your life never stops moving.

neither do we.

Wheaton
WORLD WIDE MOVING
We move your life®

beyond the boxes

why entrust life's memories to Wheaton?

We sum it up in one word...Proven.

- Wheaton has earned the Good Housekeeping Seal for quality service every year since 1964. In many ways, that says it all. But at Wheaton there's still plenty more to say.

LIMITED WARRANTY for CONSUMERS
GOOD HOUSEKEEPING
Since 1909
REPLACEMENT or REFUND if DEFECTIVE
THIS SEAL APPLIES ONLY TO INTERSTATE MOVES PERFORMED BY WHEATON WORLD WIDE MOVING

- As the Official Mover for Steinway & Sons, Wheaton is the company Steinway has trusted since 1990 to transport its pianos on tours throughout the U.S. and Canada.

Official Mover for Steinway & Sons.
Steinway and the Lyre are registered trademarks of Steinway & Sons Inc. This designation applies only to Wheaton Van Lines' interstate moving

- Wheaton received a #1 ranking for customer satisfaction by a leading consumer reporting magazine.
- In a nationwide, independent survey of relocated employees, none of the national moving companies scored higher than Wheaton in total customer satisfaction.
- Since 1945 Wheaton has proudly relocated over 1,000,000 customers.

While these credentials and consumer ratings look nice here in print, there's really just one endorsement we're trying to secure: YOURS. Let us show you what Wheaton's commitment to professionalism and excellent service is all about.

good • beginnings lead to great endings

you talk. we listen.

It all begins with a smile, a handshake and your local Wheaton Agent.

Your relationship with this individual is the cornerstone of your entire moving experience. We think of your Agent as your personal moving consultant; you should too.

- **One company, one voice:** Your local Agent coordinates your move through corporate headquarters, works with the Wheaton Agent at your destination and remains your one point of contact throughout the process.
- **Legendary performance:** Our people have been choreographing every step of this intricate production for over six decades. Your Agent fully understands the unique demands of moving and knows how to orchestrate the performance to guarantee rave reviews every time.
- **Bringing it all home:** Your local Agent brings Wheaton's unrivaled standards of quality and reliability to your home. From the development of an economical pre-move strategy to the coordination of a seamless delivery, our people keep you completely informed during every stage of your relocation.

Moving begins and ends with communication, and Wheaton recognizes that this too is **all about you**. That's why we always take the time to not only ask pertinent questions, but to really **listen to your answers**. It's the genuine concern of your local Agent that sets Wheaton apart and gives you confidence this story will have a happy ending.

It's worth the weight.

Through years of experience as a full-service carrier, Wheaton has refined its estimating process right down to the smallest detail. Having passed Wheaton's rigorous training and certification program, your local Agent is able to supply you with a timely, fair and accurate estimate of all charges.

- Estimating accuracy helps eliminate confusion and surprise down the road. You deserve nothing less than a thorough and fair assessment of your shipment, and that's exactly what your Wheaton Agent is going to provide.
- Your estimate is based on a wide variety of factors, the two main ones being shipment weight and distance to destination. In addition, your Agent will evaluate the need for professional services, such as packing and unpacking, appliance preparation, custom crating and storage.

Your Wheaton Agent knows how to pinpoint all the potential costs and service requirements of your relocation. Removing guesswork from the equation gives you a reasonable, highly-accurate estimate and gives Wheaton an educated, highly-satisfied customer.

Protection for life's possessions.

In the same way our estimating practices relieve pre-move anxiety, Wheaton's two protection plans put your mind at ease while your goods are in transit.

- **Limited Liability** is protection for your belongings based on the weight per article.
- **Full Replacement Value** covers the full repair or replacement of lost or damaged property (no depreciation applied).

Your local Wheaton Agent has pricing and additional information on each of the available options. It's a good idea to check your existing homeowner's policy as well, since coverage may already be provided by your insurer. Whatever the case, Wheaton doesn't rest until you rest assured that your life's possessions are adequately and cost-effectively protected.

In the meantime...

We realize your schedule can be subject to change with little advance notice. Should your moving timetable develop gaps at any point, your Wheaton Agent will be there to fill them in.

- For your convenience, your Agent can arrange for secure storage of your belongings at either origin or destination.
- Our care for your life's memories doesn't stop at the warehouse door. By using the latest protective padding and maintaining the cleanest facilities, we wash away any uncertainty over storage-in-transit.
- Wheaton is proud to offer all of its special handling services at reasonable rates. Ask your local Agent for details.

When you're ready for your possessions, Wheaton makes sure they're ready for you.

You're only a call or a click away.

Don't ever hesitate to give us a call or send us an email. You can check the status of your move-in-progress through your local Agent or through Wheaton's Customer Service Department.

Contact Customer Service at **1.800.248.4810** or **wheatoncustomercare@wvlcorp.com**.

Help is here.

All Wheaton packers are professionally trained and highly motivated. They possess the skills and have learned the right way – the *Wheaton Way* – to handle your precious items. These men and women see the big picture, but they look at it one frame (and one moving carton) at a time.

- **The proof's in the packing:** Wheaton works with only the finest packing materials, giving you added security in the knowledge that you've hired the best people with the best tools.
- **A clear advantage:** See-through stretch-wrap is required protection for each and every piece of upholstered furniture Wheaton moves.
- **Adept & adaptable:** Our people excel at finding solutions to any situation that comes up. At times, unique packaging methods involving specially designed boxes and custom crates may be utilized to meet your needs and exceed your expectations.
- **Freedom of choice:** If you prefer to pack your own belongings, your local Wheaton Agent can offer you suggestions and a full line of high-quality materials at very competitive prices. Be sure to ask for Wheaton's supplemental brochures, including the helpful *Self-Packing Guide* and the cost-saving *72 Ways to Save Money Moving*.

Our packing professionals want your valuables to look the same coming out of the carton as they did going in. This goal is broad in scope but narrow in focus, and it has never changed. It's also one of the big reasons you can count on Wheaton to provide the care your goods deserve, from start to finish.

pack it up

secure the memories.

Load it last. Unpack it first.

No detail is too large or too small for Wheaton to lend a hand. We know how seemingly minor issues can turn into major inconveniences if they're not addressed properly. Remember, the last items your driver loads will be the first ones you see at destination. With that in mind, your local Agent can help you with a plan to have the essentials readily available as soon as our van arrives. Common items for the driver to load last include a vacuum cleaner and a carton containing non-aerosol cleaning supplies, toiletries, plastic cups and paper towels.

What not to pack.

For your safety, Wheaton professionals are trained to look for normal household items (paints, gasoline, bleach, etc.) that are hazardous and often illegal to ship. If you plan to do your own packing, consult Wheaton's handy *What Not To Pack* brochure. This guide is available from your local Agent and is packed with all sorts of helpful hints and important instructions.

A safe move is the only move for you and your family, so if you have any questions about what should or should not be packed, **ask your Wheaton Agent**.

Thinking outside the box.

Some large belongings require special consideration, and in some cases specialty service, prior to moving day. As the Official Mover of Steinway & Sons, Wheaton certainly has personnel well-schooled in the fine art of piano relocation. For other items such as appliances and motorized vehicles, your Agent can make all the necessary arrangements with local specialists.

The process of relocating presents you with a daunting list of challenges, many having nothing to do with crates, cartons or kitchen appliances. Wheaton appreciates the complexity of your moving agenda and can help simplify just about everything on it. Linked to our website is a secure, quick and easy way to start up your new residence. This **free** resource is called the Utility Connection Center, through which you can change your address, connect utilities, subscribe to the local newspaper and much more. Your Wheaton Agent has additional details and a free flyer available upon request.

Access Wheaton's Utility Connection Center from our homepage at **www.wheatonworldwide.com**.

countdown
to a successful move.

Wheaton WORLD WIDE MOVING
We move your life®

4 weeks

- ❍ File a change of address form with the **Post Office**.
- ❍ Notify **creditors**, **magazines** and **book and music clubs** of your new address.
- ❍ Retrieve your family's medical records, and ask **doctors and dentists** to recommend a colleague in your new city.
- ❍ Decide which items can be sold, discarded or donated to charity.
- ❍ Complete your own inventory of each possession, including date purchased and estimated value.
- ❍ Notify the **local utilities** at your origin/destination to have service turned off/on as needed.
- ❍ Notify your children's **schools**, your **church** and other organizations of your impending move.

3 weeks

- ❍ Decide which items you will be packing yourself (see Wheaton's *Self-Packing Guide* for tips and suggestions).
- ❍ Sketch out a general floor plan of your new home to determine the placement of furnishings.
- ❍ Make a list of important names, addresses and phone numbers, and be sure to take your phone book with you.
- ❍ Notify your Wheaton Agent if anything about your move has changed (dates, etc.).
- ❍ Make arrangements to move your plants and pets.
- ❍ Contact your **bank** and transfer the contents of your safety deposit box.
- ❍ Check your homeowner's policy to see if moving is covered by your insurer.
- ❍ Transfer insurance to cover fire, theft and personal property at your new home.

2 weeks

- ❍ If shipping an automobile, top off fluids like oil and antifreeze, but make plans to have the gas tank less than half-full.
- ❍ Plan your own trip to your new home; make the necessary travel arrangements for your family.
- ❍ Arrange for the proper servicing of all appliances at your origin/destination.
- ❍ Dispose of flammable items such as gasoline, matches, bleach, cleaning fluids and aerosol cans.
- ❍ Discontinue regular services like **newspaper delivery**, **trash pick-up** and **lawn service**.
- ❍ Finalize your plans for larger items (TV antenna, swing set, trampoline, etc.).

1 week

- ❍ Arrange for the payment of your Wheaton driver at destination. Unless your move is being billed to your employer or previous credit approval has been secured, payment by cash, certified check or money order is required before unloading.
- ❍ Transfer bank accounts so you don't lose any interest.
- ❍ Make arrangements to disconnect/connect **local phone service** at your origin/destination.
- ❍ Determine which items you will be taking with you (jewelry, etc.). Pack and set them aside in a designated area.
- ❍ Use up all frozen foods or give them away.
- ❍ Drain the fuel from lawnmowers and other gas-powered equipment.

1 day before

- ❍ Pack a box of things you'll need as soon as you arrive at your new home. Take this box with you, or have your Wheaton driver load it last and unload it first.
- ❍ This is usually the day packing is done; verify all packing services have been performed before signing for them.
- ❍ Defrost, clean and dry your refrigerator.

Moving Day

- ❍ Plan to be at your current home when our driver arrives and throughout the loading of your shipment. If you're not able to be there, make sure the driver has the name and number of the person you've designated to oversee the process.
- ❍ Check the condition of your goods as they are inventoried and loaded.
- ❍ Make a final tour of your home/property; verify that nothing has been overlooked.
- ❍ **Sign the bill of lading**, double-checking that your new address and phone number are correct.
- ❍ Lock all doors and windows, and turn off all switches.

Moving in...

- ❍ If possible, arrive at your new home a day early to make sure utilities are connected.
- ❍ Plan the placement of major items in/around your home.
- ❍ Be on hand to pay the driver prior to the unloading of your goods.

We move your life®

www.wheatonworldwide.com

Toll-free customer service hotline: **1.800.248.4810**
wheatoncustomercare@wvlcorp.com

Important Contact Information

Judge a book by its cover.

For the most important person involved in the move – you – our drivers and crews are literally the face of Wheaton. Because they understand the value of a first impression (and every impression thereafter), our packers and drivers are experts at more than boxing up your belongings. Their real job is to give you comfort and confidence that Wheaton will deliver your life safely and on time.

- **All aboard:** As our conductor on your moving day, the Wheaton driver coordinates the loading, transporting and unloading of your shipment. We give these professionals the authority they need to expedite your relocation, ensuring that things run like they're on rails when it matters most.
- **Courtesy counts:** Wheaton stresses the importance of attitude and appearance, and it shows. Our drivers and crew members treat you with respect and arrive at your home clean, in uniform and eager to please.
- **Wheaton cannot be beaten:** We're the undisputed industry leader in training. Our ground-breaking instructional tool, Wheatonworkshops.com, provides a wide array of online reference materials and certification programs. Packers and drivers are required to continue their professional education, with Wheaton closely monitoring their job performance and rewarding them accordingly. Be assured that your life's precious memories will be handled only by professionals who measure up to Wheaton's unsurpassed standards.

time to hit the highway

we deliver as promised.

We don't just say it. We do it.

Simply put, Wheaton operates one of the best, most efficient transportation systems in the world. We're aware that keeping schedules means keeping promises, and no one does that better than we do.

- As the saying goes, "knowledge is power." Well, knowledge for you is also freedom – freedom from worry, because we'll know precisely where your life's possessions are at all times.
- The Wheaton Traffic Department uses the very latest systems and software to track your shipment from the day it leaves your former home to the day it arrives at your new one.
- Our dispatchers take ownership of your order the same way our drivers do. The dispatching staff remains in constant contact with each vehicle in our fleet, entering updates and status reports into our customized order-tracking database.

All of us at Wheaton, whether we've met you in person or not, feel personally responsible for the safe-keeping of your goods for as long as they're in our care. You'll find this mix of accountability and attention to detail nowhere else.

Chrome, rubber and steel.

We take pride in the condition and appearance of our equipment. And we want you to be proud of the way our trucks look, too.

- Wheaton vehicles are maintained to levels of safety, cleanliness and performance that exceed even the most stringent federal regulations and industry codes.
- Inside, our vans are clean, dry and outfitted with the tools and supplies necessary to secure your valuables for the trip.
- A fleet of over 2,000 trucks gives us the ability to promptly respond to your needs and any contingencies that may arise.

We're certain – just as we are with our procedures and packing materials – that our vans and trucks are second-to-none. Still, we never lose sight of the fact that it's the people behind the boxes (or behind the wheel) that really make the difference.

Putting the wheels in motion.

For Wheaton, moving has always been much more than a chain of events that gets your household goods from one city to the next. We understand you're uprooting memories and, sometimes, years of family history. That's why Wheaton will never alter its customer-first approach to every link in the chain.

- On moving day your driver carefully prepares your belongings for shipment, individually labeling each item to guarantee it won't be misplaced. The condition of all goods is verified and a detailed inventory is provided to you; only then are your possessions protected and secured inside the van.
- Wheaton establishes firm departure and arrival times, and in-transit information is always available through your local Agent or the Customer Service Department.
- Your driver professionally manages the unloading of your shipment at destination. During this process you'll use the original inventory sheets to confirm the safe arrival of all items at your new home.
- Wheaton looks forward to receiving your feedback after the journey is complete. We feel your input is as valuable to us as your business, so you're strongly encouraged to fill out our post-move Customer Service Report. Tell us exactly what we did well, and what we could do even better next time.

We pick up your life, we handle it with the utmost care, and we bring it back to you (albeit in new surroundings) just as it was. That's the chain of events that means the most to us.

welcome home

let Wheaton move your life.

Wheaton
WORLD WIDE MOVING
We move your life®

In the end, Wheaton's dedication to its craft and commitment to you aren't spelled out in a brochure or detailed on an inventory sheet. The trust we earn and the promises we keep are written instead in the smile on your face.

The truth is, at Wheaton we're not interested in being just a moving company. We want to be YOUR moving company, the one you trust to move your life.

For helpful information regarding your next move, or for more details about Wheaton's services, call us today or visit us online.

www.wheatonworldwide.com

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