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Important Information

1. When given an estimate, understand that it does not reflect a guaranteed price. You're responsible only for actual costs incurred at the time of your move, which can take more or less time than what we estimate. A special note: We cannot guarantee local moves.
2. Shur-Way cannot be responsible for any breakage inside boxes that you pack. An obvious exception is a box that is badly crushed or dropped by a Shur-Way mover.
3. When moving a waterbed with baffles, please pack the waterbed mattress inside a box. Make sure that you tape the box securely. Shur-Way cannot be responsible for mattress and baffle damage unless your waterbed is properly packed.
4. Shur-Way cannot be responsible for pianos going out of tune and clocks needing to be adjusted.
5. If your new house does not have driveways or sidewalks please be sure to use plastic covers. We cannot be responsible for tracking mud and dirt inside you house unless plastic covers are in place. We will provide rug runners as an extra precaution. Please let our office know in advance if you need this service.
6. Shur-Way cannot be responsible for any damage to furniture and belongings moved by a family member into our trucks during moving day. Further, we cannot be responsible for any personal injury sustained by a family member who wishes to assist us with your move.
7. Insurance, no matter if it's full coverage or the minimum amount, does not cover owner-packed boxes. In addition, insurance does not cover electrical items (TVs, stereos, VCRs, washers and dryers, refrigerators, freezers, etc.) that are not in working order after the move. The obvious exceptions are boxes and appliances damaged by Shur-Way during your move.
8. On a local as well as a long distance move, it is very important that you let Shur-Way know if they can get a truck close to your new residence. If Shur-Way is not informed of this, you may incur additional charges in the form of a shuttle service or a long carry charge. By advising Shur-Way of this, we can make arrangements to accommodate your move, i.e. smaller trucks. This will ensure your move will be performed as estimated.
9. On long distance moves, a cashier's check is required at the time of delivery. This check must be given to the driver before the truck will be unloaded.