

# Smile.

Stevens is The Way to Move.™



The Way to Move. The Way to Care.



**STEVENS**  
worldwide van lines

[www.stevensworldwide.com](http://www.stevensworldwide.com)



# You provide the when and where. We'll provide the how.

Moving is a huge life event. There are countless things to arrange, manage and do. Thankfully, Stevens has lots of experience (more than 100 years!) and we've successfully handled tens of thousands of moves for people like you. But the move that really counts is yours. We put our years of experience to work for you. We've streamlined the moving process from creating a personalized plan just for you to providing 24/7 assistance throughout your move. From the time we provide an in-home estimate we will expertly guide you through your move. We have boxes, packing materials and a variety of services to meet your needs. We can help you arrange to have someone pick up any leftover debris or get your cable hooked up at your new location. Whether you are moving down the street, across the country or around the globe, Stevens is The Way to Move.



## It's personal to you, so it's personal to us.

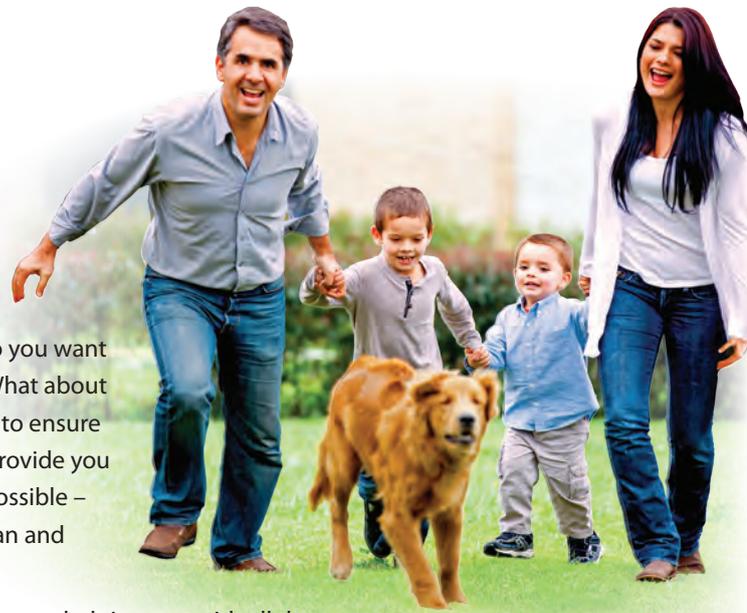
Watching your grandmother's china cabinet rounding a tight corner would make anyone nervous. That's why we offer the [Stevens Home Protection Kit™](#) which includes guards for walls, stairways and protection for flooring. There will be no banging, bumping or smudging on our watch.

**Stevens is family and employee-owned, so you receive first-class personal attention backed with all the resources of a large moving company.**

When Stevens opened in 1905, our founder believed in providing quality service at fair prices and treating customers with respect and personal attention. Today, while we have progressed with the times, we continue a commitment to quality service and customer satisfaction. Still under the ownership and leadership of the Stevens family, we are dedicated to our traditional values.



# Let's get moving!



- 1** As you've experienced, the first step is to meet with a Stevens certified move representative. Our representative helps you decide what type of move best fits your lifestyle and budget. Do you want to [do the packing yourself](#)? Would you like us to pack for you? What about liability protection? These are just a few of the questions we ask to ensure the best possible move plan for you is achieved. Our goal is to provide you with an affordable and convenient move with the best service possible – no matter where life is taking you. Once you have your move plan and budget, you will be assigned a move coordinator.
- 2** The [move coordinator](#) is your primary contact throughout your move, helping you with all the details from pre-move, pack day, load day and delivery day. We don't ever want you to have to ask, "where's my stuff?" Your coordinator will keep you informed every step of the way. And, the coordinator will be available via phone or email to make sure all of your questions are answered. Think of the move coordinator as your personal move assistant.
- 3** You're all packed and it's time to move! Take a deep breath and rest assured that your belongings will soon be safely on their way to your new destination. Our movers are more than muscle – they are prepared to make sure your belongings are carefully transported. And our fleet goes through regular, comprehensive safety maintenance checks to ensure on-time delivery.

## Our services set us apart.

### Stevens Worldwide Van Lines offers the most up-to-date relocation services:

- On-site packing and unpacking services.
- Boxes, cartons and crates – standard and specialized for mirrors, dishes, golf clubs, glass top tables and extremely fragile items.
- [Packing materials](#) – packing paper, bubble wrap.
- [Special handling](#) for items such as hot tubs, swing sets, trophy collections and vehicles.
- Temporary and permanent storage at locations around the globe.
- National real estate partnerships and programs allow Stevens to offer additional services and benefits to our customers. Please ask your Stevens representative if you qualify.
- [Stevens PLUS program](#) – providing you with the best value through our network of real estate professionals. It also includes rebates on the sale and/or purchase of your home and property.

*Ask about our personalized, full-service senior move packages.  
Another Stevens service!*



# You have questions. We have answers.

Here are some commonly asked questions. If you have [additional questions](#), please contact your Stevens representative. You can also visit our website at [www.stevensworldwide.com](http://www.stevensworldwide.com), or call us at 800.678.3836.

## What is the best time to move?

It's always best to try to avoid the summer and month-end. These are the busiest times in the moving industry.

## How long does it take to move?

Each move is unique. There are lots of factors that affect timing – distance, size of move, the type of service you need. Your Stevens representative will help develop a move plan that works best for you.

## When should I call?

Ideally, you should call Stevens four to six weeks prior to your move. The more lead time you provide, the better we will be able to implement your move plan.

## Is Stevens Worldwide Van Lines a licensed moving company?

Yes. Moving companies operate under the U.S. Department of Transportation and local state departments of transportation and receive operating authority numbers. [Stevens operates under USDOT 72029.](#)

## Is a moving estimate required?

Yes. A signature is required for all moves. Any additional services requested at the time of your move will also require a signature.

## How much will my move cost?

It depends. [Charges for long-distance relocations](#) are based on the weight of your goods and the distance they will travel. The total cost of your move will include the transportation cost in addition to any additional fees for "Full Value" Coverage (see below under "Residential Protection in Transit") as well as other services.

## What is a tariff?

The household goods tariff is a pricing structure for companies providing interstate transportation of household goods. Each moving company determines its own rates and publishes its own tariff.

## What is the "High Value Inventory Form"?

This is to protect your special, high value belongings, which are considered to have a value exceeding \$100 per pound. To ensure that these items are not limited to minimum liability, you must list your valuable possessions on a "High Value Inventory Form."

## How and when do I pay for my move?

All charges must be paid in cash, by credit card or with a money order, cashier or traveler's check before your belongings are unloaded.

## Am I protected against loss or damage?

Under the terms of the Uniform Household Goods Bill of Lading (the receipt for your goods and part of the transportation documentation given to you by Stevens), you may choose from our ["Full Value" plan or the "Basic" plan](#). Loss or damage must be reported at time of delivery of your goods on the inventory sheet in order for a claim to be honored.



### Can my possessions be stored?

Yes. Stevens provides safe storage facilities for short- or long-term needs. You are responsible for the storage charges, as well as warehouse handling and final delivery charges.

### Do my appliances need special attention?

Yes. Most refrigerators, washers, dryers and other appliances require special servicing to assure safe transportation. Any moving parts, such as motors or washer drums should be secured for shipment.

### How should I move my jewelry and other valuables?

[Stevens recommends](#) that you carry irreplaceable and expensive articles with you, or check with your bank or post office for alternate methods of transporting valuables. All items that Stevens transports should be recorded on your inventory, this clearly establishes that the items are included in your shipment and extends Stevens' liability for the items. A separate high value inventory should be used for items in excess of \$100 per pound.

### Can I pack my china, glass and crystal?

Yes you can, but most people prefer to have their household possessions, especially fragile items, packed by Stevens' professionals. If you decide to [pack those items yourself](#), use the [proper materials](#) and remember the basics of good packing.

### Can I pack my clothes in chests and dresser drawers?

Yes. Lightweight clothing such as sweaters, shirts, blouses and lingerie may be left in the drawers. Do not fill the drawers with heavy items.

### Do you have other suggestions on packing and moving?

Of course! Just visit our web site at [www.stevensworldwide.com](http://www.stevensworldwide.com) and look at the many helpful ideas under the "Resources" tab, like a [moving checklist](#), [packing tips](#), and much more. Or, check out our [moving news](#) and [blogs](#) on the website for useful tips.

## Residential Protection in Transit

Stevens takes great pride in providing you with a [positive moving experience](#). There is nothing more important than getting your personal belongings to their destination safely. Your Stevens representative will go over the details of your move with you and make suggestions for assuring the safe arrival of your possessions. We do however, offer the following options for [valuation coverage](#):

### Full Value Coverage

This provides for repair, replacement or reimbursement (whichever is less) at today's replacement cost. No depreciation is applied. This coverage extends to pairs and sets. If Stevens cannot replace an exact duplicate to match the other item(s) in a pair or set, we will replace the pair or set. Full Value Coverage must be purchased at an amount which is at least equal to the shipment weight multiplied by \$6 per pound or \$6,000, whichever is greater. For example, on a 10,000 pound shipment, you must declare a value of at least \$60,000. You can declare a higher value than the minimum and can purchase Full Value at a reduced cost by choosing from various deductibles.

### Basic Liability

This is the minimum coverage and is provided at no additional cost to you. Stevens' maximum liability is established by multiplying the weight of your goods by \$0.60. Loss or damage would be calculated on the basis of the weight of the article multiplied by \$0.60. For example, if a 100-pound table is lost or damaged, Stevens' maximum liability would be \$60. (100 lbs. x \$0.60), the cost of repair or actual cash value, whichever is less.

# Ethics. Integrity. Trust. Stevens is The Way to Move.



Anyone can claim it. But not everyone can back it up.

Stevens Worldwide Van Lines is proud to be recognized by the American Moving and Storage Association (AMSA) as a **ProMover™**. This ensures that Stevens and all of its representatives abide by a set of honorable business practices and the AMSA's Code of Ethics.

#### Benefits of ProMover:

- Knowing your mover is part of a network of ethical, focused moving professionals.
- Consumer protection and certification sponsored by the AMSA.
- Assures against being a victim of companies that pose as legitimate movers.

#### Be careful of movers that:

- Offer an unusually low price or require an excessive deposit or payment upfront.
- Are unable to answer your questions or cannot prove their legitimacy.
- Do not conduct an on-site survey at your home.



## Stevens Worldwide Van Lines is a proud supporter of the National Breast Cancer Foundation, Inc.®



The National Breast Cancer Foundation, Inc.® promotes early detection and treatment, provides screenings and care to those in need and supports research at some of the country's leading healthcare facilities.

Stevens proudly supports this outstanding organization by providing donations from each private, interstate and international move. For more information, please go to [www.stevenspink.com](http://www.stevenspink.com).

And watch for our specially designed **pink truck** moving across the country – it's our way of showing support for the National Breast Cancer Foundation.



Stevens Worldwide Van Lines is dedicated to providing Total Customer Service and wishes to share the following pieces to enhance your move experience.

[Gypsy Moth Brochure](#)

[Ready to Move \(required piece\)](#)

[AMSA's HHG Dispute Settlement \(required piece\)](#)

[Rights & Responsibilities \(required piece\)](#)

[SVL Packaging Services](#)

[SVL Client Service Expectations](#)

[Questions Contact Card](#)



Proud supporter of the  
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