

KIVOTOS GUIDE FOR RELOCATION

The purpose of this booklet is to provide successful moving guidance as well as information about your rights and responsibilities as an individual shipper of household goods.

CUSTOMER'S RESPONSIBILITIES

As a customer, you should be aware of the following:

- Reading all moving documents 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 etc).
- Making payment in the amount according to the agreement with the mover.
- Promptly filing claims for loss, damage, or delays with your mover, if necessary.

MOVING ESTIMATE

The pre-move survey and estimate is needed to determine the total cost of your move. We will examine what packing materials are required and the type and scale of shipping arrangements in order to form our final quotation. Our policy is to avoid giving estimate of any big transfer through phone as this way a more accurate assessment can be given.

The Estimator carrying out the survey will need to be shown throughout your home to see all the items you wish to move. For better assessment, is necessary to go through the rooms with the items to be transferred.

Additional items or additional services, which are not included in our initial agreement will be charged accordingly.

Items which may require special attention and care should be pointed out. Click this [LINK](#) to download a special **high value inventory** form, for such items which you can fill in.

At the meeting you need to also provide the specific origin and destination services you require and shipment information such as (new address, unloading limitations and access restrictions). Please advise the Estimator of any special services you might need. The day and time of your survey should be arranged well in advanced, so that everything meets your requirements.

INSURANCE

Kivotos shipping provides two options of coverage for loss or damage of your household goods.

Option 1 - Full Value Protection: is the most comprehensive plan available for protection of your goods. Any items that might be destroyed or lost during relocation process, by this option you get full settlement of the repairs or replacement of the goods. At this point you we will need to have the High Value inventory form completed. However, note that in case of this selection, you can either insure your goods by yourself, or we can arrange this on your behalf with the Insurance company that we collaborate.

Our Company strongly recommends Full Value Protection for your household goods.

Option 2 – Minimal Protection: This is a more economical option as it is provided free by our company. Claims for loss or damage are based on the item's weight multiplied by 1.00 euro per kg. We do not recommend this valuation option and will not provide it unless you specifically request it.

INVENTORY LIST

The inventory is the receipt showing each item you shipped and its condition. Be sure you receive a written copy of the inventory after your household goods are loaded, and that you agree with its description of your household goods' condition when delivered.

REPORTING A CLAIM

At the point of delivery your household goods, make sure that after unloading their condition is according to the status written in your inventory list before signing it. If you locate any damage or loss then you can report a claim.

CLAIM SHOULD BE FILLED IN 10 DAYS FROM THE DAY OF DELIVERY

PREPARING YOUR MOVE

Two Months Before Moving

- Get contact with your Mover
- Create a list of things to pack, and any other information you need for your move.
- Get measurements of the rooms and doorways of your new home to make sure large pieces of furniture will fit inside.
- Purge what You Don't Need
- Tour every room of your current house and decide which items should be discarded or donated to charity or friends.
- Plan to use up most food items before the move; perishables cannot be transported for long distances.
- Non-allowable like aerosols, flammables, ammunition or bottled gas. It is best to use them up or give them away before you move.
- Before your moving estimate, decide which items you'll pack yourself, and which you'd like our company to pack. Bear in mind that, items packed by your self will not be covered by the insurance.

One Month Before Moving

- If moving from an apartment, notify your landlord and request your apartment deposit.
- Fill out a change of address form at your local Post Office or online. Notify magazines to which you subscribe. Note: You must fill out a change-of-address form for each person receiving mail at your address.
- Transfer bank accounts and ask your local credit office to transfer your records to your new city.
- Make your travel reservations for the trip if change country.
- Arrange a specialist to take down TV antennas or satellite dishes. (We can arrange on behalf of you if we get such instructions)
- Cancel your cable/satellite TV service.
- Your local service provider can help you with phone, internet, cable, or satellite service for your new home.

Two Weeks Before Moving

- Continue Packing Preparation
- Return library books and other things you've borrowed.
- Protect your shipment from damage by disposing of flammables such as gasoline, fireworks, matches, cleaning fluids, bottled gas, aerosols, acids, and caustic drain cleaners, etc.
- Review and complete the High Value Inventory Form.

1 Week Before Moving

- Gather medicines and important papers for the car trip.
- Start packing suitcases.
- Get the name, address and phone number of your Destination Agent.
- House Cleaning
- Drain gasoline and oil from small gasoline-powered equipment.
- Drain water from all garden hoses.
- Defrost, clean and dry refrigerator and chest freezer.
- To receive the entire balance of a deposit on an apartment, most landlords require renters to return the property to its original condition.

1 Day Before Moving

- Finish Packing Preparation
- Put cleaning supplies, toiletries and other items you may need first in special boxes to be loaded last and unloaded first.
- Finish packing all suitcases.

Moving Day

- Remember to give the van operator your signed Customer Responsibility/High Value Inventory Form (this form must be signed even if no items are listed). Be on hand all day to answer questions.
- Make final check of every room and storage area. Make sure windows and doors are locked, keys are transferred and lights are out.

For your better guidance find below our check list (customer responsibilities guide):

CUSTOMER RESPONSIBILITIES GUIDE

Kivotos Shipping & Logistics Services LTD.

Customer Name _____

The following list sets out your responsibilities prior to and at packing/loading and at time of delivery. This list is meant to eliminate most problems encountered during a relocation. Thank you for reading and taking the time to do the following:

• Pre Packing/Loading •

- Give name to each of your house room in order for us to put those names on cartons and be easier for you to recognise them during the repositioning process.
- Arrange of non-Kivotos transportation of jewellery, coins, currency, stocks, bonds, legal documents, valuable collectables, collections and medicines.
- For** Trash bins arrange to have them empty and clean. Places that you can locate trash bins can be in garage, bathrooms, kitchen etc
- Discard flammables, ammunition, cleaning solutions, paint, liquids, pressurized fuel, aerosol cans and propane tanks.
- Separate and identify items not being packed or transported by Kivotos.
- Empty attic and crawl space of items to be packed or transported by Kivotos Shipping.
- Remove wall art and ceiling fixtures and prepare them for packing or transport.
- Do not** Disassemble items yourself, in such case those items will not be covered by the insurance.
- Prepare and disconnect all cables electronics, audio, video and computer equipment for packing or transport.
- Disassemble appliances such as refrigerators, freezers, washers, dryers etc. Empty all contents and leave the door open the day before so to be drained and be prepared for next day transport.
- In case of small children be at home, it is recommended to provide close supervision.
- Empty gasoline and oil from small engine gas-powered equipment (lawnmowers, blowers, etc.)
- Thorough scrub and clean surfaces from items like Grill, BBQ and smokers.
- Identify all High Value Items on our [attached](#) inventory form and give form to the van operator.
- Advise packers or the van operator of any firearms being packed or transported.
- Be present at time of packing and loading to verify inventory and sign documents.
- Never participate in the van loading process.
- Check drawers, cabinets and closets to be sure all items are removed.
- Perform residence walk through with the van operator after loading is complete and make note of any residence damage on the appropriate documents.
- In case you add additional items to your shipment after our pre-move survey, please let us know as price may change.
- Be present during entire delivery.
- Never participate in the van unloading process.
- Verify items delivered by using the Customer Check Off Sheet. Ask your van operator for this before delivery begins.
- Verify receipt and condition of all items listed on High Value Inventory.
- Perform residence walk through with the van operator, making note of any residence damage on the appropriate delivery documents.
- Note any loss or damage (including damage to your residence) on our documents prior the van operator leaving

SERVICES TO CANCEL OR TRANSFER PRIOR MOVING

- Electricity
- Gas or Fuel Oil
- Telephone
- Lawn Care Service
- Water
- Laundry
- Refuse
- Cable/Satellite TV
- Internet

WHAT ARE HAZARDOUS MATERIALS?

These are dangerous or flammable materials that Kivotos Shipping will not transport.

- Flammable, corrosive, or Explosive items
- Acids
- Aerosols
- Ammonia
- Ammunition
- Car Batteries
- Charcoal
- Charcoal Lighter Fluid
- Chemistry Sets
- Cleaning Solvents
- Darkroom Chemicals
- Fire Extinguisher
- Fireworks
- Gasoline
- Household Batteries
- Kerosene
- Lamp Oil
- Liquid Bleach
- Loaded Guns
- Matches
- Motor Oil
- Nail Polish
- Nail Polish Remover
- Paint Thinner
- Paints
- Pesticides
- Poisons
- Pool Chemicals
- Propane Tanks
- Guns

- Gun Reloading Supplies
- Scuba Tanks
- Sterno

NEVER DUMB HAZARDOUS PRODUCTS

Never burn hazardous wastes, not even in a barrel or stove. Burning can cause toxic gases and make hazardous ash and smoke, resulting harm your health and environment.

Recycle used motor oil and antifreeze. Many auto service centres and auto parts stores will accept used motor oil or antifreeze, or both.

You can also find your area **Green Spot**, and dispose various type of items that can be made by plastic, metal, or even old appliances etc

In General, if the transit time of cargo is international, then Kivotos Shipping does not transport any materials that may die or spoil during the trip. These might include:

- Food (fresh frozen, refrigerated, or opened food products)
- Plants (read "How To Move House Plants").

A FEW EXCEPTIONS...

Some perishables might be delivered under certain, very specific conditions. Ask about special arrangements for perishables if they:

- Are properly packed
- Require no servicing in transit
- Will travel fewer than 80km
- Will be delivered within 24 hours of pickup

ITEMS YOU SHOULD MOVE YOUR SELF

Consider packing and taking these personal items with you during your move:

- Address Books
- Airline Tickets
- Car Keys
- Car Titles
- Cash
- Cell Phones
- Certificates of Deposit
- Checkbooks
- Financial Documents
- Family Heirlooms
- Insurance Policies
- Tax Records

- Jewellery
- Keys to furniture, safe, home
- Laptop Computers
- Medical & Dental Records
- Medicine
- Photographs, Photo Albums
- Professional Files (attorney, accountant, physician)
- Research Projects
- Sterling Silver
- Stocks/Bonds

THANK YOU FOR READING THIS GUIDE