

Important information for moving within New York State

 www.avatar-moving.com/guides/nys/important-information-for-moving-within-new-york-state

This page outlines important information when you move with Avatar Relocation within New York State. Customers often ask that we move articles which have not been properly packed, or move articles which (by their very nature) are likely to be damaged through no fault the moving procedures which our company employs. To address these customer requests Avatar Relocation has developed the following policies and procedures. The requirements listed below are not unique to Avatar Relocation; they mirror widely accepted "best practices" within the United States moving and storage industry. Thank you for taking the time to understand the following important information when you move with Avatar Relocation within New York State.



Understanding our loss or damage liability to your shipment

Professional moving and storage companies rarely cause significant damage to goods which are placed into their care and custody. However, it is in your best interest to understand the protection options which are available to you so that you can make an informed decision about the liability you want your moving company to assume when they take possession of your household goods and personal effects. By default, only the very basic loss/damage liability of \$0.60 per pound per article is included in our cost estimates. Avatar Relocation offers optional full replacement value loss/damage liability but you should note that a one-time \$500 deductible applies to this optional full replacement liability. For an in-depth review of the loss/damage liability options which are available to you when you move with Avatar Relocation within New York State please [read this article](#).

Items which we require a liability release in order to move

Occasionally we are asked to move articles which have not been properly packed by the customer and we require that you sign a liability release document for moving the following articles if they have not been properly packed into appropriate cartons, boxes or containers...

- Mirrors which are not properly packed
- Pictures or paintings which are not properly packed
- Glass tops which are not properly packed
- Marble tops which are not properly packed
- Mattresses and/or box springs which are not properly packed
- Aquariums which are not properly packed
- Table lamps which are not properly packed (lamps which sit on the floor do not have to be packed)
- Moving all types of plants (even if they have been packed into boxes)

Particle board\press board furniture waiver

Furniture manufactured from Particle Board and/or Engineered Wood Furniture (also commonly known as Press Board) is designed to be shipped unassembled. It is not built to withstand the normal stresses of a move as an assembled unit. Chips and/or dents are not usually repairable. Surface impressions can be made on this type of furniture when writing on a single sheet of paper. Assembly instructions frequently suggest that connecting hardware pieces be glued in place. This does not significantly improve the structural integrity of the pieces, but does make disassembly impossible without creating substantial, unreparable damage. Because of these problems, the

customer must select one of the following options or the mover cannot transport press board furniture...

Option 1 I choose to disassemble all press board furniture prior to move. I assume all responsibility for damage to the press board furniture which may occur during the disassembly of the furniture.

Option 2 I have engaged the services of another individual or a company to disassemble all press board furniture prior to move. I assume all responsibility for damage which may occur to the press board furniture during the disassembly of the unit.

Option 3 I am tendering furniture constructed of press board fully assembled as part of our move. I understand that any claim for damage to the press board furniture may be denied due to inherent vice, based upon the fact that fully assembled press board furniture is inherently susceptible to damage as outlined above.

Waiver of liability for the contents of owner packed boxes

Please note that Avatar Relocation does not accept liability for damage to contents of owner packed boxes or containers. However, if we pack the box then we are liable for damage to the contents in accordance with the type of loss/damage liability coverage which you have selected for your move.

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