

UOFM SPRING MOVE-OUT FAQ

Q. How does this typically work? A. A student will come to a station in the lobby of their hall and buy a couple of boxes and tape. After packing a box or two they bring them back to the station on a pull cart, which can be borrowed from the front desk. The station attendant will give them a ticket to fill out for each box. One copy of ticket is attached to the box and a copy is retained by the student as a receipt. Payment is then made for the service requested. This routine is repeated over the course of several days.

Q. Do you pick up from the students' rooms?

A. Since we have a station set up in the lobby of every major residence hall, we do not come to the room unless a student has something that cannot be brought to the lobby on a pull cart. Carts are available at the front desk. Stations are set up in Markley, Lloyd, Couzens, Stockwell, Mosher Jordan, Bursley, East Quad, West Quad, and South Quad. Unfortunately, we do not have the manpower to send people to assist with packing in students' rooms. Pack your own non-fragile items (i.e. books, bedding and clothes) and bring them to us in the lobby on a pull cart. **If you do not live in one of the halls listed above, please call us at 734-665-2664 to schedule a pick-up appointment.**

Q. Can someone come to the room and do an estimate?

A. Unfortunately not, but our web price guide can help you get an idea. The average bill for a student using our storage service is ~\$250. There is no minimum.

Q. What will you pack? A. We pack fragile items such as computers, stereo equipment, bicycles, TV's, VCR's and microwave ovens, for safe shipping or storage using foam-in-place. We assume 100% liability for damage to any item entrusted to us for packing. **Unless you have all the original packaging materials, do not pack fragile items yourself.** We cannot insure them if they aren't in the original packaging. We do not pack non-fragile items such as books, clothing, or bedding.

Q. Where are the fragile items packed? A. We transport them to our store in a box and packaging is done there.

Q. Does everything have to be boxed? A. No. Large, non-fragile items such as bikes, desks, futons, beds, lofts and refrigerators do not need to be boxed. They might get dirty or scuffed.

Q. Can we use our own boxes? A. Yes. Storage fees are still charged according to the size and weight. Use the 18"x18"x24" as the standard.

Q. Can we just buy packing materials from the station?

A. Yes. Boxes, tape, and bubble wrap are for sale at each station. We can also deliver supplies before the stations are open. Call to schedule a delivery.

Q. How do you charge for storage and what is included

in the storage cost? A. We price by the item for storage. A standard large moving box (18"x18"x24"), weighing less than 50 lbs, costs \$25. **The price includes pick-up, storage for the entire summer, \$50 of insurance and campus-wide delivery in the fall.** It does not include the cost of the box (a large box is \$4). See www.moveum.com for a complete price list.

Q. How can I store Jaffa blocks, roller/plastic drawers, under bed containers and other plastic totes? Do they have to be boxed? A. No. All of these items can be stored as is.

Economize space by packing other belongings in them. Jaffa's can be easily disassembled and placed in a large box with space to spare for additional storage. Drawers with rollers should have their wheels removed, if possible, and stored in one of the drawers. We will shrink wrap or tape the drawers shut. Plastic containers can be grouped together in bundles so that they are approximately 18" x 18" x 24" and therefore are charged the \$25 storage fee.

Q. Should we use the climate-controlled facility?

A. It is not necessary for either electronics or clothing.

Q. What if I am moving out before the station is open?

A. Please call and schedule a pick up appointment.

Q. Are my belongings insured? A. All shipped parcels are automatically insured for \$100 and stored items for \$50 each. Additional insurance may be purchased for \$1 per \$100. Insurance can be confusing. Please review with your student how much insurance to purchase. **Particle board furniture is not insurable.**

Q. What does the insurance cover? A. Liability for each parcel is limited to the market value up to the amount indicated on the ticket. If no value is listed, the default value is \$100 for each shipped item and \$50 for each stored item. Fragile items packed by students without all the original packaging materials are insured for **loss only**.

Q. How long do I have to make a claim?

A. 30 days from delivery.

Q. How much does it cost to ship something?

A. A typical large box weighs 30 pounds. The price for shipping it to IL is \$26, to NY or NJ is \$28, and to FL is \$42.

Q. What are my shipping options? A. UPS is usually the most economical, but we have accounts with all major carriers.

Q. How long does shipping take? A. Most destinations can be reached within 3 to 7 days.

Q. Is it OK to ship some things and store others?

A. Yes. A separate ticket is filled out for each box/item.

Q. When we pre-register, is it for a specific date?

A. If the students in one of the halls that has a station, they can any day or multiple days during the move-out period. For these students, pre-registration is just a courtesy for our

planning. Go online and enter the most likely date, but come to the station any time.

Station hours for each hall are posted at the residence hall front desk and at our web site.

Q. What if there's no station in my Hall? (e.g. Baits, Oxford, Barbour, Newberry, Fletcher or Northwood)

A. Call us and schedule an appointment for both a packaging supply delivery and a pick up.

Q. When and where are the stored items returned?

A. Items are returned to the new residence in the fall. Specify a delivery date and address on the activity ticket. If the new address or move-in date is not known at move-out time, contact us before August 1st with this information. If you are moving back into a residence hall, a date does not need to be specified. Since we are under contract with UM Housing, we deliver to the dorms before students return. **Most residents in University housing will find their belongings in their room when they return in the fall. Some are required to retrieve them from the hall's package room.**

Q. Do you offer in-room delivery off campus?

A. Normal delivery is to the front door for houses or to the apartment door. Some sororities allow for early in-room deliveries. We will contact you during the summer if this option is available at your sorority.

Q. What if I store my belonging and later decide to not return in the fall? A. We can either continue to store your belongings for an additional prorated fee or ship them to a forwarding address. Shipping fees are determined by destination.

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Q. What forms of payment do you accept?

A. Cash, checks and major credit cards.

Q. Can a student use a parent's credit card?

A. Yes, but the card information must be here with the student.

Q. When is payment made? A. Full payment is made when the items are received by John's Pack & Ship.