

Let's Get Moving Inc. (LGM)

Liability and Policy Statement:

ESTIMATES are based upon the most complete & specific information available as provided by you, the customer. **For our estimates to be reasonably accurate, you must be as complete as possible in explaining your moving needs.** The time planned for your move is important to you and our scheduling. If the scope of your move has changed from the time of your estimate (there is more or less to be moved), please let us know as soon as possible so we can make the necessary changes to our schedule. We have an obligation to be timely for all customers that day. Binding and Not to exceed estimates are available on in home estimates only.

Extenuating circumstances can affect move time & cost- Elements that can affect the time are: parking constraints, long carries, stair cases that are narrow or twisted, small elevators, disassembling and reassembling of furniture if required (particle board pieces, beds, etc.), unexpected packing required, absence of road signs, or a new development or house number not present.

We do not drive/park on private property such as lawns, or sidewalks.

Packing is a very important aspect of your move. We are happy to provide all or some of the services. Depending on need, the estimate may/may not include packing and/or materials. If we pack as part of the service, it may be necessary to complete it one or two days prior to the move. That would be determined when planning your move. **LGM** will not be responsible for the contents of boxes we do not pack. **Damage as a result of color distorting chemicals** (bleaches, paints etc.), **flammable or other hazardous chemicals or perishables** and will not be responsible for resulting damages or consequences associated with such if those items were packed. Hazardous material, color affecting chemicals such as gasoline, bleach, any item flammable/hazardous, etc. cannot be transported by LGM. Should they inadvertently be packed and moved, any damages resulting will be the sole responsibility of the customer. Federal law prohibits you to transport hazardous materials with our moving company.

Suitcases/Luggage should not be packed full of other items, any damages due to items being too heavy, or packed too full, comprising the integrity of the pieces, LGM will not be liable for any damages. **Open top boxes, unpacked or loose items, owner packed boxes** and contents are the responsibility of the customer. **Fragile, breakable and electronic items not professionally packed** by your mover are also customer responsibility. Packing materials are **not** carried on the truck, please call in advance if materials are needed. **If providing packing services only, our liability ends with our service, we do not assume continued liability to cover load, transfer, unload and unpacking.**

Special request if any, should be discussed before move day to be certain we are prepared. Safes, pianos, pool tables, heavy stone, grandfather clocks, subzero refrigerators, assembling any pieces or need to transfer articles over balcony or loft, can require added assistances which would increase the hourly rate and or fee for specialty item. Some of these items may require a 3rd party service.

Added charges may apply to temporary storage needs, 2nd truck needs, layover fees, additional persons required or materials needed etc. This would be discussed in planning your move if known.

Arrival times are intended to be accurate, **but mid-day schedules vary.** We will make every attempt to advise in the event of a significant delay or early availability.

Parking & Access at the residences is an extremely important aspect of the move. **Please be certain to provide a clean and safe walkway throughout your home and to the truck. There should be a clear path for your furniture to be maneuvered around to prevent damage.** We do not drive/park on private property other than the driveway or parking lot. Any agreement with the owner or permission by the owner must be written, signed by the owner and witnessed so as to absolve LGM of any liability relative to damages resulting from our truck/s including lawn, trees, underground lines, sidewalks, driveways etc. that must be driven on to park where you wish our vehicle placed.

Reschedule/Cancellation of a confirmed move, if required, must be done five business days prior to your move. If you cancel or fail to reschedule without adequate notice, we will bill a minimum of one hour. If we have no notice and arrive, we will bill for actual time on the job. If you must reschedule on short

notice due to emergency, we will do our utmost to work with you when you reschedule to minimize/eliminate the late cancel fee. We understand emergencies occasionally occur.

Your presence during your move or an authorized attendee is required & important to you for several reasons. To save time and costs in your move, we do not spend time to inventory effects; therefore, we require your presence to ensure all effects are loaded at the pickup, unloaded at delivery and placed where you desire them. You are asked to inspect the truck for comfort in our loading and also to ensure all your effects have been unloaded. If you are not present, if you do not walk through your residence with us after loading, if you do not inspect our truck upon completions of your move, claims relative to missing or misplaced are not accepted. LGM cannot be liable for any items forgotten or left behind if not present during the move. We are moving numerous articles and cannot be expected to remember all details of your move. You direct the activity during move.

Items you wish to discard for an additional fee, we can dispose/trash items. Please advise prior to your move. To ensure no confusion, the items(s) to be disposed/trashed/given must be noted on the invoice.

Invoicing is hourly based with a minimum. After the minimum the time is based on quarter hour increments, from the time we arrive till move is completed. Additional charges such as vehicle mileage, 2nd truck, layover, packing material, special equipment could apply and would be discussed should there be the need. **We do not adjust time for traffic.** Round trip time billed.

Inclement weather effects. We only allow a maximum of 30 minutes for any rain/weather delays.

Payment is due in full at the end of each moving day and given to the movers. Payment is accepted in cash, credit card or person check (must be from a in state bank), but only if the move is local as well as the check. Any out of state moves, payment is upon arrival and we accept cash, credit card or cashier check. A non-refundable deposit may be required before moving is started in some instances. There will be a \$35 administrative fee for all NSF, Stop Payment, no account or non-remittance upon job completion. A monthly service charge is assessed for all outstanding balance over 30 days. We accept all major credit cards.

Gratuity for the men is common and accepted but not required. Do only if you wish and feel it to be deserved. We and the team prefer gratuities to be paid in cash directly or separate check to the team.

Customer Storage- All items placed into the customer's storage are the sole responsibility of the customer upon completion of the move. The customer waives LGM of any further liability for such effects once placed to satisfaction.

Loading/Unloading Rentals- LGM liability is limited to the time being invoiced and the services provided. We cannot be responsible for damage/issues prior to our arrival, past our departure or while effects are being loaded/unloaded or in transit. The materials provided may not be adequate or compatible with the vehicle used. It is crucial you work with your truck rental agency to ensure you obtain sufficient moving blankets and proper tie-down straps to protect and secure the load from shifting and damages while in transit and when unloading. Be prepared to examine our loading/unloading quality upon completion, as to release our company of further liability when you sign your invoice and make payment for services. We will no longer have control of your shipment and cannot be liable in any way. Please call to discuss any questions relative to our liability position. Should you require padding for furniture and not obtain blankets from the rental agent, we have 3-ply paper padding and moving blankets available, please call for pricing and let us know to bring some before move day.

Out of state moves- All of our out of state moves are charged a flat fee. We only have the capability of hauling up to 8,500 pounds per truck. If your moves requires more than 8,500 pounds to be moved you will need an additional truck or trucks.

Company Insurance- Our company is fully licensed, insured and provided at no additional cost to the customer is our protection termed Present Value Coverage. It is a depreciated valuation in the event of damage beyond the cost to professionally repair. Cosmetic and other nominal damage is repaired professionally by the service of our choosing or at our discretion. Valuations are available to purchase at an additional charge. This would need to be requested and purchased prior to the move date.

Claims/Damaged thought not expected, could occur. The specifics of all concerns must be submitted in writing within two weeks of your completed move and

moving services must be paid in full for LGM to honor your claim See above/below.

Damages: Items that are not a total loss but damaged are dealt with individually. LGM reserves the right to professionally repair, replace or cash out (based on the above present value protection definition) at our discretion. In the event of a damage claim our first responsibility to our customer is to attempt to repair a damaged item back to its original state or as close to as possible. If an item were damaged beyond repair, we would then reimburse the customer for the damaged effect at the current depreciated value. We do not provide both reimbursement for the depreciated value of an effect and restoration of the same effect that is damaged. Individual damaged piece only will be repaired/addressed, we do not reimburse for the full set in the event of individual piece is damaged. Claims must be made in writing within two weeks of the completed move date. LGM will not honor claims made without inspections and assessment by us or service of our choice. Information including place of purchase, date, make, model and cost will be required in order to process a claim. Receipt is available if desired. If receipt or document purchase information is not available, items will be cashed out at \$.60 per pound.

Present Value Protection in the event of damage- Present Value Protection is the value of an item placed on a depreciation schedule adjusted by fixed percentage of its original cost based on its estimated life in the event of a **total loss**. Furniture is depreciated over a ten-year period. Electronics, with the exception of computers, are depreciated over five years. Computers, due to their rapidly changing technology, are three years or less. Antiques of high value items are dealt with on individual basis **prior** to moving date. Antique items to be declared of antique value must have a current notarized appraisal.

Protection not provided Note: that protection provided by LGM limited to present value protection **but does not include protection against loss or damage of the following:** 1) accounts, bills, currency, securities & other important papers. 2) jewelry, watches and other precious stones/items. 3) fur garments. 4) manuscripts, drawings and valuable pictures/art. 5) contraband or property in the course of illegal trade. 6) assembled particle board/pressed wood furniture. 7) unpacked small items (less than one cubic foot), boxes left with open tops. 8)

unpacked lamps or lamp shades. 9) owner packed boxes (not packed by our moving company) unless extensive signs of mishandling or negligence on the part of our moving company. 10) soiling or damage to mattress or box springs that are not bagged or boxed. 11) manufacturing defects. 12) previously repaired items to include items that have fully depreciated per schedule or reached the limit (age) of their fastening ability: including items that may come apart due to glue letting go at the seams, veneers no longer adhering or chipping due to age and deterioration (a brittleness, etc.). 14) Customers assistance/involvement in any aspect of moving the items, voids value protection.

Electronic components (computers, stereos, televisions, DVD or blue-ray players etc.) are covered only in the event of a physical exterior damage. It is impossible to determine the effects of transit on the electronics. Other than televisions, small electronics are not to be covered in any way unless boxed. Flat Screens/Plasma TV's are not covered unless in original box or a specifically designed box that can be rented from us.

Pool Tables- Can only be moved if fully disassembled and slate pieces are crated.

Glass, marble, ceramic, lamps, pictures, etc. (breakables) items are only covered if professional packed into boxes or crated. If moved unpacked, it is solely at the risk of the customer.

Particle board/pressed wood furniture is only covered against damage if fully disassembled and all assembly hardware is removed. LGM is more than happy to move these items, but only with the understanding of the exceptions listed above.

Other fragile articles non-wood (not standard furniture) are treated as the above. Call if questions or to clarify before the move.

Appliances- LGM requires that all major appliances be disconnected and reconnected by professionals such as a gas, electric or plumbing.

