



IMPORTANT! YOUR RESPONSIBILITIES

In an effort to avoid any problems occurring on your move we have prepared this document to ensure that you understand your responsibilities.

■ By the time our professional packing team arrives at your home, you must have separated and out to one side:

- All valuables
- Passports / airline tickets (if applicable)
- All clothing and items that you wish to take with you on the plane.
- Any mortgage, insurance or car documents that you may need after the move (e.g. to sell your car)
- House keys
- Any other shipments, i.e. Air freight items (in one area); Storage items (in another area); Items not to move

(Note: you may wish to use post-it notes, or stickers available from Sterling. We would strongly recommend a foolproof system.)

■ You must arrange to have taken down any item permanently fixed to the wall or ceiling, such as chandeliers, cabinets, light fittings, etc. (Note: Sterling can arrange for this as extra cost, but you must have requested this and have had it confirmed in our Quotation.)

■ All valuables must be transported personally with you. These include jewellery (except costume jewellery), cash, stocks and bonds, important documents, mobile phones, Ipods/MP3 players plus valuable stamp and coin collections. Read manuals for stereos, electrical items, etc, so that you can prepare them for transportation, i.e. all electrical items must be ready to move before we arrive.

■ Any freezers, fridges, washers, dishwashers etc must be defrosted and dried out ready to move.

■ Any cookers, washers etc must be disconnected prior to our arrival (unless specifically arranged and quoted by Sterling).

■ Mowers and garden equipment must be clean and ready to move. Mowers and other machinery must be emptied of oil and petrol.

■ Any attic/loft **without a fully boarded floor** must have all items removed from it prior to our arrival. (This is to save you from any legal liability.)

■ All CDs/tapes and videos should be taken out of the machine (to avoid them being damaged in transit).

■ Any bleaches, paints, thinners or other flammable or hazardous items cannot be shipped. These must be disposed of prior to our arrival.

■ Computers must be ready for transport. Ink-jet printers must have the ink cartridges removed. Pack new cartridges only. Old ones may leak. We also recommend that you back up all files to Zip drive or floppy discs and take them separately.

■ Gas tanks for barbecues can only be moved if they are totally empty.

■ You are responsible for providing all documentations to allow for customs clearance. Please read Sterling's detailed advice in our Moving Guide or ask us if you are in any doubt.

■ You must provide us with a completed transit cover proposal if you require cover during your move.

■ On the day of loading, our foreman will provide you with a packing list for each shipment (sea/air/store etc.) Please read these carefully before signing them. By signing these forms you are stating that those goods are destined for the correct place/method.

■ On completion of packing you are responsible for checking that everything that should have been moved out has been. Please do this before our team departs your home. Any items found afterwards may well involve additional costs for shipping separately.

Throughout the process, Sterling is there to help. Please call us at any time if you need assistance or are in any doubt.