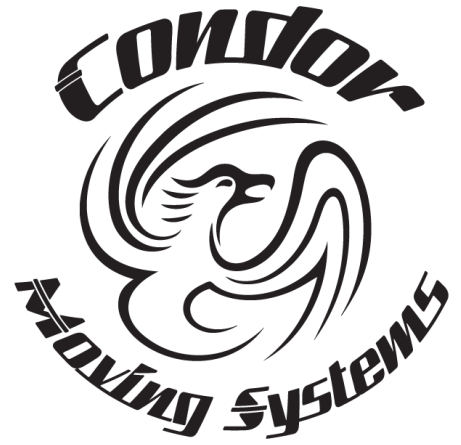


Moving Anyone Anywhere

CONDOR MOVING SYSTEMS



A RESIDENTIAL MOVING GUIDE TO A SUCCESSFUL MOVE



PRE-MOVE

Things to do & know before moving day

MOVING DAY

What to know while your movers are there

POST PICK-UP

What to know while your shipment is in transit or storage

DELIVERY DAY

Things to know during your delivery

UNDERSTANDING EXTRA CHARGES

More to ship, Long Carries, Stairs and Shuttles

OUR COMMITMENT TO EXCELLENT SERVICE



Condor Moving Systems is licensed and insured for your peace of mind, we are a certified Pinnacle Mover and a proud member of the Southwest Movers Association and a recognized ProMover through the American Moving and Storage Association. These memberships commit us to maintaining a high industry standard by providing service that is always efficient, reliable, professional and safe.

As a part of our quality assurance efforts to provide excellent customer service; Condor Moving Systems has created this helpful guide to lay out everything you need to know to help prepare you for all phases of your move with Pre-Move, Moving Day, Post Pick Up, Delivery Day tips and important things to know; because we know that moving can be stressful even when hiring professional movers. Keep in mind our friendly staff is always here for you to address any questions or concerns you may have during your move directly at Toll-Free: 877-460-MOVE(6683).



PRE-MOVE TIPS

TWO WEEKS



- We highly encourage all of our customer to thoroughly read their contract before scheduling a move.
- It's important to make sure you understand your charges, acceptable forms of payment, transit times and coverage.
- Make sure to pack all your boxes to the edge to prevent crushing. If you do not have enough items to fill the box, fill with packing material. Avoid old or used boxes that might be flimsy.
- Purge anything you are not taking with you. This can be simple things like clothing you no longer wear to big items like furniture.
- Pack clothes and supplies as if you were going on a vacation for 7 days. This will ensure that you have all your necessities while your shipment is in transit.
- Condor offers moving kits online with free shipping for all your self-packing needs. Located on our website under the Moving Supplies tab.

ONE WEEK



- Consider donating all non-perishable food items to Move For Hunger. Any donations can be set aside for your movers to properly label and deliver to the Tarrant County Food Bank.
- Condor will tag and inventory items tendered for all interstate moves or moves coming into Condor's warehouse. For your added protection on interstate moves or moves coming into the warehouse label everything with your full name, telephone number, destination information and the room you would like those items to be placed at the delivery.
- If you took advantage of our full pack option please make sure you have someone designated on move day ready to label your boxes or please provide our movers with labels with the information mentioned above.
- Make sure you have referred back to your contract regarding properly packing your household goods.
- Condor will not accept items packed in trash bags.

3 DAYS PRIOR



- We recommend you do not ship anything that is irreplaceable, medicine, passports, birth certificates, baby books, marriage certificates, jewelry, and money-like items such as checkbooks, traveler's checks, and deeds. Be sure to check your contract for exclusions of coverage.
- Contact your moving consultant with any inventory, contact or address changes as these may affect your final price.

1 DAY PRIOR

- You will receive a call 1-business day before your move with an estimated 2-4 hour time frame for your pick up.
- Make sure you have your payment ready for your movers



MOVING DAY

WHAT TO KNOW WHILE YOUR MOVERS ARE THERE

Now that it's moving day and your movers have arrived, the moving team will consist of a designated job foreman and helpers. The job foreman will greet you or your representative onsite and will explain all the paperwork necessary to begin your move. On moving day you will be required to sign the following documents including the Bill of Lading, Order for Service, and Inventory Sheets. Please make sure you take the time to read and understand all the documents prior to signing. If you would like copies of these documents prior to moving day please contact your sales consultant to request a copy.

Once these documents are signed the foreman will walk-through your home to verify the items that will be packed and loaded. If any additional services or charges are necessary, the foreman will advise you at that point. If you will not be present on moving day please make sure you have given your representative specific instructions regarding the pick up. Your representative will be the responsible party in-charge to instruct the movers regarding the items Condor will be moving and signing your moving documents including extra charges if applicable.

Once the packing and loading is complete please make sure that you have complete a walk-through once again with your job foreman to ensure everything has been loaded onto the truck. Once everything has been confirmed the foreman will present you with copies of your paperwork.

Note Please make sure you keep your moving documents easily accessible to you as you will need them for delivery day.

Common Question Should I tip my movers? Tips are customary but not required. Please keep in mind your movers at pick up may not be the same as your movers at delivery.



POST PICK-UP

WHAT HAPPENS AFTERWARDS

Long Distance Moves & Moves Coming Into Storage

Once your household goods have been picked up for a long distance or a move coming into storage a customer service representative will contact you the next business day to confirm your final total, delivery address, and your first date for delivery.

If you have taken advantage of our storage because you are not quite ready to receive your household goods keep in mind storage invoices are sent monthly and due on the 5th of each month.

When you are ready for delivery; contact us and we will get you set up for delivery.

Note It is extremely important when you provide delivery information that you provide access details such as stairs, parking access, and 18-wheeler access. These may affect your final price.

Transit Times may take up to 10 business days from the first date that you are ready at destination, with the exception of WA, OR, ID, MT, WY, ND, SD, MN, WI, MI, Upstate NY, VT, NH, and ME which may take up to 21 days.

Once our dispatch department is alerted with your delivery date they will arrange your household goods to be assigned to a truck and driver. When your household goods are loaded on the truck and your shipment is in-transit a customer service representative will call, email, and text you to notify you that your shipment is in transit. Approximately 24-48 hours prior to arrival of your destination, the driver will contact you with a delivery window. You will only be contacted twice once when your shipment is in transit and once directly by the driver. Should you need additional information please contact our office at your convenience.

Local Moves

Local moves not coming into storage are generally delivered the same day they are picked up.





DELIVERY

THINGS TO KNOW DURING YOUR DELIVERY

Now that its delivery day, the foreman will meet with you or your representative to collect your final payment. All balances are collected prior to the movers unloading the truck and are due via cash or postal money order only.

*Please make sure you have your inventory sheets from the pick-up to check off your inventory as items are coming off the truck. The movers will not wait once the job is completed for you to check off your inventory.

The foreman will do a walk-through with you to get a clear idea of where you will want furniture and boxes placed. If your boxes are not marked what room they go in the crew will need a designated area where you want your boxes to be placed. Once your furniture is set down and set up the movers will not rearrange your furniture pieces therefore it is extremely important that you have a clear plan of where your large items are to be placed.

Once all items have been unloaded and the crew has finished with the delivery the foreman will need your final signature for delivery confirmation. Any exceptions must be notated on the inventory forms and given to the driver prior to the driver departing your home. In the unlikely event you experience any loss/damage to anything please contact our customer service department directly with instructions on how to file a claim which can be found on our website at <https://www.condormovingsystems.com/resource-center/file-a-claim>

Condor Moving Systems offers 24-hour emergency customer service should you have any questions questions or concerns at the time of delivery. Please note once the delivery driver has left your home we will not be able to send another crew out if you moved out of state.

Congratulations on your move with Condor Moving Systems we hope this guide has helped make your moving experience with us a positive one. We appreciate your business and feedback always send any comments or suggestions to movers@condormovingsystems.com.

UNDERSTANDING EXTRA CHARGES



For Local and Long Distance Moves

It's important to understand your moving charges when moving locally or out of state. Planning and budgeting accordingly can alleviate a lot of unnecessary stress therefore understanding the reasons why your moving charges could change is important. We have summarized the top reasons why your final moving charges could change such as shipping additional items, items are not packed properly requiring packing service, stairs, long carry or a shuttle is required to complete the pick up or delivery. Communicating these things up front to your sales consultant is crucial.

SHIPPING ADDITIONAL ITEMS

Making sure your list of items is accurate. The primary reason your final moving charges could change is due to shipping more items than what is on your quote. Keeping your sales consultant up to date with your list of items is the only way to guarantee an accurate quote. Refer to your contract for additional charges.

PACKING MATERIALS

It's important that all items are packed in boxes. Loose items and items bagged in trash bags will not be accepted. All fragile items for example glass, mirrors, tv's, monitors etc are required to be packed in a box. Mattresses are required to be covered in plastic for sanitary reasons. Condor offers packing service on moving day at an additional cost if packing was not part of your initial moving quote. Our moving crews are always equipped with packing materials packing service is charged as used.

SHUTTLE

Shuttle service is required when there is limited or no access for an 18-wheeler to complete a pick up or delivery and a smaller truck is required to shuttle items to and from the 18-wheeler. Every pick up/delivery is unique and could possibly require a shuttle. Some examples of areas where a shuttle is required are downtown locations, city code restricted areas, low bridges, apartment complexes with limited gate and street access, high-rise buildings with a loading dock not 18-wheeler accessible, parking garage, contd -

SHUTTLE CONT.

areas with extreme grade, areas with low trees, gravel roads, low bridges and limited parking are some examples.

Shuttle charges start at \$350.00 therefore it's important to know whether your pick-up and delivery have 18-wheeler access.

STAIRS

Stair carry charges are charged to customer if the pick up or delivery location exceeds has more than 14 steps. Stair carry charges start at \$75.00. Notify your sales consultant for pricing. *Only for long-distance Moves.

LONG CARRY

Long Carry charges are charged to customer if the movers are required to park over 150 ft from the truck to customer front door at pick up or delivery. Long carry charges start at \$75.00. Notify your sales consultant for pricing. *Only for long-distance moves.

