



Keeping it "Lite"...

A Guide for Anyone About to Move
From Point A to Point B



litemovers.com

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About This Moving Guide

"Moving" may be a single word, but the act of moving contains a thousand decisions followed by a thousand individual tasks. Because you're packing your life away in boxes, simplifying the belongings you'll keep, and saying goodbye to a place you've called home—all while managing your day-to-day life—moving is never easy. However, moving doesn't have to be as difficult as its reputation has made it out to be!

Since we started in 2007, **Litemovers** has been perfecting ways to transport our customers' belongings safely and securely to their final destinations. We've figured out ways to help our customers feel "lite" by shouldering the burden with them. This moving guide is one of the steps we've taken in that direction.

Why take our advice? Every year since we began, our business has doubled over each previous year because of referrals from happy customers. The stellar service we provide has earned us an A+ rating on Angie's List. This is in addition to the hundreds of current testimonials we've received from customers who, even amidst a busy move, take the time to share how much we've meant to them.

Whether you choose **Litemovers** for your next relocation or not, keep this booklet on hand. We've invested the same level of detail and effort into this guide that we bring to every move.

Picking a Moving Company

Most people feel anxious about moves because the preparation process can be overwhelming. It's a great idea to create to do lists, then go about checking off completed tasks because "doing something" provides a sense of satisfaction. Many people don't realize that the order in which they tackle each task is just as important as the tasks themselves. Not only is picking the right moving company one of the most important decisions you'll make in a time of transition, it should be one of the first. Here are a few tips to help you choose a great moving company.

1. Booking the Best

The best moving companies with the greatest reputations always fill their schedules first. Even if you don't know how many boxes your move requires, you should still reach out early to secure your preferred move date with the company of your choice. It is advisable to book a company at least three months before your move date. Having your entire house in boxes while you wait for an available moving company should be avoided at all costs, and is unfortunately all too common.

2. The Truth Behind the Estimate

Movers don't provide customers with a fixed dollar amount for a move because of the many variables inherent in this type of work. However, moving companies are required to give you an estimate. You want to choose a company that can give you an estimate that addresses the amount of time, equipment, and materials required to perform the job effectively. A detailed estimate allows you to understand how changes in the size or scope of your move will affect the total cost.

3. Reputation Is Key

Find third parties who endorse a moving company before you book. Because we all lead busy lives—which become even busier when a move is involved—it says a lot when a customer takes the time to offer feedback regarding their recent move. If a moving company can produce several recent testimonials upon request that is a good sign. If the company has garnered a Four or Five-Star Rating from Google Plus or Yelp, or an A+ Rating from Angie's List, most likely you can expect a quality experience as well. Also consider reaching out to friends, coworkers, or neighbors to see if they have a recommendation to offer.



4. Great Companies Go Out of Their Way

Great moving companies will help you find solutions to make your move more economical. For instance, if you donate and downsize more than expected, give your movers a heads-up about these types of changes at least one week in advance. Less to move could mean a smaller vehicle, fewer crew members, and of course, more money in your pocket.

5. Know the Size of the Company

Always inquire about a moving company's size and its workers' qualifications. Ask if the company requires background checks and drug tests for its employees. When a company has fewer than five employees, the employees could be overworked, or the company could be using contractors for many of their moves. It is better to go with movers who are accountable to a company verses independent contractors.

6. Moves Large and Small

Many moving companies will charge a minimum of three to five hours per move, even if your move takes less time. If your move is small—for example rearranging furniture so floors can be re-finished—ask if the moving company has a minimum number of hours for which they must charge. In an effort to cater to moves both large and small, some companies like **Litemovers** offer a one-hour minimum move.

7. Choose an Organized and Licensed Company

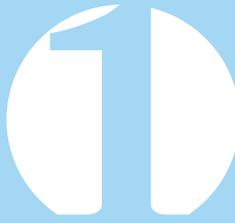
Detail-oriented professional movers give you the opportunity to list every item you plan on taking with you. If a company has the bandwidth and operational know-how to collect information on each and every box, piece of furniture, and knick-knack that will be traveling with them, think of how they will hold themselves accountable to make sure they all arrive safely. A moving company is in charge of relocating those things you value and that make you feel at home, therefore taking the time to verify that a company is licensed is always advisable.



Planning & Organizing Your Move

When you're in the midst of selling or buying a house, and moving your kids to a new school, planning and organizing your to do list can seem impossible. If you prepare properly, both your move and the months following it will be more efficient and less stressful.

The tips offered here will help prevent the finer details of your move from falling through the cracks.



Avoid Procrastination

Overwhelmed, many people procrastinate in the weeks and months before their move-out date, often waiting until the last minute to tackle significant projects.

Try to set realistic goals and deadlines. Our advice is to hire a professional organizer early on, or ask a friend to come over and help for a few hours. The hardest part about packing is getting started.

Procrastination adds stress with each passing day. It is easier to gain momentum when you invite a third party to help, especially one who isn't emotionally attached to your belongings.



Downsize Your Home

Think about selling or donating the items you don't use in your home.

If you have furniture or other useful, well-preserved belongings with considerable resale value, consider using consignment stores, auction houses, or antique dealers. Though Amazon, eBay, and Craigslist are popular online sites used for selling, please keep in mind that the logistics involved with them—which include shipping and/or meeting buyers—may add unnecessary tasks. For donations, many charities offer free pickup, which can easily be scheduled online or by phone.

Companies like **Litemovers** often have relationships with several local nonprofits and can pick up and deliver your donations for you.



Communicate with Your Movers

If any of your furniture items will be taken apart and/or reassembled by your movers, make sure you let them know. Experienced companies will research in advance all necessary manuals they will need that day. If a customer does not alert a moving company of this need, it could mean an extra trip for the company, or the customer finding other means by which to move certain items. Moving companies also like to know if your anticipated move gets smaller or larger than originally planned because it ensures they are prepared.



Apartment and Condo Dwellers

Some buildings have restrictions that limit the number of times per day a moving company may use the elevator. Sometimes movers may only access a building during certain hours. If you live in an apartment or condo, always check with your building manager to learn of any restrictions that involve moving companies. Many building managers require a copy of a moving company's insurance certificate prior to granting that company access to the building



It's Not Just Boxes and Furniture

Remember to do all of the important "little things" as well, which include informing your family and friends of your new address, forwarding your mail at the post office, and contacting utility and cable companies to let them know the date by which you will no longer be financially responsible for payment. Also remember to make the appropriate travel arrangements for members of your household, including your pets.

Packing Tips

Have you ever heard of someone who moved into their new home and couldn't find their dishes, their car keys, or their coffee maker? They probably didn't read this guide. Smart packing isn't just about getting everything to arrive safely at point B; it's about finding everything you need once it's arrived. Some customers weigh their resources of time and money, and decide the financial investment of having a moving company pack every drawer and cabinet is worth it. Others choose to pack themselves. Here are some ways to anticipate and cut down on packing-related problems.

- Don't try to economize on boxes. Always use the strongest boxes you can get your hands on. Moving companies like **LiteMovers** offer high quality boxes, but you can also find them at Home Depot and U-Haul.
- Choose boxes over other types of transport items like plastic bins with lids. This is what professional movers prefer.
- Pack books in book boxes. This may not seem like an important detail, but books are heavy and boxes that are too big will not save you time when it comes to transporting and unpacking them.
- Seal all boxes with a high quality packing tape to ensure the boxes don't fall apart.
- Include a label on every box with a description of the contents it contains. Customers should also tag or label every box and piece of furniture with its final room destination. When movers don't have to stop and ask questions for every item, the entire process takes less time.
- Clean your house as much as you can. Clutter will get in the way of your movers.
- Ask your moving company if they offer insurance policies to cover your belongings in the event of damage during the move. Please keep in mind that your ability to insure your belongings could be limited if you choose to pack yourself.
- Take pictures of your furniture and other valuable items so that you have proof should damage occur during the transition.
- Don't ask movers to pack items that you'll need at your fingertips the moment you arrive at your new place. These include laptop computers, cell phones, chargers, medications, and your keys. Put these in your car so you have easy access to them.
- Tell your movers about any personal items they will be moving that are valuable to you.
- Transport items of significant value yourself; jewelry, computers, and precious artwork should be driven by you in your car. Moving companies will never cover items like these against loss or damage.

Moving Out and Moving In

Your entire house may be packed, but your job doesn't end when moving day finally arrives. In order to have the best possible experience, it is important that you be alert and involved in the process. Here is a list of moving day "Dos" and "Don'ts" to keep in mind.

- Don't block entryways with boxes. This will slow your movers down.
- Unplug appliances and disconnect gas and water lines in advance of your move date. Even when there's a minimal risk of injury, movers are not permitted to do this.
- Make sure you check each room and closet before leaving your previous home. It is very easy to accidentally overlook something.
- When you leave your home, make sure you've turned off all lights, locked all doors and windows, and cleaned as much of your home as possible.
- Keep a list of inventory on hand of all the things you are transporting. The PA Public Utility Commission requires moving companies to offer their customers this option. You do, however, have the right to waive this offer if you feel you do not need it.
- Make sure you inspect each item of furniture after it arrives at your new location, before signing a bill of lading. Even though you may be exhausted after a long day of moving, once you sign the waiver it is difficult to hold a moving company accountable for any damages.

What Can Litemovers Do For You?

Based out of Wayne, PA, **Litemovers** can perform a move anywhere in the United States (as long as the move begins or ends in Pennsylvania).. We specialize in moving, packing, storage, and disposal. By educating our customers on this complicated process, we are able to help them determine how they can customize our offerings to benefit them. **Litemovers** services all types of moves, both large and small.

What Else Can Litemovers Do?

- Disassemble and reassemble furniture and exercise equipment
- Move pianos and other specialty and/or heavy items
- Pack any and all rooms in your house
- Perform in-home moves if you're getting an addition built, your floors re-sanded, or simply need help rearranging furniture
- Can do any PA in-state move, or any out-of-state moves
- Offer a minimum timeframe as little as one hour for a move
- Receive and deliver
- Take care of any type of office or commercial move
- Provide storage solutions before or after your move

Our Story

It was completely by accident that **Robert G. Lail**, our Founder and President, found himself the owner of a thriving moving company in just a few short years. In 2007, Rob purchased a boat and a pickup truck with dreams of bringing it to the Jersey Shore, Poconos, and Chesapeake Bay. The problem was, he did so without telling his wife.



To make up for the cash outlay and ongoing expenses, Rob told his wife that he would start a small moving business. That first year he hired Ed Bogusz, now his Director of Operations, to help him run the business. Little did they know that their small endeavor would soon transition from "lite" moves to much more extensive ones.

When asked what sets his business apart from other moving companies, Rob says: "Our movers not only have years of experience, they are also exceptionally polite," which is a quality he demands of all his employees. A native of Lower Merion Township, Rob believes **Litemovers'** values of professional courtesy and superior customer service stem from his childhood and growing up in a house with eight sisters and no brothers.

Moving and Packing Checklist

Prior to Your Move

Research moving companies via friends and family, Yelp.com, and Angie's List.

- Contact at least two moving companies.
- Make sure estimates include: Amount of time, equipment and materials necessary for your job.
- For small moves, ask if the company has a minimum charge per move. And also, if your move takes less time than estimated, will you be billed accordingly.
- Tell the movers about any furniture or exercise equipment that will need to be disassembled or reassembled.
- Book your preferred moving company with your intended date at least two to three months in advance of your move.
- Buy high quality boxes and packing tape from Home Depot, U-Haul, or through your moving-company. Books must be packed in book boxes.
- Choose what you intend to dispose of, or donate.
- Choose how you'd like to handle donations and disposal. Drop off locally, request an on-site pickup, or ask if your moving company will handle your donation and disposal needs.
- Pack boxes with items you plan to take with you. Group boxes accordingly to their destinations, and label accordingly- including a description of the contents.
- You, not your moving company, should transport valuables, such as jewelry, computers, precious artwork, and items of significant worth.
- Before your move, take pictures of furniture and other valuable items. Label furniture with its corresponding room.
- Call your moving company, at least one week in advance, if the scope of your move becomes bigger or smaller than anticipated.
- Clean your home.

Moving Day

The Day Before

Ensure all entryways are clear so your movers can efficiently navigate. Unplug all appliances, TVs, etc., and disconnect gas and water lines.

The Day of the Move

- Check each room and closet before leaving your home.
- Turn off all lights, lock all doors and windows, and clean as much of your home as possible.
- As the movers arrive at your new home, go through your list of inventory to ensure all your belongings have arrived, and inspect all furniture before signing the bill of lading.

Charities That Pick Up Donations:

Habitat for Humanity of Philadelphia

www.habitatphiladelphia.org
215.739.9300

Vietnam Veterans of America

www.pickupplease.org
800.775.8387

The Purple Heart

www.purpleheartpickup.org
1.800.338.1448

Impact

www.impactthrift.org/donate
215-957-6131

Thrift Stores/Consignment Shops

Bryn Mawr Hospital Thrift Shop

804 County Line Road, Bryn Mawr PA
610.525.4888

The Neighborhood League

191 E. Lancaster Avenue, Wayne Pa
610.688.8352

Goodwill Stores

700 Nutt Rd, Phoenixville PA
610.917.0095

and

766 E. Lancaster Ave., Berwyn PA
610.644.2533

and

235 Lancaster Ave., Frazer PA
610.647.2740

and

Buckwalter Rd., Royersford PA
610.948.4067

Resellers Consignment

480 Lancaster Avenue, Malvern PA
610.647.1000

The Trading Post

1536 E. Lancaster Avenue, Paoli PA
610.644.6122

Twice as Nice

250 Haverford Ave., Narberth PA
610.667.3005

The Velvet Shoestring

164 E. Lancaster Ave., Wayne PA
610.995.0300

litemovers.com

Great service starts with a phone call.
Call us with any questions at **866-598-6277**

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