



# CUSTOMER RESPONSIBILITIES GUIDE

ATLAS VAN LINES, INC.  
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ATLAS REGISTRATION NO. \_\_\_\_\_

U.S. DOT No. 125550

Customer Name \_\_\_\_\_

The following list sets out your responsibilities prior to and at packing/loading, during transportation, and at time of delivery. This list is meant to alleviate most problems encountered during a relocation. Failure to complete these items may result in damage to your goods as well as to Atlas equipment or personnel. Thank you for taking the time to do the following:

### • Pre Packing/Loading •

- Discard perishable items (food, house plants, etc.)
- Arrange non-Atlas transportation of jewelry, coins, currency, stocks, bonds, legal documents, valuable collectables, collections and medicines.
- Discard flammables, ammunition, cleaning solutions, paint, liquids, aerosol cans and propane tanks.
- Separate and identify items not being packed or transported by Atlas.
- Empty attic and crawl space of items to be packed or transported by Atlas.
- Remove wall art and ceiling fixtures and prepare them for packing or transport.
- Disassemble all particle board, press board and prefab furniture.
- Prepare electronics, audio, video and computer equipment for packing or transport.
- Disassemble or unhook appliances, including water and gas connections. Have appliances prepared for transport.
- Remove personal items from boats, autos and motorcycles. Make sure the gasoline level is no more than one quarter tank.
- Never participate in the van loading process.
- Empty gasoline and oil from small engine gas-powered equipment (lawnmowers, blowers, etc.)
- Identify all High Value Items on the 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.
- 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.

### • During Transport •

- Notify your relocation coordinator of any schedule or contact information changes.
- Be available to accept delivery at any time during delivery dates.
- Verify total charges due with your move coordinator prior to delivery day. (COD shipments only)
- Arrange proper payment method (check, money order, credit card) prior to delivery day. (COD shipments only)

### • During Delivery •

- 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 Atlas documents prior to the van operator leaving, especially if the delivery is being made to a non-Atlas or mini storage facility.

### • Atlas Literature/Forms Received •

- Atlas' Important Information Booklet \_\_\_\_\_
- Personal business card of the survey origin agency representative
- Don't Move Gypsy Moth and Gypsy Moth Advisory
- Let Atlas Take You Home Kit

I have discussed the customer responsibilities listed above with an Atlas agency representative and understand each of the items and what is expected and required of me. I have received the Atlas literature/forms marked.

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Agency Representative's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Agency Name: \_\_\_\_\_ Code: \_\_\_\_\_

