



As a local, family-owned and operated business, we at Two College Movers sincerely appreciate your decision to choose us for your moving needs. From our family to yours, we express our deepest gratitude. We are dedicated to ensuring a smooth and satisfying experience for you, and to achieve this, we have carefully formulated our policies.

Our specific policies are in place to ensure the protection and satisfaction of both our valued customers and our business. Please take a moment to review these terms and conditions carefully. Please be aware that this agreement is legally binding. Should you have any inquiries or require clarification, do not hesitate to contact us. Thank you

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1. **Estimate Accuracy:** When discussing your moving details over the phone or face-to-face, precision is key. Our estimates, whether given verbally or in person, focus on the anticipated duration of the move. Should the actual moving time be less than our estimate, you will be billed only for the time spent, rounded to the nearest quarter-hour. Conversely, if the move requires more time than initially estimated, billing will reflect the actual time needed to complete your move. Please be aware that unforeseen circumstances can sometimes significantly alter these estimates.

Examples are but not limited to:

1. Customers not properly prepared for the move (example: items not being boxed properly)
 2. Information not properly given over the phone or in person
 3. Long hallways, walking distance from the truck/trailer
 4. Slow elevators/ multiple people using elevators
 5. Weather
 6. Traffic
 7. Unsanitary conditions
 8. Access to loading or unloading location
2. **Packing Services Offered:** We strongly endorse using our professional packing service. For more information, please contact one of our team members. We are eager to organize a skilled packing crew for your needs. Additionally, opting for our packing services can minimize your risk of damage to items within the packed boxes.
 3. **Cancellations/Rescheduling:** Cancellations may be made at any time before the move date. However, the \$100 deposit will not be refunded. We ask customers to reschedule as soon as possible. Scheduling happens on a first come, first serve basis.
 4. **Estimated Arrival Window:** We will provide you with an estimated time frame for our arrival. While we make every effort to arrive within this specified window, please understand that it is an approximation. In the event that we are ahead of schedule or delayed, we will contact you at the earliest opportunity to update you on our timing.

5. **Weather-Related Delays and Costs:** Service delays caused by adverse weather conditions may lead to additional charges. In certain situations, we may need to temporarily halt work or even reschedule the move to ensure safe working conditions. It's essential that all pathways are cleared of snow, ice, water, or mud for our crew to safely provide services. Our team can offer assistance in clearing snow and ice, but this will incur extra time used by the guys. During severe snow or ice storms, it may be necessary to reschedule moves to prevent injury, or damage to equipment or client property. Rescheduling will be done at the earliest opportunity following the storm, subject to our availability.
6. **Elevator Arrangements:** It's important to coordinate with your building's management to reserve an elevator specifically for your moving day, and ensure it's properly padded for protection. Additionally, be aware of any time restrictions that might be in place. If reserving an elevator isn't possible, please note that sharing the elevator with others could lead to additional time being required for your move.
7. **Absent Customer:** We highly recommend that our customers stay with us during the entire moving process. This allows us to highlight any pre-existing scratches, marks, or dents on furniture as we handle them. However, if you are unable to be present for the move, or need to leave midway, it's necessary for you to sign a release form. This form acknowledges the acceptance of your items in their delivered condition. Please note, in such cases, we cannot be held accountable for any items that are missing, damaged, or not moved by us.
8. **Handling of Valuables:** We advise that we cannot assume responsibility for items of high value or importance, including but not limited to documents, medicine, irreplaceable items, jewelry, ammunition, and currency. We strongly recommend that you personally secure and transport these items.
9. **Specialty Items:** Pool tables, pianos, treadmills, ellipticals, riding lawn mowers, safes, gun safes, hot tubs, motorcycles, and other items that may be subject to a "specialty item fee" unless otherwise stated in a written or verbal agreement.
10. **Firearms / Liquids :** We will not be responsible or liable for any firearms. Please remove any firearms prior to your move. Liquids can not be transported by Two College Movers
11. **Unsanitary Items:** We have the right to deny any transportation of any item that we deem unsanitary. Please keep in mind we serve multiple customers per day and it's our responsibility to keep our trucks clean and sanitary.

Examples include but are not limited to:

1. Items covered in feces, urine, or bodily fluids
2. Items anywhere close to feces, urine, or bodily fluids
3. Items overly covered in dust or dirt, etc.
4. Any items possibly containing any type of rodents, bugs, insects, or like organisms
5. We reserve the right to refuse transport of mattresses that are heavily soiled, wet, or otherwise unsuitable for safe handling.

12. **Transporting Plasma and Flat Screen TVs:** Due to their sensitivity to extreme temperatures, minor impacts, and altitude variations, plasma and flat screen/flat panel TVs require special care during transport. The ideal protection is provided by their original packaging. Therefore, these items need to be either crated or packed in their original boxes, or in a suitable rental box available from Two College Movers prior to shipment. We cannot transport these items unless they are adequately packed or crated.

13. **Contents of Drawers:** All drawers of Pressed Wood or Particle Board furniture must be completely empty. The contents of all desk drawers must be removed. Standard file cabinets (2 drawers only) can stay packed, however, the drawers either must be locked or securely taped shut. Lateral and Fireproof file cabinets must be emptied. Clothing may remain in dresser drawers, but please remove fragile, valuable, and heavy items (i.e. perfume, jewelry, books, papers, etc.)

14. **Mattresses:**

- **Condition Requirements:** Mattresses must be placed in a mattress bag or professionally protected with wrap. Failure to do so will release our company from liability for damages including but not limited to dirt, tears, punctures, or deformation.
- **Exclusion of Certain Damages:** Our liability does not extend to damages resulting from normal handling during transport, such as compression, slight cosmetic imperfections, or minor stains, regardless of protection.
- **Hygiene and Cleanliness:** We reserve the right to refuse transport of mattresses that are heavily soiled, wet, or otherwise unsuitable for safe handling.

15. **Press Wood/Pressboard Furniture:** Please be aware that furniture made from press wood or pressboard carries very limited, if any, liability coverage from our company. Our movers are not equipped to disassemble or reassemble items made of this material. If you opt to disassemble your press wood or pressboard furniture, we can transport the disassembled pieces, but we will not be able to reassemble them upon delivery."

16. **Hardwood Floors / Tile / Floors in general:**

- **Customer Responsibility for Protection:** It is the customer's responsibility to ensure hardwood floors are properly protected by using appropriate floor coverings, such as floor mats, protective runners, or padding in areas where heavy traffic or large furniture will be moved.
- **Exclusion of Certain Damages:** We are not responsible for damage to hardwood floors that may result from:

- Scratches, dents, or scuffs caused by the normal movement of furniture, equipment, or other items.
 - Damage from dragging or sliding heavy items, such as appliances, pianos, or oversized furniture, even if protective measures are in place.
 - Moisture-related damage, such as warping, swelling, or staining, caused by tracked-in dirt, water, or other substances during the move.
- **Pre-Existing Conditions:** The company is not responsible for any pre-existing damage to hardwood floors, including scratches, dents, warping, or discoloration, present before the move.
 - **Normal Wear and Tear:** We are not liable for normal wear and tear to hardwood floors, which includes minor scuffs, surface scratches, or impressions left by heavy furniture or moving equipment.
 - **Heavy and Oversized Items:** The movement of oversized or heavy items may result in damage to hardwood floors, and we disclaim liability for such damage unless it is the result of gross negligence by our team.

17. **Carpet floors / Rugs:** It is the responsibility of the customer to protect their carpet. We can provide protection at an additional cost.

- **Customer Responsibility for Protection:** It is the customer's responsibility to protect carpets by using appropriate coverings such as plastic sheeting, mats, or rugs in high-traffic areas where items will be moved. We do offer floor protection at an additional cost.
- **No Liability for Stains or Dirt:** Due to the nature of the moving process, carpets may become exposed to dirt, moisture, or other contaminants. We will not accept claims for any stains, dirt, or other damage caused to carpets during the move.
- **Normal Wear and Tear:** We are not responsible for any normal wear and tear to carpets, including scuffs, marks, or indentations caused by the movement of furniture, equipment, or heavy items.
- **Pre-Existing Conditions:** The company is not responsible for any pre-existing conditions of the carpets, such as stains, discoloration, or wear that was present before the move.

18. **Handling of Appliances:** Due to our insurance policies, we are unable to disconnect and reconnect appliances such as washers, dryers, and refrigerators. Additionally, we do not replace electrical cords. In cases where refrigerator doors need removal to fit through narrow spaces, we cannot detach doors that have water or electrical connections, nor can we remove freezer bottom

drawers. If such disassembly is required for moving your refrigerator, please arrange for an appliance service to handle this in advance. We are strictly unable to perform these tasks.

For front-loading washers, there are locks or pins designed to secure the drum during transit, which we cannot install or remove. Please note, we will not be liable for any internal damage to electrical or electronic appliances, including but not limited to loose wires or blown fuses. We are also not responsible for any components within the washer that may become loose during transport or delivery.

19. **Additional Fees:** Please be aware that transporting items not covered in the initial estimate may incur extra charges. This includes additional pick-ups or deliveries, the removal or replacement of doors, packing services requested by the customer, or any services that are beyond our standard offerings. These activities may require additional time, which will be reflected in the final charges.
20. **Trucks:** We use smaller trucks for smaller jobs; that is another reason we ask for a detailed list of the items to be moved. There is never any guarantee that all your items will fit into one load.
21. **Damages:** At the start of each move, our foreman will conduct a walk-through with you to identify any pre-existing damages on your household items. They will also notify you of any additional damages that may be found during the move. If you decide against using our protective services and equipment, and sign a release of liability, please understand that we cannot be held responsible or offer compensation for any damages that might occur due to this decision. While our movers are always cautious, damages can sometimes happen. If you notice any damage during the move, it is crucial to inform the movers immediately and ensure it is documented on your contract. In the event of discovering damage after the move, we require you to report it within 96 hours. Please note, damage claims will only be considered once the full payment for moving services has been received and if the claim is made within 96 hours of the move.

22. **Claims**

- **Filing a Claim:**
Customers must report any loss or damage to their belongings in writing within a 96 hour time frame, e.g., 5 business days of delivery. Claims submitted after this period may not be accepted. All claims must include detailed descriptions of the damage, the items affected, and any relevant supporting documentation, such as photos.
- **Review and Assessment:**
Upon receipt of the claim, Two College Movers will review and investigate the claim within 72 Hours, e.g., 3 business days. We reserve the right to inspect the damaged items and determine if repairs or compensation are warranted.
- **Right to Repair:**
Two College Movers reserve the right to repair any damaged items internally before involving any third-party services. We will make reasonable efforts to ensure that the

repairs restore the item to a condition acceptable to both parties. If the repair is deemed unsatisfactory by the customer, further remedies, including third-party repairs or compensation, may be considered.

- **Limitations of Liability:**

Our liability is limited to the value of the item as declared or assessed during the moving process, subject to the terms of the Valuation coverage selected. We will not be held responsible for damages resulting from conditions outside our control, such as inadequate packing by the customer, items not in our immediate control at all times, or pre-existing defects in the items moved.

- **Resolution:**

If repairs are not feasible or the customer opts out of repair, Two College Movers may offer compensation based on the item's depreciated value, or suggest third-party repair services at the customer's expense, depending on the nature of the claim and the contractual terms.

- **Customer Cooperation:**

The customer must cooperate with Two College Movers during the claims process, including providing access to damaged items for inspection and refraining from disposing of the items before the claim is resolved.

23. **Released Valuation Coverage:** We provide Valuation Coverage on all moves. There is a federally mandated default coverage of \$0.60 per pound damage payout. It is not value based and has many exclusions that are listed below. We also have Full Value Protection Coverage available. The options are listed below.

Peace of Mind Coverage

Option 1: Enhanced Coverage

- **Coverage Limit:** \$500 or \$1000
- **Additional Cost:** \$50 or \$100
- **Details:** Offers customers an affordable way to protect their property during the move. If any items are damaged, we will cover the costs up to \$500 or \$1000 depending on the rate chosen.

Full Valuation Coverage

Option 2: For Long Distance or High-Value Moves

- **Rate:** \$2.50 per \$100 of item valuation (minimum rate \$500)
- **Minimum Coverage:** \$20,000
- **Details:** This option is designed for long-distance or high-value moves, providing comprehensive protection based on the total valuation of your property. A minimum total coverage of \$20,000 is required, ensuring full value protection.

If this coverage is selected, the terms below apply:

1. Repair the item(s) to restore it to the same condition it was when it was received by Two College Movers or:
2. Pay the protection value coverage of the property. We will apply depreciation to any claim made under this option.

If NO coverage is selected, the terms below apply:

There is a federally mandated default coverage of \$0.60 per pound damage payout. It is not value based and has many exclusions that are listed below. The customer signing this contract must pick a valuation coverage, otherwise the shipment will be deemed released to maximum value equal to \$.60 per pound per article.

24. **Coverage Scope:** While there are numerous exclusions and limitations outlined, it's important to note that we do provide coverage for items that are unequivocally damaged by our team. Valuation coverage applies to all items that are dropped or damaged on-site while under the direct care of our movers, provided these incidents do not fall under any previously mentioned exclusions.

25. **What is Not Covered: Exclusions:** Understanding the exclusions list will help you prepare better for your move.

- Any items that were packed by the customer and not by our movers cannot be covered. (lamps, lamp shades, pictures, mirrors, artwork, glass, marble, vases, or statues) Why: We cannot be sure how the box, crate or bin was packed and if it was packed correctly. Further, many boxes are used several times and their structure may not be adequate to prevent damage
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- Any furniture items when no furniture pads are used for protection (based on customer refusal). Why: Hiring professional movers is only half the battle. Furniture pads are extremely important in ensuring that your items are packed safely for transport.
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- Special care items, including glass tops and mirrors or high value items without proper packing and preparation. Why: The best examples of these are plasma and LCD TV's. These items must be crated or packed in original boxes before shipment. We will not move special care items without packing or crating properly.
- Mattresses must be wrapped in a mattress bag or professionally wrapped with some kind of professional protectant. Failure to do so will release our company from liability for damages including but not limited to dirt, tears, punctures, or deformation.
- Our liability does not extend to damages resulting from normal handling of mattress during transport, such as compression, slight cosmetic imperfections, or minor stains, regardless of protection.
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- Furniture composed of particleboard or pressboard. Items found broken in boxes not packed by Two College Movers
- Mechanical condition of electronic, audio\visual, computer or battery
- Operated equipment in transit or storage.
- Previously damaged or repaired items.

- Previously damaged or loose veneer. Furniture with the original glue dried out.
- Any loose items not boxed
- Plants (live, artificial, or dried).
- If one item in a set is damaged, only that one item is covered by valuation, not the whole set.
- Mattresses not covered in mattress bags / it is the customers responsibility to purchase a mattress bag from us or provide one themselves

25 a) Limited Liability Clause:

Two College Movers are not liable for the loss or damage of any goods unless it can be proven that the loss or damage was due to the Company's negligence. The Customer acknowledges that the Company's liability is limited to \$0.60 per pound per article, unless a higher value has been declared and additional coverage purchased.

25 b) Inventory and Inspection:

The Customer is responsible for creating and verifying an inventory of all items prior to the move. The Company will not be responsible for items not listed on the inventory or for items that the Customer has not inspected before and after the move."

25 c) High-Value Items:

Two College Movers shall not be responsible for loss of or damage to items of extraordinary value (e.g., jewelry, cash, antiques, important documents) unless such items have been specifically declared in writing and additional insurance has been purchased."

25 d) Time limits on claims

All claims for missing or damaged items must be made in writing within a specific time frame 96 hours for local moves from the date of delivery. The Company will not be responsible for any claims made after this period."

25 e) Customer Responsibility:

The Customer is advised to personally transport high-value items. The Company will not be held responsible for the loss of items that the Customer has chosen to transport themselves.

25 f) Exclusions:

Two College Movers will not be responsible for the loss of items due to circumstances beyond its control, including but not limited to acts of God, public disturbances, or natural disasters.

25 g) Release of Liability:

By signing this contract, the Customer releases the Company from liability for any missing items, unless the Customer can demonstrate that the loss was a direct result of the Company's negligence.

26. Right to Remedy Before Outsourcing: The Moving Company retains the right to remedy or repair any damage to goods in transit prior to enlisting external repair services. Our team will make a reasonable effort to restore the item to its previous condition. Should the customer find

the repair inadequate, external assessments or repairs may be considered based on the situation or customer could be claims services.

27. **Liability Waiver for Difficult Placement:** There are instances where positioning items in your preferred location might risk damage to the items or the property. In such situations, our movers will provide you with a waiver form. By signing this form, you acknowledge and accept the risk of potential damage. Please understand that we will not proceed with placing the items in the specified location until this liability release is signed.
28. **Storage and Load/Unload Responsibilities:** Our responsibility is limited to items that are directly under our care, custody, and control during the loading and unloading phases of your storage unit or container. When it comes to loading or unloading services, please be aware that we are involved in only one part of the move – either loading or unloading. Our liability extends only to items that are in our immediate care during the specific service we are providing.
- Mattresses will not be covered under liability if not put in a mattress bag while being stored

Payment can be made in cash, debit, credit, or check. We accept most forms of credit or debit cards. There is a 3% processing fee for all card payments.

29. **Billing Procedure:** Our billing policy is based on hourly rates, which start from the moment our movers depart for your destination and conclude when they return to our facility. We consider driving as an integral part of our service, and it's important that our employees are compensated for this time. All moves are subject to a minimum charge of 2 hours, which includes travel time. Beyond the initial minimum period, billing will be calculated in 15-minute increments for any additional time required.
30. **Policy on Service Refusal:** We maintain the right to refuse service to anyone, under any circumstance, particularly in situations that we, at our sole discretion, deem to be dangerous, unsanitary, or abusive. Should we choose to exercise this right, we will not bear any liability to you or any other party for direct or indirect damages resulting from this decision.
31. **Gratuities for the Movers/Packers:** We only mention this because many customers ask. As always, gratuities are at the discretion of the client, any tip, or gratuity is very much appreciated. If you feel that your movers have done a good job for you and you would like to tip them, you can do so. Should you need advice or help determining how much an average gratuity is, please contact our office.