Street Parking – If you live in the city or have street parking, we recommend parking your car(s) in front of your residence(s). If you are unable to do so we recommend calling your local police department to have them reserve parking for your move.

Access - Our movers need clear access to and throughout the work area. Please have the areas where we will be working clean, all walkways free of obstructions, stairs cleared off, and, if needed, pictures and mirrors off the walls if any furniture will be carried directly through those areas. Please have pets and children in designated areas out of the pathway of the movers.

\$\$ Time Saving Tip \$\$: Please inform us of long walks or multiple staircases. This can add a lot of time to a move and may require additional movers to speed up the loading and unloading of your belongings.

Inclement Weather - The only weather we typically do not move in is heavy snow and ice. Be prepared if it happens to be a wet day outside. Protect floors with low-profile mats or cardboard. Place mats outside your door for us to wipe our feet. Salt and shovel driveways/walkways prior to our arrival.

We offer carpet shield for purchase that we can bring on move day per your request

BEK Moving Co LLC will be in contact the days leading up to your move and work on alternate move dates if the weather becomes too unsafe.

o Poor weather conditions on the day of your move may have a negative impact on your move, and we may experience delays as a result.

o Please be aware that you will be charged for the total time that the movers are on your job despite poor weather conditions. We will keep moving unless asked to stop

o We ask that you do your best to shovel and salt the driveways, steps, walkways, and clear all paths that the movers may use as access points to move your belongings.

****BEK Moving Co LLC is not liable for any damages caused by unsafe conditions caused by weather, please help us be proactive in preparing for your move****



BEK MOVING CO. PREMOVE LETTER



****Our employees' safety is our number 1 priority, and our employees hold the right to stop a move if they feel unsafe. We ask that all parties use sound judgement with inclement weather ****

Absent Customer - BEK Moving Co LLC understands events arise that are out of the customers control and they need to leave while the move is being performed. BEK Moving Co LLC will do our best to move everything they are told at the time of the customer being present.

BEK Moving Co LLC cannot be responsible for any missed items that were supposed to be transported if the customer is not present to check and make sure we have loaded all items.

**** A release must be signed if you or an authorized person is not present during any part of your move. This is to ensure the most efficient move possible for both parties. ****

Disassembly and Reassembly - We are equipped with a basic toolbox and drill to disassemble and reassemble your furniture. In rare instances, some furniture requires special tools to remove bolts and other hardware. Feel free to take apart anything ahead of time prior to our arrival.

Hardware and loose screws and nuts can be misplaced. Please have a safe place for them or inform the movers where you would like them placed for you.

Disassembly/ Reassembly- Cribs/Bunkbeds/Children's beds - Cribs are best if disassembled and reassembled by the homeowner. However, there are times BEK movers are asked to disassemble/ reassemble a crib. If requested, BEK will only reassemble a crib that we have disassembled. BEK Moving Co. is not liable for any reassembling flaws or problems that may happen to the crib/bunkbeds/children's beds.

Once completed, BEK will ask the homeowner to approve the reassembly of the item(s). By signing the bottom BEK Moving Co. are now released from all liability for any of the crib/bunkbed/children's bed.

BEK Moving Co. LLC offers to shrink wrap mattresses for additional \$5 per mattress. Please inform the driver on move day.

\$\$ Time Saving Tip \$\$: Any disassembly and reassembly that you can perform yourself will speed up the move.

Closing(s) – We understand problems can arise when closing on your old or new house. We allow a 30-minute grace window. After the 30 minutes are up, you will be on the clock at the hourly rate. We will do our best to coordinate with you and not accrue any downtime. Keep in contact with us if any times change or closing issues occur.

Damages – BEK Moving Co LLC takes pride in moving your belongings as efficiently and safely as possible. However, accidents do occur. Damages must be reported within 7 days of the move to be submitted for reimbursement or replacement.



BEK MOVING CO. PREMOVE LETTER



Depending on the depreciation of the piece(s) and how it was damaged will depend on the monetary value that is reimbursed, or the item being replaced.

BEK Moving Co LLC is not responsible for any damages to items after they have been placed into any mobile or stationary storage units, moving trucks, or customer vehicles. Once they are in your control and off our vehicle.

It is BEK Moving Co LLC's discretion on how the damage will be handled and will be explained in detail when reported to management.

Deposits – The deposit you provided will be refundable up until 10 business days before the agreed-upon move date. When you **cancel** within 10 business days of the agreed-upon move date, the entire deposit is forfeited. When you **reschedule** within 10 business days of the agreed-upon move date, then half of the deposit is forfeited. The second time that a move is rescheduled the entire deposit is forfeited. As long as these guidelines are followed, then the deposit you provided will be taken off the total bill at the end of your move. We will do our best to reschedule your move at new date but cannot guarantee to be able to move you on the new date. BEK Moving Co LLC reserves a truck(s) in the schedule and crew(s) for your move. Because of this, the deposit will be forfeit for the move that could have been scheduled in the place of your move. This also accounts for lost revenue and the equipment reserved for your move.

Long Distance Deposits – For long distance moves if there is any **cancellation** within **20 business days** then the entire deposit is forfeited. Rescheduling is left to the discretion of the ownership team.

Long Distance Moves – Long distance quotes are based on the inventory list provided if there are more items on move day the rates are subject to change. Failure to provide a precise list can lead to additional fees, movers, and vehicles.

Gratuity – Many customers ask if the movers accept tips. **YES!** Our movers greatly appreciate a gratuity but only if you feel they deserve it.

Payment – As of 05/23/3022 – Payment is required at the completion of your move.

Debit Card/Credit Card (We accept all major credit cards) **(IF YOU USE A CREDIT CARD ON MOVE DAY, YOU WILL BE CHARGED A 2% PROCESSING FEE)** *Have present on move day, we do not save card information.

Check

CASH *Receive a 3% discount off the hourly rate! (We recommend being prepared with the amount on the highest end of the quote)



BEK MOVING CO. PREMOVE LETTER



Masks- BEK Moving Co LLC takes pride in adhering to CDC guidelines during this unprecedented pandemic. We however do not require our movers to wear masks because it restricts their breathing and makes it difficult and dangerous for our movers to perform the move.

Vaccines- We do not require the vaccine here at BEK Moving. It is our employee's choice whether they get the vaccine or not. We leave this decision up to the employees and do not mandate anyone to get the vaccine at BEK Moving

***Please inform BEK Moving Co LLC if you have a life-threatening health concern as you may not want to reconsider moving as there is no 100% guarantee that we will not come into contact with the COVID virus. ***