

## Good Mover's Terms and Conditions

**We know it is a lot to read. But it is very important information that we want to make sure every customer understands. Over the years we have run into all kinds of people who have asked us to do all kinds of things. When we are on the clock we work for you and will make every effort to do what you ask. However, please be advised that certain things you may ask for come with certain risks, and we cannot be responsible for the results of these requests. So as you read this, try to put yourself in our shoes – imagine what circumstances might have motivated us to add a particular policy. These policies are for your protection as well as ours.**

**1. Guidance, walk-through and payment.** The Customer or their representative must be present during the move at all times (unless the move is being delivered into storage). We need your guidance! It is the customer's responsibility to do a final "walk-through" of the premises to ensure we have taken everything. Our time runs continuously until all tools and equipment are back in the truck, moving pads are folded and payment is completed. Having your cash or credit/debit card ready will save you time and money. Please note: we do not accept checks. For credit card payment your name and the name on the credit card should match. You will be asked to sign for credit card payment. **There will be a 3.00% convenience charge on card transactions.** Please note: All sales are final, no refunds will be accepted.

**2. Long Distance / Interstate Moves.** We accept cash or credit/debit card on delivery. Please note: we do not accept checks. For credit card payment your name and the name on the credit card should match. You will be asked to sign for credit card payment. For all interstate moves we require 10% deposit to secure crew and truck for your move (see our policy on deposits, section 'strict policy'), 50% from the total after the deduction of the deposit is due at the pick-up time and remaining 50% balance is due at the delivery before unloading.

**3. Parking arrangements.** A Customer is responsible for requesting moving permits if ones may be required. We can only recommend getting permits for all moves as they guarantee parking the moving truck as close as possible to your doorway. Because you are familiar with the parking situation on your street, you must decide if you need one, or if you can manage parking on your own. In most cases we require 35-40 feet to park the truck. If there is nowhere to park at the time of the movers' arrival, the crew will not stop the moving clock while they will be searching for parking. A driver reserves the right to park anywhere at their discretion to better perform services, even if it is illegal and/or they have to double-park. A Customer agrees to pay any parking fees or tickets

assessed to the carrier for any vehicle under hire by the Customer at the time of the charge.

**4. Loading / Unloading.** If Good Movers is only providing loading or unloading services, we are not responsible for any damages, which may occur in transporting the furniture and is released of all liability after loading the truck prior to unloading. We are only responsible for items in our immediate care, custody and control.

**5. Payment for a Local Move.** For Local Moves, you must pay in full on the day of the job. Payment for Local Moves is due before the end of the job by cash, or VISA/MC/DISCOVER/AMEX. **There will be a 3.00% convenience charge on card transactions.**

**6. Damages and claims.** We try our best to avoid any damage of any kind, but let's face it, moving is not an exact science. Accidents do happen. Any damage claims must be submitted in writing to our claims department. Applicable notes about these damages must be made in writing on the bill of lading on the day of your move before the movers leave your premises. Our company standards do assume a full inspection of furniture by both our movers and Customers. However, the final inspection is the responsibility of a Customer. All of our Customers sign a bill of lading upon completion of a move. It reads "The above services were rendered and all goods delivered in good order, except as noted". For any insurance company this document is critical in noting charges the same day to ensure the damage occurred that day and that coverage could be provided. Unless payment is made in full as it is due we are not required to answer or process a claim. Do not assume you may deduct the money from the final bill to compensate yourself in the event of damage. This is illegal.

**7. Refrigerator move.** We only move empty freezers/refrigerators. Please empty the contents for safe moving. It is best to let them defrost for at least 24 hours before your move day if your move will be on the truck overnight or is going to storage. For local moves, we can load these last and unload them first. However, we can not be liable for any damages due to condensation or leaking water.

**8. Aquarium move.** We only move empty aquariums. (This means empty of water and also empty of all living creatures).

**9. Grandfather clocks.** You are responsible for removing the pendulum, chimes and weights (unless we are packing for you).

**10. Waterbed.** If you have a waterbed we will be glad to move it. However, we are not waterbed technicians. We will follow your instructions, but you must make a final inspection before our crew leaves. We will not send men out for later adjustments. If you prefer to have a waterbed company move your bed do so, please.

**11. Dresser Drawers, File Cabinets, Desk Drawers.** Please empty all dresser drawers, file cabinets and desk drawers. Remember that the furniture will have to be lifted and carried, so if it is overstuffed and extra heavy it will be more difficult to handle. In addition, dressers and chests are built to hold the weight of their contents, but they are not designed to transport items. Many are too weak to sustain the extra weight during transport. If the furniture will have to be navigated through challenging obstacles, like a winding staircase or suspended over railings, it is usually best to remove everything, even the drawers, as it may be necessary to flip the furniture on its side or upside-down to get it through.

**12. Last minute change of service.** If a move requires work above and beyond the original order for services Good Movers reserves the right to fulfill other obligations before completing additional work. For example, you have originally ordered services for a two-room move only. On the day of the move you add additional rooms to move, not mentioned at the time of the request, additional pick-ups/drop-offs, etc., which will increase total move time. In order to make our schedule on time for the next move, we reserve the right to postpone additionally requested services till our next availability and/or after completion of other jobs this day.

**13. Flat screen TVs.** These are susceptible to damage from extreme temperatures, slight bumps, and altitude changes. The original packaging is the best. In any case, please note that in the absence of physical evidence of external damage or negligence (visible damage) we are not responsible for TVs functioning after delivery.

**14. Weather conditions.** Good Movers reserves the right to reschedule the move at an agreed upon time without liability if there is inclement weather, including, but not limited to heavy/freezing rain, snow emergency, hurricane warning, weather travel ban, etc. In the event of inclement weather, please ensure all walkways, sidewalks, and driveways are clear prior to the arrival of your crew.

**15. Crew size.** Good Movers reserves the right to choose the number of movers for each job, depending on our current schedule, availability, weather conditions, etc. Our rate table is constructed so that the move will cost roughly the same (with a few

exceptions) regardless of the number of crew members present. Only the time it takes to complete the move will be different.

**16. Driver hours and regulations.** We reserve the right to limit our workday to 12 hours. In certain cases, due to DOT hours of service rules for drivers, we may need to cut a job short or send a replacement driver to avoid violating these regulations.

**17. Appliances.** Good Movers is not responsible for damage to plumbing, electrical systems, or for water damage associated with the connection or disconnection of washers and dryers.

**18. Heavy and oversized item move.** Our personnel will move your pianos, appliances, and items over 300 lbs. if needed and the work can be done safely. Unfortunately, damage may occur to floor surfaces. If you wish to take this risk Good Movers will not be responsible for it.

**19. Piano and gun safe moves.** We are happy to move your pianos and gun safes, however, there will be an additional fee. Please let us know beforehand if you have heavy or bulky items that need to be moved so we can plan accordingly. In addition, there are times when it may not be safe to the object, your property, or our crew to move an item. If we believe that it is unsafe to your property our crew will ask you to sign a waiver releasing Good Movers from any liability should damage occur. We are happy to move heavy items up or down stairs, but the cost may be significantly more due to the risk involved as well as the equipment needed to the lower the risk or damage or injury.

**20. Fragile items.** Our movers will use their discretion in moving fragile items that have not been packed prior to move day. We will move mirrors, pictures, paintings, etc. by wrapping them in moving blankets. However, it is always best to have these items packed beforehand. We do not assume any liability for items that should be packed prior to move day. If you do not feel comfortable packing these items, please reach out to us and we will be happy to pack them for you.

**21. Binding Estimates.** IMPORTANT: If you received a "not-to-exceed" price, you must be prepared on move day. Please reserve parking at origin and destination ahead of time. Any additional inventory, lack of preparedness or preventable delays, or additional services not discussed at the time of the estimate will void the not-to-exceed price. Our crew will only be able to move your items one time under the binding estimate (i.e. you must decide ahead of time and be prepared for the locations of each piece of furniture

as it comes off the truck). In the event of either, the final price will be determined based on an hourly rate for local moves and additional charges for long distance moves.

**22. Exclusion of Liability.** Good Movers expressly excludes any liability for damage caused to or caused by any of the following items or situations: a) Items of extraordinary value. Such items may include, but are not limited to: antiques, collectors items, rare stamps or coins, items of rare artistic value, furs, jewelry; b) Loss or damage to bills, currency, securities, notes; c) Firearms, explosives, corrosive items; d) Perishable goods such as, but not limited to, food; e) Delicate electronic equipment, including, but not limited to, computers, copy machines, telephone equipment; f) Items composed partially or totally of slate, stone, cast metal, or ceramics; g) Liquids; h) Goods wholly or partially packed by Shipper; i) Pets and Plants; j) The working condition of home appliances in the absence of visible damage; k) Goods which are due to inherent weakness cannot sustain the stress of moving, such as furniture composed of composition board and/or veneer; l) Shipper helping moving his/her belongings; m) The assembly and/or disassembly of items; n) Glass which is either beveled, antique, unbacked, curved, unframed or has a dimension of 36" or more; o) Failure of the Shipper to remove unsafe conditions along the path of the move such as, but not limited to snow and ice; p) Defects in furniture, such as protruding staples; q) Packing requested on the day of the job; r) The loading or unloading of Shipper rented vehicles; s) Wet paint or like material(s) on the premises; t) Standing lamps