

# 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.

## **Rates**

Local move final charges are based on an hourly rate dependant upon the number of crew members, vehicles, and actual labor time necessary to complete the services ordered. We strive for estimate accuracy. In the case that an estimate is inaccurate in terms of labor time, either high or low, charges will be adjusted based on the quoted hourly rate to reflect the actual time required to complete the services requested by the shipper.

## **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 from destination back to our warehouse. This charge covers our costs for the use of vehicles and paying crew members. This is an industry standard 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 Moving Consultant, or by calling our office at 301-862-2331.