



Policy Reference Guide

Booking Your Move Date

Signed contract, signed Certificate of Valuation and deposit (see below) must be received prior to first day of services to guarantee services are booked.

Local Move Hourly Rate

These charges are determined by an hourly labor rate multiplied by the actual labor hours (to load at origin, travel to the destination, deliver, and any additional services requested or necessary to safely and professionally complete your move to your satisfaction). We strive for estimate accuracy. If your needs change any time after you have received an estimate, including during the move, your estimate will not be accurate. We will be as flexible as possible to accommodate any changes, and your total cost will reflect the actual services provided. Please contact your Certified Moving Consultant with any questions or if your needs change at any time. The local move hourly rate does not include Ride Time (see below), packing materials, any storage services, any applicable Valuation charge, or fuel surcharge.

Minimums

A 4 hour minimum on labor applies to each day of service for local moves, unless otherwise specified.

Deposits

Local moves require a \$50.00 deposit prior to the start of services. Interstate, international, and storage services require a \$100.00 deposit. Deposits are refundable if given at least 48 hours notice of cancellation or change of date for your services.

Wait Time

The shipper or a designated representative must be present at all times of service. If the shipper or representative is not present upon the crew's arrival, work will not begin and the shipper will be charged from the time of the crew's arrival. If the shipper or representative has to leave during services, work will stop at the company's discretion and the shipper will be charged for that time.

Ride Time

Also known as "travel time," this is the time from when the crew leaves our warehouse until they arrive at origin and the time from destination back to our warehouse. This charge covers our costs for the use of vehicles and paying crew members. This is a standard local move charge and is a fixed rate. A fixed ride time rate protects our customers from increased charges due to traffic, mechanical problems or other unforeseen delays during ride time periods.

Used Boxes

Used boxes are available to shippers who have booked (see above) and can come to our warehouse to pick-up the boxes. Delivery is available for a \$50 fee.

Valuation & Exclusions

Valuation is best explained as replacement/repair cost of your goods in the event of damage or loss. The *Certificate of Valuation* details three options available, as well as Exclusions to the coverage.

Claims Procedure

See *Claims and Inquiry Handling Procedure* form in your presentation packet, provided by your Certified Moving Consultant. Please call our office to request a copy or for further details.

Expectations

Our goal is to exceed your expectations. Specific expectations can be communicated by completing a Customer Expectations form, available through your Certified Moving Consultant, or by calling our office at 800-333-5303.