



CUSTOMER RESPONSIBILITIES GUIDE / HIGH VALUE INVENTORY

GOLDEN TRANSFER COMPANY
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303-772-4085 (FAX)

REFERENCE NO.

Customer _____

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 Golden Transfer Company equipment or personnel. Thank you for taking the time to do the following:

• Pre Packing/Loading •

- Discard perishable items (food, house plants, etc.)
- Arrange 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 Golden Transfer Company.
- Empty attic and crawl space of items to be packed or transported by Golden Transfer Company.
- 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.
- Never participate in the van loading.
- 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.
- 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. (C.O.D. shipments only)
- Arrange proper payment method (check, money order, credit card) prior to delivery day. (C.O.D. 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 of all items listed on High Value Inventory.
- Note any loss or damage (including damage to your residence) on Golden Transfer Company documents prior to the van operator leaving, especially if the delivery is being made to a mini storage facility.
- Perform residence walk through with the van operator, making note of any residence damage on the appropriate delivery documents.

I have discussed the customer responsibilities listed above with an agency representative and understand each of the items and what is expected and required of me.

Customer's Signature: _____ Date: _____

GTC Representative's Signature: _____ Date: _____