



## CAPITAL CITY MOVING CO BEFORE YOUR MOVING DAY

### CLIENT ACKNOWLEDGEMENT

Thank you for booking your upcoming move with Capital City Moving Co. Please read over the following important terms/conditions for your upcoming move.

#### Estimate / Billing

**ALL LOCAL MOVES ARE SUBJECT TO ACTUAL HOURS REQUIRED TO COMPLETE THE MOVE.**

**ALL FLAT RATE/LONG DISTANCE MOVES WILL REQUIRE A SIGNED WRITTEN ESTIMATE THAT IS BASED ON DESCRIPTION OF INVENTORY/WALKTHROUGH. ANY CHANGES TO THIS WILL EFFECT FINAL PRICING OF MOVE.**

A verbal or Written estimate is based on information you provide, and on the assumption that your home is packed and ready to move upon arrival). Estimates are given to inform you of approximate costs and allow us to schedule movers appropriately. Actual charges reflect the time spent on your move, plus boxes, packing supplies, travel time and other charges. Billing begins when the movers leave the office and ends when the movers return to the office. **All moves have a 2 hour minimum charge (including drive time)**

#### Accruals

After the 2 hour minimum, charges accrue in quarter-hour increments. Summer/Fall 2022 2 Hour Minimum Price is \$375/hr . Rates are: \$145/hr 2 man crew rate for hours above 2 hr min; \$185/hr 3 man crew rate for hours above 2 hr. min) \$215/hr for 4 man crew, please inquire about large crew services.

#### Final Payment

Payment for charges in addition to any deposit collected is due at the completion of the move. **Your full total will be charged, and your deposit will be refunded.** Due to con rising fuel prices, all moves are subject to a 5% fuel surcharge based on total of move. You may pay by "Dipped" credit card on site with our card reader for final payment , please note all credit card purchases incur at 2.5% convenience fee for use. We also accept cash and personal checks (at no additional charge)

#### Cancellations / Deposits

We request a minimum of 72 hours of advance notice for the rescheduling of your service to a new move date (subject to availability). If our team arrives and if for any reason you cannot move at the scheduled time, a penalty may apply. We ask that you call us at least 72 hours in advance to reschedule your move date if needed, and we can apply your deposit to your new move date. **No refunds are given for deposits. Deposits for local moves are \$100. Long Distance/Multi Truck Moves are \$500-\$1000.00**

#### Discounts

Any discounts or coupons must be redeemed prior to or at the time of billing. **Final Payment**

#### Packing / Boxes / Televisions

CAPITAL CITY MOVING CO can provide full packing and unpacking services. If you are interested in these services and have not yet scheduled them, please contact our office team for an additional estimate. If you choose to pack your own belongings, your home is expected to be packed and ready the day of your move. We offer a full line of boxes and packing supplies for you to purchase, please let a representative know in advance of your move if you wish to purchase boxes from us to be brought the day of the move.

All television sets need to be packed properly in their original packaging,

if their original packing is no longer available; you can purchase a tv move kit from a local moving/ hardware store to pack your tv in or you can let a representative know you need a tv box from us, and we will bring one day of the move for an additional fee of \$50. If you choose to not pack your tv in the proper original boxing or a new secure tv kit, CAPITAL CITY MOVING CO will NOT be held liable for any exterior damages or potential mechanical damages done to the tv while in transit. We are also not liable for conditions unknown to our movers about the television set (ie mechanical issues, shadows/ lines in lcd screen since we did not see it in full working order prior to moving)

Please consider the following • Do not use paper or plastic bags to pack belongings. • Shut and seal the top and bottom of all boxes using packing tape. • Clearly mark the destination of each box.

CAPITAL CITY MOVING CO is not responsible for damaged items not professionally packed by our team.

### **Drawers**

All desk drawers, including lateral, and fireproof file cabinets, must be emptied. The contents can remain in standard metal file cabinets but must be locked or securely taped shut.

It is highly recommended that all contents must be removed from dresser drawers. Clothing Clothes must be either boxed up or hung in a wardrobe box. Speak to your move consultant if you're in need of wardrobe boxes.

### **Oversized Items**

Moving overly large or unique items can result in extra charges or the need for additional manpower. Ask your move consultant about moving these items but not limited to pianos, safes, fireproof file cabinets, pool tables, marble-top tables, over 65" flat-screen TVs, riding lawnmowers and other items of extraordinary size or weight. Keep in mind that there may be an item we are unable to move.

### **Items that do not travel well**

Items that are made of particle board or "IKEA" like furniture that are made from pressed wood, or flimsy materials do not travel well, although we will do our best to protect and move them safely, we will not be held liable for items that come apart or scratch easily due to the inexpensive and not durable nature of these such pieces of furniture.

### **Cleanliness**

Our teams have the right to refuse services due to unsanitary conditions or refuse to move, pack or unpack unsanitary items. Our trucks, pads, and equipment must be clean for all Customers. In the event that a move is deemed unsanitary our crew will inform our managers, and the client will be instructed that they will not be able to be moved.

Elevators Please contact your building supervisor to reserve the elevator and have it padded for move day. Let your move consultant know if any restrictions apply to the use of the elevator.

### **Parking**

Ample parking must be available for the truck. Parking areas and walkways should be clear of snow, ice, and other obstructions. • For new construction, please provide a clear access path to your new home, such as with plywood • If a permit is required, you are responsible for ensuring it is arranged for move day • All parking meters must be capped if our truck is to park in metered spaces • Please acknowledge

that we have permission to park on your driveway and that any damage that can occur (cracking/ unsettling) is not the liability of CAPITAL CITY MOVING CO

### **Safety**

Licensing and liabilities prevent Movers from transporting flammable liquids, firearms, explosives or any container filled with gasoline or propane. We also are not responsible for and not permitted to move live plants, jewelry, watches, cash/coins, collectibles, animals, prescription medications, alcohol, or drugs. Please make other arrangements for these items.

### **Arrival Time**

Time of arrival is approximate. We will contact you if the arrival time changes significantly from what was originally estimated. Please make sure you are able to be reached at the phone number you provided for the duration of your move.

### **Children and pets**

Keep children and pets occupied on the day of service. We want to make sure everyone (and every animal) stays safe during this very busy time.

### **Weather**

We will move in light rain weather, but please note that it does increase the changes of danger, slipping, or potential damages. We can reschedule if weather becomes too much to safely move it, at that point we would stop the clock and collect payment for the time that the movers were able to move. We can only pause a move for up to 15 minutes before you will be continue to be charged for the moving services, and or you can end the move and settle up what was completed.

### **Liability**

We reserve the right to decline additional services requested should those services pose risk of liability to our teams. • When loading and unloading a truck or storage unit, CAPITAL CITY MOVING CO is only responsible for items in our immediate care, custody, and control. We will not be held liable for items after they have left our care. (ie If we are hired to load a customers uhaul, and we are not the crew unloading it at its final destination, damage liability does not apply and we hold no responsibility for items that may be damaged once unloaded as we cannot control what may have happened to the items in transit or at unload.

### **Customer Representation**

We ask that you be present during the entire service. Should you have to leave the premises for any reason, we ask that an adult (18 or older )representative be available.

## **Moving Valuation**

Moving valuation is coverage for items that are lost, destroyed, or damaged during a move, and it is the carrier's maximum level of liability.

The federal government mandates that every licensed moving company must offer two levels of protection for when they move your household goods to a new home:

### **Released Value (Basic)**

Also referred to as "basic carrier liability," released valuation mandates that for anything lost or damaged during the move, the moving company must reimburse you at 60 cents per pound per article. (for example a 100 lb dresser if it was completely damaged would be reimbursed at \$60.00) We also reserve the right to repair/ touch up any minor damages to any damaged items prior to any type of reimbursement. (ie a small scratch to a dresser, that can easily be repaired with furniture markers etc)

### **Full Replacement Value**

Your possessions are covered for their current replacement value. This valuation is based on a value of your goods at \$6.00 per pound and a minimum shipment value of \$6,000.00. The weight of your shipment is multiplied by \$6.00 to determine the carrier's maximum liability in the event of loss or damage. For example, if your shipment weighs 10,000 pounds, the carrier's maximum liability for all loss or damage will amount to \$60,000.

The cost of this valuation is 2 percent of the max value of your shipment calculated by weight of your shipment. This means if you're belongings weigh 10,000 pounds, you'll pay about \$1200 dollars for this coverage when you move, and then will be subject to a deductible at time of claims depending on how much damage was present.

When a belonging of yours is damaged or lost during a move, the mover will choose between offering full reimbursement of the current value of the item, replacing the item with a like replacement, or having the item repaired when applicable.

### **Tips**

We only mention this because so many people ask. Yes, our movers can accept tips, but, of course, only if you desire to tip and feel they deserve it.

### **Damages**

Although our teams will be as careful as possible, from time to time damages may occur. If damage is caused by our service, CAPITAL CITY MOVING CO reserves the right to repair the damage(s) in question. If we determine that damage cannot be repaired, we reserve the right to either replace or compensate (depreciated value) for the damage, based on the valuation you selected on your contract on the day of the move. If there is damage, notify our team members immediately. They will complete a Damage Report before they leave your site. If you discover damage after the move, call the office within 72 hours of your move. No damage claims will be honored until the charges for moving services have been paid in full.

### **Appliances**

All household appliances (such as refrigerators and freezers) must be emptied and defrosted. Also, all water and gas lines must be disconnected prior to our arrival. For your safety and ours, team members are not permitted to disconnect these items. Washers and Dryers must also be disconnected prior to our movers arrival. If a mover offers assistance for disconnecting washer or dryers, it is courtesy and the client acknowledges that we are not to be held liable for damage to water lines, leaks, or pipe damages, as we are not certificated plumbers or mechanics.

**Damage Waiver**

In the even that you wish to save some time and money on your move you can request to sign the damage waiver portion located on the back of your moving contract the day of the move. Our movers will still do their very best to handle your items with care, and properly load, secure and unload items but they will not blanket, pad, or shrink wrap the items as per the norm in most moves. This option will save time and money and the client understands this is at their discretion and a waiver signature will be collected at the time of the move if they wish to go this route.

**Moving Contract**

On the day of your move, your lead mover will present you or your 18 or older representative with the contract between CAPTIAL CITY MOVING CO and yourself for moving services you requested. The contract will have terms for you to read over and sign the day of the move prior to beginning, please take the time to read over it and ask any questions you may have. You will need to ensure you understand we will ask for permission to move your items, permission to charge your credit card, and your choice for "moving valuation" for the the items we are moving. This document will have the final moving times/ drive times and final total bill due printed on it at the end of the move, and you will receive the yellow copy for your records at completion. This document is a legal contract and you understand by signing it we have an expectation that we will be paid for services completed.

**Please, reply to your confirmation of move email/ text and acknowledge that you have received, read, and agree to have CAPITAL CITY MOVING CO perform the scheduled services pursuant to these terms**

Signed (Client): \_\_\_\_\_ Date: \_\_\_\_\_