

Thank you for choosing Herlihy Moving & Storage to handle your relocation.

This document provides key contact information, an overview of the relocation process and some helpful reminders. Please visit our website, www.herlihymoving.com, for a complete list of moving tools, tips and other useful documentation.

Our goal is to provide a stress-free relocation. Therefore, at any time throughout this process, please do not hesitate to contact us with any questions - we are here to help!

Key Contact Information

In order to better serve our customers, we have operations in Columbus and Chillicothe, Ohio. Please contact the office nearest to you.

Columbus Office

Herlihy Moving & Storage, Inc.
3759 Jackson Pike
Grove City, OH 43123
Tel: (614) 871-4040
Fax: (614) 871-1478

Chillicothe Office

Herlihy Moving & Storage, Inc.
747 Marietta Road
Chillicothe, OH 45601
Tel: (740) 775-6683
Fax: (740) 775-6685

Office Hours for both locations are 8AM to 5PM, Monday through Friday.

Process Overview

A Certified Move Coordinator will be assigned to manage your relocation. The Move Coordinator will work directly with you to ensure the following activities are fully explained and properly planned.

1. Communication

As the move date approaches, we will contact you periodically to verify and reconfirm information.

So that we may stay in contact with you throughout the move, please give us a working telephone number (cell phones preferred) and an email address. We would also appreciate updates on any new information that becomes available, such as new home address and phone numbers.

On loading day, please review with the driver your new information and directions to your new home (from the nearest highway). This will help avoid any unnecessary delays.

2. Scheduling Load & Deliver Dates

Scheduled load/deliver dates will vary based upon the size and total miles of your shipment. The load/deliver "window" may be utilized to plan your shipment's fastest and slowest load/deliver dates.

Although we cannot always guarantee your preferred load/deliver dates, please let us know your preferences and we will do our best to accommodate.

If you purchase non-refundable airline tickets for travel to your new city, we recommend that you make certain the departure date is **after** your loading window is complete.

3. Self Packing

If you are self-packing, the following should be completed **PRIOR** to first possible load date:

- a. Complete ALL packing (remember, packing takes time!).
- b. Dispose of unwanted clothing and furniture.
- c. Pack boxes tightly but do not overload.
- d. Close and tape each box with packing tape (please do **not** use duct tape).
- e. Label each box with your last name, room location and contents.
- f. Additional packing guidelines are available on our website, www.herlihymoving.com.

4. Waiver/Disclaimer Form

Please reference the enclosed Waiver/Disclaimer form for important information. This document must be signed by you on the day of loading.

5. Inventory Sheets

During the loading process, the van foreman will perform an inventory of all household goods that are to be moved. The inventory will record the existing condition of the goods, prior to being loaded.

At the new destination, you will be signing that all household goods were delivered. This will be verified by checking off the items on the inventory sheet as they are brought into your new location. Any damage must be noted on your inventory sheets.

6. Payment

As noted on your estimate, payment must be made to the driver delivering your shipment. Payment may be made by cash, cashier's/certified check or credit card with prior approval. Credit cards are charged 48-hours prior to load date.

Please reference the yellow form in your move packet for more information.

7. Customer Service Survey

After your relocation is complete, Mayflower Transit will send you a survey to evaluate our performance - there is a sample survey in the moving packet.

Our goal is to provide a stress-free relocation. If at any time you feel we are not earning a perfect "10", please notify us immediately so that we can correct the situation.

On behalf of everyone at Herlihy Moving & Storage, we appreciate your business and look forward to helping you and your families make a smooth transition.

Sincerely,

James D. Herlihy
Vice President
Herlihy Moving & Storage
Columbus, Ohio

Joseph D. Herlihy
President
Herlihy Moving & Storage
Chillicothe, Ohio