



*Diane  
moved  
to Japan...*

*David  
moved to  
Brazil...*

Where in  
the **World**  
can we move  
you?

*The  
O'Briens  
moved to  
Ireland...*



**ISAAC'S**  
Moving and Storage



# ISAAC'S

## Moving and Storage

**THE TRUSTED NAME IN THE INTERNATIONAL MOVING INDUSTRY.**

**A**t Isaac's Moving and Storage we still believe today in the principles that defined our company when it was first established: integrity, industry expertise, and old-fashioned hard work. We love what we do and our passion for moving is reflected in our attention to the smallest details and the care we give to each and every piece we move. We believe in offering our customers the services that they require, while providing cost savings every step of the way, making every customer a customer for life.

Isaac's Moving and Storage makes moving easy, and we guarantee quality service at a reasonable price. We are a fully licensed and experienced relocation company equipped to handle international, local, long distance and commercial moves. In addition to moving, we offer packing, secure storage facilities and free box deliveries.

Compare Isaac's services with other moving companies. We are confident that you will find our quality service, competitive price and global moving expertise unmatched. So whether you are moving your home or office, locally, long distance or around the world, call Isaac's Moving & Storage today for a free consultation. You will then see why Isaac's is the Sensible Choice.



offering international  
relocation services while providing  
every step cost savings  
of the way...





# THE INTERNATIONAL MOVING EXPERIENCE

At Isaac's Moving and Storage we take a customer-centric approach and strive to provide the best quality customer care before, during and after your move.

When you first contact Isaac's Moving and Storage, one of our account representatives will listen attentively to your needs, address your specific concerns, and answer all of your questions. When all of the pertinent information has been gathered, a comprehensive estimate will be generated for you.

Isaac's consultants work closely with you and your family to explain and coordinate all aspects of the international shipment, and guide you through completion of all necessary documentation, including valued inventory and customs forms. Shipments by air, surface and sea are estimated, packed, insured, scheduled, tracked and delivered. If needed, goods are moved into storage and insured.

For some, customer  
service is a department...  
For **us** it's an attitude



# YOU HAVE QUESTIONS? WE HAVE ANSWERS!

Over the years, we have been asked every question imaginable.  
Here are some of the most frequently asked questions:

## *Do I have to be present on the day of my move?*

Your household goods are expertly wrapped and packed into specially designed boxes. Each piece of furniture is wrapped in protective materials, and, depending on the overall size of your shipment, it is loaded into large wooden crates or steel sea containers.

## *How long does it take for our shipment to get to its destination?*

The answer largely depends on your destination. However, usually shipments from the U.S. can arrive to most destinations in 4-6 weeks. Most places in the Far East can take a week or two longer. Shipments to Australia or New Zealand will take about ten weeks. Air shipments can be cleared and delivered to your door in ten days or less.

## *What about Customs?*

Customs and regulations are different from one country to the next. At Isaac's Moving & Storage, we will help you navigate through the customs maze and we also suggest that you contact the applicable embassy or consulate to find out more about their customs and regulations.

## *Are there Duties and Taxes to pay, and how much will they be?*

Many countries allow used household goods to be imported without duties or taxes. Others impose taxes and duties based on the type of personal effects imported. Our customer service department will provide general guidelines regarding duties and taxes, and official information can be obtained by contacting the embassy or consulate of the destination country.

## *Should I buy insurance coverage?*

We highly recommend that you purchase a full replacement value international moving insurance. We offer, through our insurance partners, a full replacement value option with various deductibles.

## *Can I ship my car?*

Autos can be shipped to most countries. We suggest that you contact the embassy or consulate of the destination country and inquire about this option. Certain models might be prohibited. Models that are allowed may require an entry permit and modifications to meet emission or safety standards. If you decide to take your car, check the availability of parts, unleaded or premium gasoline, and right-hand versus left-hand driving.



# ORIGIN AND DESTINATION SERVICES

**Isaac's Moving and Storage provides comprehensive international moving services to and from the United States.**

## Origin Relocation Services

- ✓ Pre-move survey
- ✓ Expert packing
- ✓ Loading into lift vans/containers
- ✓ Delivery to port/terminal
- ✓ Export Customs formalities
- ✓ Storage
- ✓ Packing supplies
- ✓ International moving insurance

## Destination Relocation Services

- ✓ Customs formalities
- ✓ Pick-up from port/terminal
- ✓ Delivery and unloading
- ✓ Unpacking and removal of debris
- ✓ Storage
- ✓ Return of empty container for FCL shipments

## Packing and Moving Supplies

Isaac's experienced movers and packers make certain that your household goods are well protected during your international move. We use advanced packing methods and top quality packing supplies. We also provide moving materials and supplies at each of our locations, or online at [isaacsmoving.com](http://isaacsmoving.com)

## Custom Clearance

Isaac's Moving and Storage provides expert custom clearance services in the United States and around the world. Our commitment to client service and satisfaction has enabled us to provide efficient and speedy service.

- ✓ Customs clearance at airports/seaports/causeway
- ✓ Documentation services
- ✓ Marine and Land insurance

## Insurance

Isaac's offers top-quality international relocations insurance programs, specifically tailored to meet the requirements of individuals or corporations. We provide a full line of insurance policies for all moves to and from the United States and around the world.

## Storage

Isaac's offers convenient storage services, including self-storage and commercial warehousing. Our newly constructed, fully licensed and insured warehouse maintains top security for optimum protection. The storage area is clean, orderly, environmentally controlled, and available for inspection at any time.



# RELOCATION MANAGEMENT SERVICES

## Employee Relocation

Sending an employee to work abroad is an increasingly expensive venture, with the overall costs of a typical expatriate assignment today approaching one million dollars. Even short-term international assignments require significant investment by the business unit with standard expenditures for visas, airfare, host country transportation, air shipment of personal effects, accommodations, and per diems.

Ours is a comprehensive approach that allows us the flexibility to manage every aspect of an international assignment or to handle only those components that are particularly challenging to you. Whether it is international policy design or destination services in remote locations, we are able to deliver the service and expertise required to ensure successful international assignments.

## Auto Shipping

Isaac's Moving & Storage provides a wide range of transport solutions for shipping your car overseas. Whether you're moving a collectable automobile or a minivan, Isaac's Moving & Storage will transport it abroad by using the latest and safest auto shipping methods.



A wide range  
of services to meet **ALL** your  
**international**  
moving needs...



# HOW TO SELECT AN INTERNATIONAL MOVING COMPANY



Many people choose a mover based on price...

However there are a number of other factors to consider...



## Registered International Mover Certification (RIM)

The purpose of RIM is to provide customers with standardized, independent means of differentiating and selecting qualified companies operating anywhere in the world. RIM has established universal industry standards while raising the overall level of professionalism and performance of international moving companies and their personnel. RIM programs are committed to providing the industry with the highest level of quality, integrity-based training and certification programs. Make sure your mover of choice is RIM certified.

## References

Do you know anyone who has used a mover? In most cases, try to get at least two references to ensure consistency. Anyone can have a good or bad experience with a move so one reference is usually not reliable. Ask all movers that give you an estimate for recent, written references.

## Better Business Bureau (BBB)

The BBB is a private organization that attempts to mediate disagreements between businesses and consumers. They can be a good resource to measure a company's reputation. The BBB can be contacted to find out how many complaints have been filed regarding the company, and how those complaints have been responded to. Then, compare the number of complaints with the number of moves performed per year. For example, a mover that does 5,000 moves a year is bound to have more complaints than a mover that does 500. The mark of a good company is a low ratio of complaints filed verse the number of moves performed.

## Licensing

A licensed mover is certified by certain state or federal agencies, and has basic qualifications for operating a moving company. State agencies regulate local moves, while the Department of Transportation (D.O.T.) regulates interstate moves. A mover should be able to provide a license number, either in its advertisement or over the phone.

## Insurance

Situations can arise that are beyond control, therefore, for your protection we suggest that you insure your shipment. There are two basic options:

- All Risk Replacement Cost coverage protects your goods door-to-door. If your household goods and personal effects are damaged, insurers will pay for repairs; if there is a documented loss, or if items are un-repairable, they will pay replacement value (not exceeding insured values). If there is documented damage to your insured auto, insurers will pay for repairs or actual cash value (not to exceed insured value).
- Total Loss Insurance is a limited coverage. Insurers will pay only when damage can be reasonably attributed to fire, lightning, cyclones, hurricanes, tornadoes, crash, collision or overturn of the transporting conveyance and stranding or sinking of the vessel to name a few (request the insurance terms for a complete list of insured perils). This limited coverage can be purchased for door-to-door shipments, or door-to-port only shipments.
- Workman's Compensation - Licensed movers are required to have workman's compensation insurance for their movers. Failure to hire a company with this insurance could mean liability on your part for mover injuries on the job.

# CUSTOMER TESTIMONIALS

Don't just take **Our** word for it, hear  
what Isaac's **customers** have to **say...**

"We just moved to London, and we were very happy with your company. I just wanted to let you know how grateful I am of the professional and reliable service Isaac's Moving & Storage has provided my family. Your crew was professional, courteous, and the entire experience was wonderful." *Sylvia R.*

"The lead mover and his helper did a fantastic job moving our things – great, hard working crew!!" *J. Clark*

"Very pleasant moving experience. Everyone was very efficient, courteous and professional. Movers were excellent." *Martin K.*

"The movers set new standards for hard work – WOW!" *L. Smith*

"Thank you Isaac's Moving and Storage for a job well done. I was extremely happy with the service provided by Isaac's Moving & Storage. Everyone I dealt with was helpful and professional. I won't hesitate to use Isaac's again in the future when I return to the United States." *Andy H.*

"The moving team who helped me move to Maine were very courteous and helpful. They made it easy!" *I. Collins*

"Outstanding job all around – all areas" *PE Harper*

"My move went extremely well. The moving team was like a well oiled machine. They took care of last minute items without direction." *John S.*

"The young men who moved us were very efficient! Everything went smoothly." *Karen H.*



  
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**1-800-640-0450**  
[www.IsaacsMoving.com](http://www.IsaacsMoving.com)  
E-mail: [info@isaacsmoving.com](mailto:info@isaacsmoving.com)

#### **Massachusetts**

181 Campanelli Parkway  
Stoughton, MA 02072  
Phone: 781-436-4700

#### **New Hampshire**

One New Hampshire Avenue  
Portsmouth, NH 03801  
Phone: 603-610-0166

#### **Rhode Island**

56 Pine Street  
Providence, RI 02903  
Phone: 401-223-0064

#### **Pennsylvania**

4309 G Street  
Philadelphia, PA 19124  
Phone: 215-563-3700

**We are proud Members of the following organizations:**

