



relax.
we carry
the
load.



moving guide

ALLIED[®]

Okay, take a deep breath...

Now relax. We're Allied Van Lines.

Whether you're moving down the street or around the globe, your life is about to change before your very eyes. And with everything you have to think about already, you shouldn't have to worry about the actual move itself.



seasoned experts

At Allied Van Lines, we know that nothing puts people at ease better than trust. Our 75 years in the moving business has earned us a great deal of trust helping people like you deal with important life changes.

Allied's expertise travels with you every mile of your move. You'll be glad to know that we're not only the largest, most recognized van line on the continent, we've also perfected the process for moving.

leading technology

Clearly technology plays a fundamental role in the moving process so we employ the latest, most reliable industry technology every step of the way, resulting in improved efficiency and quality of service.

Our tagging and tracking system ensures that all of your possessions are properly loaded, safely transported and efficiently accessible at your destination.

unmatched quality

Allied's goal is to provide you with the best quality of service in the moving industry. Bar none. So, we offer you the Quality Alliance, a cohesive team of agents, drivers and employees striving to meet standards that rank as the most comprehensive in the industry. And, unlike other movers, we provide tangible evidence to support our claim.

Our Quality Service Audit (QSA) is the key. Regular customer satisfaction surveys not only tell us that customers rate their overall satisfaction as 'excellent,' but they also provide the information we need to maintain and improve each area of service.



services It's your move. Call Allied.

Because we know the significance of moving in our customers' lives, we're glad to provide whatever information and guidance we can as you consider your options.

planning

To help you better understand what we offer and how that compares to other companies, we'll assign you your own Personal Relocation Consultant, an experienced person with the know-how to help you through the entire move process.

Your Personal Relocation Consultant will develop a timely, accurate cost quotation, as well as a reassuringly thorough Personal Moving Plan where all expectations, deliverables, timing and costs are spelled out clearly and concisely. In-home electronic surveying and inventory systems

available through most Allied Agents provides even quicker, more accurate, easier to read estimates.

In addition to help with planning, an Allied Consultant will also be there for you throughout the whole move, providing information and reassurance at every turn. You'll be so relieved to have such a great resource during this busy time that you may start to think of your consultant as, well, a member of the family.

packing

Since Allied offers such a comprehensive range of services, you'll get exactly the kind of help with packing that you want, tailored to your needs, your schedule and your budget.

And, you can relax knowing our Pack-and-Load Technicians are well trained professionals who employ proven packing techniques to assure on-time, intact and on-budget delivery.

In addition, continuous follow-through from your Allied Move Team makes it possible for us to react to any unexpected occurrences or changes in your schedule.

Furniture Protection To protect upholstered furniture from soil damage, Allied pioneered Stretchwrap Furniture Protection, a strong clear plastic that covers and clings to furniture. It is used on every move at no additional cost to you.



Full Service Packing All items in your home are packed by our experts using the most up-to-date packing methods and materials in the industry. Allied can provide packing services for all or just some of the rooms in your home.

Fragile Packing You define your breakable or high-value items such as dishes, glassware, artwork, fragile furniture, and mirrors. We professionally pack them with care, and you pack all your other belongings.

Crating High-value items such as artwork, electronic equipment, or delicate collectibles may need some added attention. Consider custom crating to protect fragile or non-standard sized belongings.

Do-It-Yourself Packing Allied can provide boxes and materials to make your job as easy as possible. Plus get a little friendly advice based upon our years of packing experience.

Unpacking If you choose this optional service, boxes are opened and contents are removed and placed on a flat surface upon delivery. If desired, Allied can arrange for any further placement needs. Boxes and packing material removal is included within this optional service.

Transporting Cars and Boats Larger items such as cars and boats can be included in your move. Ask your Personal Moving Consultant for more information on car and boat transportation options.

Assembly/Disassembly Your crew is responsible for the disassembly and re-assembly of certain household items. If you require assistance with disassembly and re-assembly of large or complex items such as swing sets, waterbeds and wall units, your Personal Moving Consultant can make the necessary third-party arrangements.

Packing Materials Allied has a wide range of boxes and packing materials available to help you organize and safeguard your belongings, from double wall cartons for fine china to mattress bags and specialty pads.



Thanks to the world's largest and most modern fleet of household moving vans as well as Allied's commitment to on-time delivery, your belongings will arrive safely and on the promised delivery date. That means you'll feel right at home in your new location.

Loading Before loading begins, your crew will lay floor runners and apply padding to banisters, doorways and woodwork to protect them against damage. Each of your belongings is labeled, inventoried and loaded in a systematic process. Additionally, all upholstered furniture is wrapped in Allied Stretchwrap, a strong, clear plastic that completely covers the furniture, protecting it from dirt and damage.

Unloading Upon arrival, we protect your new home by using several types of floor runners to prevent stains or scratches on carpet and wood flooring. All items are inventoried as they are unloaded. Furniture, boxes and other belongings are placed in the rooms you designate. The crew will be responsible for the re-assembly of any household items disassembled by them at origin.

Additional Services Available

Third Party Services Upon request, third party services such as appliance connect/disconnect, pool or hot tub disassembly/assembly, and cleaning services can be arranged for you.

Shuttle Services If access to your home is difficult because of a narrow driveway or obstruction, Allied will provide a small truck to transport your belongings from your old home to the moving van, or from the moving van to your new home.

Storage-In-Transit Allied will store your belongings for up to 60 days. After 60 days, goods are transferred to permanent storage. Storage is a good option if you are not yet able to move into your new home for any reason.

Other services not outlined here may also be available. Just ask your Personal Relocation Consultant before your estimate is completed.

Professionalism and experience All members of your Allied team—moving consultants, agents, packers, drivers and crews—receive regular and ongoing training on the latest innovations in equipment, packing and technology to serve you better. Through studying and sharing best practices in consumer service, safety and transportation standards learned over decades, Allied ensures the most reliable, efficient methods are used to transport and safeguard your belongings from origin to destination.

In addition, all of our trailers are equipped with air-ride suspension systems to ensure the contents travel in the safest manner possible. All vehicles must be inspected daily by the driver and there is a formal inspection conducted twice yearly by the company.

tracking

Allied recognizes the value of your belongings. In order to keep our customers informed about the whereabouts of their shipments, Allied has implemented an on-line shipment tracking feature. This feature enables the customer to check on the current status of their shipments, 24 hours a day—365 days a year. The information provided includes the load date, present location and estimated delivery date. Your Personal Moving Consultant is also available to answer any questions on the status of your shipment.

moving protection

It's Your Move. Choose the right coverage.

In the event that personal item(s) are damaged, Allied offers the following valuation protection options to allow us to rectify the situation quickly, keeping you happy with our services during your move.

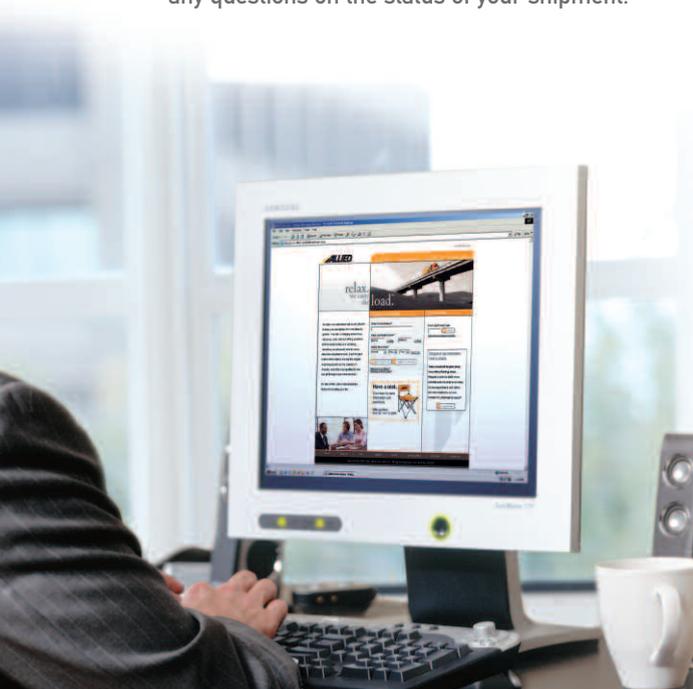
Replacement Value Protection: Your Optimal Coverage

Allied offers you total peace of mind with Replacement Value Protection, the most comprehensive protection plan in the industry. Should an item sustain damage while in Allied's care under Replacement Value Protection, Allied accepts responsibility to repair the article, or if repairs are not possible or if an item is lost, Allied will replace it with an item of like value and quality.

All household goods' carriers are subject to Federal and Provincial regulations. The nature of the goods shipped can vary from articles of high value to articles which can be easily replaced. Please ask your Personal Moving Consultant for the full list of guidelines as outlined in the Carrier Liability Certificate*.

Released Rate Liability If you choose not to purchase our Replacement Value Protection, by law, Allied Van Lines' maximum liability in the event of loss or damage is 60 cents per pound per article. This level of protection is automatically included in the transportation rate applicable to your move. This option is recommended only to those whose household insurance arrangements cover the full replacement value of damaged articles.

* See the terms and conditions specified on the Carrier Liability Certificate and Allied's published tariffs.



Claims Settlement Any claims will be handled quickly and efficiently through Allied's central Claims Department. In the event of a claim, please bear in mind that the seasonality of our business affects the volume of claims to be processed. The turnaround time for each claim will depend on claim volume and the complexity of your claim.

Still unsure about what's right for you?

Just ask your Allied Relocation Consultant. He or she will work with you to understand your coverage needs and answer any other questions you might have. The bottom line is to ensure your peace of mind when we drive away.

Need more information?

If you have questions just ask your Allied Relocation Consultant or visit us at www.allied.com

Our website can help you access everything you need to know about your move. Request a no obligation in-home estimate from a Personal Relocation Consultant, generate a ballpark estimate, get tips on packing, or simply find the Allied Agent nearest you.



www.allied.com

