

**RESCUE MOVERS 911**  
**“PREPARING FOR YOUR MOVE”**  
**&**  
**INTRA-STATE AND INTER-STATE**  
**MOVING RATES & TARIFF**

\*An updated copy of this approved “Rescue Movers 911” “Rates & Tariff” can be found publicly on file with The Massachusetts Department Of Public Utilities. Rescue Movers 911 is to perform services at the guaranteed rates detailed within this tariff document.

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## **PART I: MISSION STATEMENT / DEFINITIONS**

TO PROVIDE POWER UNITS, TRAILERS, MANPOWER AND ANY OTHER RESOURCES OUTLINED IN THIS APPROVED TARIFF ON FILE WITH THE DEPARTMENT OF PUBLIC UTILITIES TO SAFELY TRANSPORT HOUSEHOLD AND/OR COMMERCIAL GOODS OF "RESCUE MOVERS 911'S" CLIENTS/CUSTOMERS/SHIPPER FROM ORIGIN TO DESTINATION AND SEE SHIPMENTS THROUGH TO COMPLETION ANYWHERE IN THE CONTINENTAL UNITED STATES. RESCUE MOVERS 911 PROVIDES WRITTEN "FLAT RATES" WHICH INCLUDE CERTAIN SERVICES. RESCUE MOVERS 911 IS TO PERFORM SERVICES AT GUARANTEED RATES DETAILED WITHIN THIS TARIFF DOCUMENT.

ALL NECESSARY "SMALL & MEDIUM SIZED BOXES AS WELL AS TAPE AND PACKING PAPER ESTIMATED BY ONE OF RESCUE MOVERS 911'S "MOVING COORDINATORS/AGENTS" FOR EVERY MOVE WILL BE PROVIDED TO CLIENT/CUSTOMER/SHIPPER UPON RESERVATION (LOCK IN/RECEIPT OF DEPOSIT) OF THE MOVE OUT DATE AND CHARGED OR NOT CHARGED IN ACCORDANCE WITH THE TERMS AND CONDITIONS OUTLINED IN THIS DOCUMENT. BOXES, TAPE AND PACKING PAPER WILL BE DELIVERED TO CLIENT/CUSTOMER/SHIPPER AROUND RESCUE MOVERS 911 MOVING COORDINATOR'S/AGENT'S SCHEDULE. USUALLY WITHIN (1 TO 2 BUSINESS DAYS) WEATHER PERMITTING.

### ***DEFINITIONS:***

- RM911:** IS REFERENCED HEREIN AS TO THE MOVING COMPANY RESCUE MOVERS 911.
- SHIPPER:** IS REFERENCED HEREIN AS TO THE CLIENT OR CUSTOMER OF RESCUE MOVERS 911 (RM911).
- THIRD PARTY:** IS REFERENCED HEREIN AS TO A SUB-CONTRACTED PERSON, COMPANY OR EQUIPMENT THAT IS NOT EMPLOYED DIRECTLY OR OWNED BY RESCUE MOVERS 911 (RM911).
- INTRA-STATE:** WITHIN THE SAME STATE (MASSACHUSETTS)
- INTER-STATE:** FROM ONE STATE (MASSACHUSETTS) TO ANOTHER OR CROSSING THE STATE LINE OF MASSACHUSETTS.
- TARIFF:** THIS DOCUMENT IS APPROVED BY THE DEPARTMENT OF PUBLIC UTILITIES. THIS DOCUMENT IS ALSO ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES. THE TARIFF IS A LIST OF RATES FOR EACH SERVICE PROVIDED BY RESCUE MOVERS 911 FOR THE SHIPPER. RESCUE MOVERS 911 IS OBLIGATED TO COLLECT ANY/ALL CHARGES IN ASSOCIATION WITH THE TARIFF. THE SHIPPER HAS THE RIGHT TO REQUEST THIS DOCUMENT FOR INSPECTION. THIS DOCUMENT CONTAINS THE RATES AND SERVICES FOR BOTH INTRA-STATE AND INTER-STATE SERVICES.
- QUOTE SHEET:** THIS DOCUMENT IS ALSO KNOWN AS A "PRE-MOVE INSPECTION FORM". THIS SHEET GENERALLY SUMMARIZES SHIPPER CONTACT INFORMATION. ORIGIN ADDRESS AND DESTINATION ADDRESS OF SHIPMENT. THIS DOCUMENT IS NOT A CONTRACT. IF OFTEN CONTAINS A PRE-MOVE INVENTORY CONDUCTED BY ONE OF RESCUE MOVERS 911 "MOVE COORDINATORS" (AGENTS). THIS DOCUMENT CONTAINS THE GUARANTEED RATES OF SERVICE IN ACCORDANCE WITH THE RATES FOUND IN THE TARIFF ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF UTILITIES. THIS DOCUMENT SHOULD ALSO CONTAIN EXPECTED LOAD UP AND OFFLOAD DATES FOR THE SHIPMENT AS WELL AS A SUMMARY OF EXPECTED "NORMAL OPERATING" CHARGES.
- BILL OF LADING:** ALSO KNOWN AS THE "TRANSPORTATION BILL". THIS DOCUMENT MUST BE SIGNED BY THE SHIPPER PRIOR TO COMMENCEMENT OF A SHIPMENT AND BINDS THE SHIPPER TO THE TARIFF ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF UTILITIES AND ALLOWS RESCUE MOVERS 911 TO TRANSPORT GOODS WITHIN THE CONTINENTAL UNITED STATES FOR THE SHIPPER. THIS DOCUMENT SHOULD ALSO CONTAIN THE GUARANTEED RATES FOR GENERAL SERVICES PROVIDED BY RESCUE MOVERS 911. PLEASE NOTE THAT THE SHIPPER IS RESPONSIBLE FOR WRITTEN "FLAT RATES" IN FULL. PLEASE NOTE THAT TARIFF CHARGES ARE TO BE CALCULATED PRIOR TO THE UNLOADING OF ANY INVENTORY AND IF NECESSARY A REVISED "BILL OF LADING" WILL HAVE TO BE GENERATED BY THE "TEAM LEADER" IN CHARGE OF THE MOVING OPERATION AND SIGNED BY THE SHIPPER PRIOR TO THE RELEASE OF GOODS TO THE SHIPPER.

## **PART II: BASIC AGREEMENT**

BY USING THE SERVICES OF RESCUE MOVERS 911 THE SHIPPER UNDERSTANDS THEIR RIGHT TO OBTAIN A COPY OF THIS TARIFF AT ANYTIME WHICH IS AVAILABLE WITH THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES.

RESCUE MOVERS 911 CANNOT BEGIN WORK UNTIL THE STANDARDIZED "BILL OF LADING" HAS BEEN SIGNED BY THE SHIPPER. BY SIGNING THE BILL OF LADING, THE SHIPPER ACCEPTS THE SERVICES OF RESCUE MOVERS 911 AND INHERENTLY AGREES TO ALL APPLICABLE RATES, FEES, REQUIREMENTS, POLICIES AND STATEMENTS CONTAINED HERE WITHIN THIS TARIFF AND CONTAINED IN THE BILL OF LADING AND ANY SEPARATE ADDENDUMS ATTACHED AS WELL.

ONCE COMMENCED, THE SHIPPER AUTHORIZES RESCUE MOVERS 911 TO FINISH THE OPERATION THROUGH TO COMPLETION IN ACCORDANCE ALL APPLICABLE RATES, FEES, REQUIREMENTS, POLICIES AND STATEMENTS FOUND IN THIS TARIFF AND ANY SEPARATE ADDENDUMS ATTACHED UNLESS (RM911) IS FORMALLY DISMISSED UPON PAYMENT OF ALL CHARGES. PLEASE NOTE THAT IF (RM911) IS DISMISSED FROM OPERATION AND GOODS REMAIN ON TRUCK(S), (RM911) MUST OFFLOAD GOODS INTO STORAGE (THIRD PARTY OR STORAGE OWNED BY (RM911) AT THE EXPENSE OF THE SHIPPER WHERE GOODS WILL BE RELEASED ONLY WHEN ALL BALANCES ARE PAID IN FULL.

RESCUE MOVERS 911 CANNOT GUARANTEE MOVE DATES WITHOUT A DEPOSIT THAT HAS CLEARED, AS AVAILABILITY IS ON A "FIRST COME, FIRST SERVE" BASIS AND AVAILABILITY IS LIMITED. (RM911) MAY ACCEPT ADDITIONAL MOVE OPERATIONS BEYOND POWER-UNIT AVAILABILITY IN TERMS WITH THE INTER-STATE AND INTRA-STATE RATES CONTAINED WITHIN.

FINAL PAYMENT SHALL BE RENDERED IN FULL PRIOR TO RELEASE OF GOODS FROM (RM911) TO SHIPPER IN THE FORM OF CASH, CERTIFIED BANK CHECK OR MONEY ORDER ONLY. FINAL PAYMENT IS NON-NEGOTIABLE AND SHALL TYPICALLY BE COMPUTED BY A TEAM LEADER WHICH IS CONSIDERED BY (RM911) AN AGENT OF (RM911). BILLS CALCULATED BY THE TEAM LEADER ARE NON-NEGOTIABLE AND THERE ARE NO REFUNDS. PLEASE NOTE THAT SHIPPER IS RESPONSIBLE TO PAY FOR ANY/ALL WRITTEN "FLAT RATE" QUOTES IN FULL. SHIPPER SHALL BE LIABLE FOR ANY ADDITIONAL REQUIRED LABOR OR SERVICES REQUIRED TO COMPLETE SHIPMENT. EMPLOYEES OF (RM911) SHALL NOT BE ABLE TO ASSIST SHIPPER IN LOWERING THEIR BILL ONCE WORK IS COMMENCED OR COMPLETE.

(RM911) COLLECTS A MINIMUM OF 10% TO A MAXIMUM OF 50% DEPOSIT UP FRONT TO "LOCK-IN" THE TRUCK(S), MOVERS AND/OR PACKERS AS WELL AS A LOAD UP DATE AND UNLOAD DATE TO COMPLETE THE OPERATION. (RM911) COLLECTS THE BALANCE DUE WHEN THE (RM911) MOVERS ARRIVE AT THE DESTINATION ADDRESS BEFORE THE UNLOADING OF THE SHIPPER'S GOODS. THE SHIPPER'S FINAL BALANCE WILL BE TAKEN BY THE TEAM LEADER ASSIGNED TO THE SHIPPER'S OPERATION.

THERE IS A 5% HANDLING FEE FOR CREDIT/DEBIT CARD PAYMENTS. CREDIT/DEBIT CARDS ARE ONLY ACCEPTED FOR THE DEPOSIT NOT THE BALANCE DUE AT DELIVERY OF GOODS, AS TO (RM911'S) MOVERS WILL NOT HAVE THE ABILITY TO PROCESS ANY TRANSACTIONS OUT IN THE FIELD AND FINAL PAYMENT MUST BE IN THE FORM OF CASH, CERTIFIED BANK CHECK OR MONEY ORDER.

PLEASE NOTE THAT IN THE EVENT THAT THE SHIPPER PUTS A WRITTEN CLAIM INTO THEIR CREDIT/DEBIT CARD COMPANY/BANK, OFTEN THE FUNDS ARE TRANSFERRED BACK TO THE SHIPPER AND TAKEN OUT OF (RM911'S) ACCOUNT. PLEASE NOTE THAT THIS DOES NOT RELEASE SHIPPER FROM THEIR FINANCIAL OBLIGATIONS IN ACCORDANCE WITH THIS TARIFF. PLEASE NOTE THAT UNPAID BALANCES MAY BE FORWARDED TO A COLLECTION AGENCY FOR PAYMENT IN FULL PLUS ANY ADDITIONAL FEES THAT MAY BE APPLICABLE.

PLEASE NOTE THAT (RM911) CANNOT MANAGE A SHIPPER'S LIFE OR MOVE FROM THE VANTAGE POINT OF AN ISOLATED OFFICE. SHIPPER IS EXPECTED TO PROPERLY MANAGE THEIR MOVE AND COMMUNICATE VITAL INFORMATION TO (RM911'S) ADMINSTRATIVE OFFICE LOCATED AT: 5 HILLCREST ROAD, KINGSTON, MA 02364 IN WRITING OR LESS VITAL INFORMATION VIA TELEPHONE. (RM911'S) MOVERS ARE DISPATCHED TO ASSIST THE SHIPPER IN ACCORDANCE WITH THE RATES AND SERVICES DESCRIBED IN THIS TARIFF DOCUMENT AND CANNOT ACCEPT THE LIABILITY FOR ANYTHING OUTSIDE OF THIS TARIFF DOCUMENT. (RM911) CANNOT ALWAYS ASSIST SHIPPER IN DETERMINING WHETHER THEY NEED PERMITS, SHUTTLE SERVICES, ELEVATOR RESERVATIONS, INSURANCE, ETC. (RM911) PROVIDES THE TRUCK(S), TRAILER(S), PACKING LABOR (IF APPLICABLE) AND MOVING LABOR; THE SHIPPER IS EXPECTED TO MANAGE THE MORE VITAL DETAILS OF THEIR MOVE. NO EXCEPTIONS.

## **PART III: GENERAL (INFORMATION, POLICIES AND/OR FEES INVOLVED)**

### **SECTION A: PACKING & FURNITURE DISASSEMBLY**

BY DEFAULT, IT IS EXPECTED THE SHIPPER SHALL BE PACKING THEIR OWN GOODS AND HAVE THEM PREPARED FOR (RM911) WHEN (RM911'S) MOVERS ARRIVE ON MOVING DAY – EVERYTHING MUST BE READY TO GO ON THE DAY OF THE MOVE. TO ENSURE AN ACCURATE "FLAT RATE" QUOTE, ALL ITEMS MUST BE PROPERLY BOXED AND PLACED IN ONE SINGULAR AND EASILY ACCESSIBLE LOCATION (EXAMPLE: FRONT FROM OR GARAGE). FOR EXAMPLE, ITEMS IN AN ATTIC ACCESSIBLE ONLY BY LADDER OR PULL DOWN STEPS ARE NOT TO BE MOVED BY (RM911'S) MOVERS. IT IS DEEMED UNSAFE AND COULD CAUSE UNDUE HARM OR PROPERTY DAMAGE. ALL HANGINGS INCLUDING TVS ATTACHED TO WALLS ARE TO BE REMOVED BY SHIPPER AND PLACED IN ONE CENTRAL LOCATION EASILY ACCESSIBLE FOR (RM911'S) MOVERS. (RM911'S) MOVERS ARE NOT TO REMOVE ANY HANGINGS ATTACHED TO ANY WALLS. POSSIBLE DAMAGE OR BODILY HARM MAY BE CAUSED AND THEREFORE (RM911'S) MOVERS ARE NOT TO REMOVE AT ANY TIME.

THERE ARE (2) TYPES OF PACKING SERVICES OFTEN REQUESTED BY (RM911'S) SHIPPERS. PARTIAL & FULL PACKING SERVICES THAT OFTEN TAKE PLACE A DAY OR TWO BEFORE ANY MOVING SERVICES ARE PROVIDED—AND, ALSO EMERGENCY PACKING SERVICES FOR THOSE WHO ARE NOT PREPARED FOR (RM911'S) MOVERS THE DAY OF THE SHIPPER'S SCHEDULED MOVE OUT. PARTIAL AND FULL PACKING SERVICES TAKING PLACE AHEAD OF MOVE OUT DATE TYPICALLY RANGES IN FINAL CHARGES OF BETWEEN \$500.00 AND \$2,250.00 OR MORE AS OF (03/03/2015). EMERGENCY PACKING SERVICES CAN BE PERFORMED ON THE DAY OF THE MOVE, AND WILL BE SUBSTANTIALLY MORE IN COST WHICH IS EXPLAINED UNDER "PART VI" OF THIS TARIFF. IF AN EMERGENCY PACKING SERVICE IS NECESSARY THEN THE ORIGINAL "FLAT RATE" GIVEN TO THE SHIPPER BY THE MOVE COORDINATOR OR AGENT OF (RM911) WILL BE NULL AND VOID BECAUSE (RM911) WILL HAVE NO CONTROL OVER HOW MUCH PACKING THE SHIPPER WILL REQUIRE (RM911) TO DO AND HAVE NO WAY OF ACCURATELY PREDICTING THE TIME AND MATERIALS INVOLVED. CHARGES ARE IN ACCORDANCE WITH THE EMERGENCY PACKING SERVICES RATES AND FEES LISTED UNDER "PART VI" OF THIS TARIFF. PLEASE NOTE THAT (RM911'S) MOVERS WILL NOT HAVE THE MATERIALS REQUIRED FOR AN "EMERGENCY PACKING SERVICE", SO THE SHIPPER MUST REQUEST IN WRITING AT LEAST (14) DAYS PRIOR TO THEIR MOVE OUT DATE THAT (RM911) BRING EXTRA PACKING MATERIALS. (BOXES, TAPE & PACKING PAPER) SHIPPER SHALL BE HELD FULLY FINANCIALLY RESPONSIBLE FOR ANY/ALL EXTRA CHARGES FOR MATERIALS AS WELL AS LABOR AND/OR EXTRA HOLD OVERS NECESSARY FOR MOVE OPERATION TO BE COMPLETED.

IF THE SHIPPER IS PACKING THEMSELVES, THE SHIPPER IS RESPONSIBLE FOR ACQUIRING THEIR OWN PACKING MATERIALS IF IT IS DEEMED THAT THE SHIPPER IS IN NEED OF ANY EXTRA PACKING MATERIALS ABOVE AND BEYOND WHAT IS INCLUDED WITH THE SHIPPER'S "FLAT RATE" PROVIDED FROM (RM911) WHICH IS LISTED IN THIS TARIFF UNDER "PART IV". EXTRA PACKING MATERIALS CAN BE OBTAINED FROM A THIRD PARTY SUPPLIER SUCH AS A HARDWARE STORE, OR THROUGH (RM911). IF SHIPPER NEEDS EXTRA PACKING SUPPLIES ABOVE AND BEYOND WHAT IS INCLUDED IN THEIR "FLAT RATE" QUOTE AND WANTS TO ORDER THE EXTRA PACKING SUPPLIES FROM (RM911), SHIPPER MAY DO SO VIA EXTRA PACKING SUPPLIES ORDER FORM PROVIDED TO SHIPPER AT THE TIME THE DEPOSIT IS RECEIVED. THE RATES FOR THESE EXTRA PACKING SUPPLIES ARE LISTED WITHIN THIS TARIFF UNDER "PART VII". WITHIN AN ADVANCED NOTICE OF AT LEAST (48 HOURS), (RM911) MAY DELIVER MATERIALS OUT TO SHIPPER AHEAD OF MOVE OUT DATE. IF (RM911) IS PACKING FOR THE SHIPPER, SUPPLIES SHALL BE DELIVERED AT (RM911) MOST CONVENIENT SCHEDULE PRIOR TO PACKING DATE SCHEDULED.

ALL FURNITURE THAT MUST BE DIS-ASSEMBLED FOR TRANSPORT MUST BE DIS-ASSEMBLED AND READY TO GO BEFORE THE ARRIVAL TIME WINDOW OF (RM911'S) MOVERS. (RM911'S) MOVERS MAY ASSIST THE SHIPPER IN THE DIS-ASSEMBLY AND RE-ASSEMBLY OF THE FURNITURE BUT (RM911) MUST BE NOTIFIED PRIOR TO MOVE COORDINATOR OR AGENT OF (RM911) WRITING "FLAT RATE" QUOTE. PLEASE NOTE THAT IF THE SHIPPER CHOOSES TO DIS-ASSEMBLE AND RE-ASSEMBLE THE FURNITURE THEMSELVES AND DO NOT HAVE FURNITURE READY TO GO ON THE TRUCK(S) BEFORE THE ARRIVAL TIME WINDOW OF THE LOAD UP DATE, (RM911) WILL HAVE NO CHOICE BUT TO DIS-ASSEMBLE IT FOR THE SHIPPER TO COMPLETE THE MOVING OPERATION. THEREFORE, (RM911) CANNOT ACCEPT THE LIABILITY FOR CONNECTIONS AND DAMAGE(S) AS A RESULT OF DIS-ASSEMBLY. AND AN "EMERGENCY PACKING SERVICE" RATE THAT IS LISTED UNDER "PART VI" IN THIS TARIFF WILL BE ADDED TO THE ORIGINAL "FLAT RATE" QUOTE. (EXAMPLES: CRIBS, BED FRAMES, TABLES, ATTACHED MIRRORS, DESKS, ENTERTAINMENT UNITS, REFRIDGERATORS & SWING SETS)

(RM911'S) MOVERS CANNOT TAKE LOOSE ITEMS AS THEY ARE SUBJECT TO INEVITABLE DAMAGE. LOOSE ITEMS MAY BE LEFT BEHIND IF DEEMED NECESSARY BY THE (RM911'S) TEAM LEADER OR AGENT OF (RM911) IN CHARGE OF THE SHIPPER'S MOVING OPERATION. FURNITURE WILL BE PAD-WRAPPED WHILE IN TRANSIT. FURNITURE MAY BE PAD-WRAPPED IN THE HOME OR OFFICE, OR IT MAY BE PAD-WRAPPED ON THE TRUCK AS PAD-WRAPPED FURNITURE CAN BE DIFFICULT TO MANEUVER THROUGH DOORWAYS. (RM911) SHALL NEVER BE LIABLE FOR THE LOCATION IN WHICH PAD-WRAPPING OCCURS, ONLY FOR REPORTED DAMAGE(S) IN ACCORDANCE WITH DECLARED VALUE OF SHIPMENT AND LIMITED LIABILITY.

**PLEASE NOTE: ANY ITEM THAT WILL FIT INTO A SMALL OR MEDIUM SIZED BOX, MUST BE PACKED INTO A SMALL OR MEDIUM SIZED BOX. (NO EXCEPTIONS) SEE DEMENSIONS OF SMALL & MEDIUM SIZED BOXES IN "PART VI" OF THIS TARIFF.**

## SECTION A: PACKING & FURNITURE DISASSEMBLY (CONT'D)

- 1> **HAZARDOUS MATERIAL(S):** (RM911) CANNOT TAKE HAZARDOUS MATERIAL(S) SUCH AS EXPLOSIVES, COMPRESSED GASES, FLAMMABLE LIQUIDS AND SOLIDS, OXIDIZERS, POISONS, CORROSIVES AND RADIOACTIVE MATERIALS. EXAMPLES ARE NAIL POLISH REMOVER, PAINTS, PAINT THINNERS, LIGHTER FLUIDS, GASOLINES, FIREWORKS, OXYGEN BOTTLES, PROPANE CYLINDERS, LIQUIDS, AUTOMOTIVE REPAIR AND MAINTENANCE CHEMICALS, AND RADIO-PHARMACEUTICALS.
- 2> **ALCOHOL(S):** (RM911) CANNOT TAKE ANY ALCOHOL AT ALL. PLEASE REMOVE FROM PREMISES PRIOR TO (RM911'S) MOVERS ARRIVING FOR THE PICKUP. ALCOHOL WILL BE LEFT BEHIND BY THE MOVERS AT YOUR PROPERTY. SHIPPER IS RESPONSIBLE FOR SELF-TRANSPORT OF ANY/ALL ALCOHOL. IF ALCOHOL IS INADVERTENTLY INCLUDED IN THE SHIPPER'S SHIPMENT, (RM911) CANNOT TAKE ANY LIABILITY FOR LOSS OR DAMAGE AND IF ANY FINES ARE ASSESSED BECAUSE OF ANY ALCOHOL BEING INCLUDED IN ANY SHIPMENT, THE SHIPPER WILL BE 100% LIABLE FOR ANY/ALL COSTS, FEES AND/OR FINES INVOLVED.
- 3> **LIVE PLANT(S):** (RM911) CANNOT TAKE LIVE PLANTS. INCLUDING LIVE PLANTS IN THE SHIPPERS SHIPMENT MAY RESULT IN DAMAGE(S) / DESTRUCTION OF THE LIVE PLANT AS WELL AS TARNISHING OF THE SHIPPER'S FURNITURE OR BOXES. (RM911) ASSUMES NO RESPONSIBILITY FOR DAMAGE TO LIVE PLANT(S) OR TO OTHER ITEMS AS A RESULT OF INCLUDING LIVE PLANTS IN THE SHIPPER'S SHIPMENT. IN CERTAIN INSTANCES, THE INCLUSION OF LIVE PLANTS COULD RESULT IN SEIZURE OF THE ENTIRE SHIPMENT UNDER NO LIABILITY TO (RM911).
- 4> **VALUABLE(S):** ALL VALUABLE(S) SUCH AS JEWELRY, SMALL ELECTRONICS, MONEY, FIREARMS, DOCUMENTS AND MEDICATIONS ARE TO BE REMOVED FROM THE HOME BEFORE (RM911'S) MOVERS ARRIVE. (RM911) ASSUMES NO RESPONSIBILITY NOR ANY LIABILITY FOR THE LOSS OR DAMAGE(S) TO ITEMS OF HIGH VALUE. SHIPPER IS RESPONSIBLE FOR SELF-TRANSPORT. SUSPICION OF THEFT SHOULD BE REPORTED BOTH THE ADMINISTRATIVE OFFICE VIA TELEPHONE (774) 269 – 6960 AND TO THE LOCAL LAW ENFORCEMENT IMMEDIATELY. FAILURE TO REPORT AN INCIDENT WHEN IT OCCURS IS AT SOLE RISK OF THE SHIPPER AS (RM911) HAS ZERO RECOURSE AND CANNOT FALSELY ACCUSE ANY MOVERS, AGENTS OR CONTRACTORS.
- 5> **GRANDFATHER CLOCK(S):** THE SHIPPER IS TO DIS-ASSEMBLE ANY/ALL GRANDFATHER CLOCKS OR ANY CLOCKS CONSISTING OF WEIGHTS AND A PENDULEM. SHIPPER IS TO PACK ALL CORRESPONDING CLOCK PIECES AND KEY THEMSELVES IN APPROPRIATE PACKING MATERIALS AND CLEARLY LABEL AS WELL. ALL DIS-ASSEMBLY AND PACKING OF ALL THE PIECES SHOULD BE PACKED AND READY TO GO BEFORE THE ARRIVAL TIME OF THE SCHEDULED MOVE OUT DATE OF THE SHIPPER'S MOVING OPERATION. IF ANY/ALL CLOCKS CONSISTING OF WEIGHTS AND PENDULEM ARE NOT DIS-ASSEMBLED AND PACKED APPROPRIATELY BEFORE THE ARRIVAL TIME OF THE PICKUP DATE THEN ADDITIONAL FEE OF: \$50.00 WILL BE ADDED TO THE ORIGINAL "FLAT RATE" QUOTED AND A (RM911) MOVER WILL DIS-ASSEMBLE AND PACK PIECES AND GIVE KEY IF ANY TO SHIPPER TO HOLD. (RM911) WILL NOT RE-ASSEMBLE AND SHALL NOT TAKE ANY LIABILITY FOR ANY LOST OR DAMAGED PIECES.
- 6> **EXERCISE EQUIPMENT(S):** PLEASE NOTE THAT (RM911) MAY HAVE NO OTHER CHOICE BUT TO BREAK-DOWN EXERCISE EQUIPMENT FOR THE SHIPPER IN ORDER TO COMPLETE SHIPMENT IF THE EQUIPMENT IS NOT PREPARED FOR SHIPMENT IN ADVANCE. PLEASE NOTE THAT EXERCISE EQUIPMENT IS CONSIDERED A SPECIALITY PIECE AND (RM911) CANNOT ACCEPT LIABILITY FOR DIS-ASSEMBLY AND RE-ASSEMBLY. (RM911) CANNOT GUARANTEE RE-ASSEMBLY OF EXERCISE EQUIPMENT THAT (RM911) DIS-ASSEMBLED FOR THE SHIPPER.
- 7> **POOL TABLE(S):** (RM911) MAY BE REQUIRED TO DIS-ASSEMBLE THE SHIPPER'S POOL TABLE(S) FOR TRANSPORT. IF SHIPPERS CHOOSES (RM911) TO DIS-ASSEMBLE THEIR POOL TABLE(S) FOR TRANSPORT THERE IS A "FLAT RATE" CHARGE FOR THIS SELECTED SERVICE AND IT IS LISTED UNDER "PART IV" WITHIN THIS TARIFF. IF SHIPPER CHOOSES (RM911) TO DIS-ASSEMBLE THEIR POOL TABLE(S), THE (RM911) MOVE COORDINATOR MUST BE NOTIFIED PRIOR TO GIVING ANY "FLAT RATE" QUOTES. (RM911) WILL ONLY DIS-ASSEMBLE POOL TABLE(S), (RM911) WILL NOT RE-ASSEMBLE ANY POOL TABLE(S) AS TO THE POOL TABLE(S) WILL HAVE TO BE RE-LEVELED AND RE-FELTED AFTER TRANSPORT. POOL TABLES ARE SPECIALTY PIECES AND (RM911) CANNOT TAKE LIABILITY FOR DAMAGE(S) THAT MAY HAVE OCCURRED DURING DIS-ASSEMBLY.
- 8> **HOT TUB(S) AND/OR SPA(S):** (RM911) DOES NOT FACILITATE THE MOVING OF ANY/ALL HOT TUBS AND/OR SPAS. THESE PIECES MUST BE SUBCONTRACTED OUT TO PROFESSIONALS WITH THE EXPERIENCE, EQUIPMENT, PROPER LICENSING & PROPER INSURANCES TO DO SO.

## SECTION A: PACKING & FURNITURE DISASSEMBLY (CONT'D)

- 9> **PIANO(S):** SPINET, UPRIGHT PIANOS, BABY GRAND PIANOS AND GRAND PIANOS ARE SPECIALTY PIECES. PLEASE NOTE THAT PIANOS OFTEN REQUIRE MORE LABOR THAN THE AVERAGE PIECES OF FURNITURE AT FULL LIABILITY TO THE SHIPPER WHETHER LABOR COSTS WERE ANTICIPATED OR NOT BY THE MOVE COORDINATOR OR AGENT OF (RM911). PIANOS REQUIRE SPECIALIZED EQUIPMENT IN THE FORM OF PIANO BOARDS WHICH COME AT AN ADDITIONAL "FLAT RATE" WHICH IS LISTED UNDER "PART IV" WITHIN THIS TARIFF. PLEASE NOTE THAT IF SHIPPER REQUESTS (RM911) TO MOVE THE PIANO AND SPECIALIZED EQUIPMENT IS NOT USED, THERE IS NO LIABILITY TO (RM911) WHATSOEVER, ZERO LIABILITY IN THE EVENT OF ANY/ALL DAMAGE(S).
- 10> **DRESSER(S):** LIGHT CLOTHING AND LINENS MAY BE LEFT IN DRESSER(S). SHIPPER IS NOT TO "STUFF" THE DRAWERS SO THAT THE DRESSER BECOMES TOO HEAVY TO LIFT. ALL FRAGILE GOODS AND VALUABLES SHOULD BE REMOVED FROM DRESSERS. THE SAME APPLIES TO ANY/ALL CABINETS. ALL FRAGILE GOODS AND VALUABLES SHOULD BE EITHER PACKED IN APPROPRIATE PACKING MATERIALS OR SELF TRANSPORTED BY SHIPPER. (RM911) ASSUMES NO LIABILITY FOR DAMAGE(S) OR MISSING FRAGILE GOODS OR VALUABLES LEFT IN THE DRAWERS AND/OR CABINETS. THE (RM911) MOVERS MAY DEEM IT NECESSARY TO EITHER REMOVE THE DRAWERS OR STAND LARGE PIECES OF FURNITURE UPRIGHT FOR MANUVERING THROUGH EITHER THE PICKUP DESTINATION OR THE DELIVERY DESTINATION.
- 11> **FILE CABINET(S):** FILE CABINETS SHOULD BE EMPTIED AND THE CONTENTS BOXED UP BEFORE THE (RM911) MOVERS ARRIVE FOR PICKUP. IN SOME INSTANCES, THE BOTTOM DRAWER MAY BE LEFT WITH CONTENTS. EMPTYING FILE CABINETS IS INTENDED TO HELP IN PREVENTING DAMAGE(S) TO THE PIECE ITSELF AND TO HELP PREVENT POSSIBLE INJURY OR INJURIES TO ANY OF (RM911'S) MOVERS.
- 12> **SAFE(S):** PLEASE NOTE THAT (RM911) MAY NOT BE ABLE TO MOVE SAFES IN EXCESS OF 300LBS. FOR HEAVY SAFES AND GUN-SAFES (RM911) RECOMMENDS HIRING A SPECIALIST. THERE ARE SAFE MOVERS THAT SPECIALIZE IN ONLY MOVING SAFES. PLEASE NOTE THAT IF A MOVING CREW INADVERTENTLY ATTEMPTS MOVING A SAFE AT THE REQUEST OF THE SHIPPER, (RM911) CANNOT TAKE ANY LIABILITY FOR DAMAGE(S) TO THE SAFE OR TO THE "REAL PROPERTY". NO EXCEPTIONS. PLEASE NOTE THAT THERE IS A \$500 COST FOR SPECIALIZED EQUIPMENT TO MOVE SAFES IN EXCESS OF 300LBS. DOOR MUST BE REMOVED FROM THE SAFE. AND, TWO WEEKS WRITTEN NOTICE IS REQUIRED FOR (RM911) TO OBTAIN PROPER EQUIPMENT.
- 13> **BOXES:** BOXES SHOULD BE LIMITED TO APPROXIMATELY 30LBS. IN WEIGHT (ALTHOUGH BOOKS CAN BRING THE WEIGHT OF A BOX UP TO 50LBS.) IF THE SHIPPER CANNOT LIFT THE BOX THEMSELVES, IT WILL BE DIFFICULT FOR (RM911'S) MOVERS TO LIFT. OVER-STUFFED BOXES ARE ALSO SUBJECT TO DAMAGE(S). (RM911) RECOMMENDS SMALL/BOOK BOXES AS THE PRIMARY BOX AS THE EDGES DO NOT GIVE OUT SO EASILY UNDER WEIGHT. MEDIUM BOXES ARE INTENDED FOR LINENS AND CLOTHING. LARGE BOXES ARE INTENDED FOR LIGHT ITEMS SUCH AS BLANKETS, PILLOWS & LAMP SHADES. LARGE BOXES SHOULD BE KEPT LIGHT AS THE LARGE SURFACE AREA IS SUBJECT TO CRUSHING WHEN ITEMS ARE PLACED ON THE TOP OF THEM. SO, LARGE BOXES WILL BE PUT ON THE TOP OF THE LOAD... THUS THE LARGER THE BOX THE LIGHTER THE BOX SHOULD BE.

\*\* PLEASE NOTE THAT (RM911) MAY WILLINGLY (IF REQUESTED OR EXPECTED BY SHIPPER) OR UNKNOWINGLY TAKE PROHIBITED ITEMS. (RM911) SHALL NOT TAKE ANY LIABILITY FOR ANY LOSS OR DAMAGE(S) TO ITEMS CONTAINED WITHIN THE ABOVE LIST THAT THE SHIPPER CHOOSES TO SHIP. PLEASE NOTE THAT (RM911) RETAINS THE RIGHT TO REMOVE FROM THE SHIPMENT OR DISPOSE OF ANY PROHIBITED ITEMS THAT IT FINDS IN A SHIPMENT UNDER ITS AUTHORITY THAT EMPLOYEES/AGENTS/CONTRACTORS OR (RM911) MAY DEEM PROHIBITED/DANGEROUS/HAZARDOUS/ILLEGAL. SHIPPING PROHIBITED ITEMS IS AT THE SHIPPER'S SOLE RISK. (RM911) IS NOT LIABLE IN ANY WAY FOR GOVERNMENT SEIZURE OR ANY OTHER LOSS OF SHIPMENT DUE TO SHIPMENT OF PROHIBITED ITEMS.

**IMPORTANT: THE SHIPPER IS RESPONSIBLE FOR ANY/ALL HARDWARE TO ITEMS THAT ARE DIS-ASSEMBLED BY THEMSELVES OR BY (RM911). PLEASE HAVE SOMETHING TO PUT THE PARTS IN SUCH AS A PLASTIC BAG ONCE ITEMS ARE DIS-ASSEMBLED. HARDWARE SHOULD BE SELF-TRANSPORTED BY THE SHIPPER ONLY. HANDING HARDWARE OVER TO THE MOVERS SHOULD ONLY BE DONE AFTER ENTIRE SHIPMENT HAS BEEN TRANSPORTED TO THE FINAL DESTINATION AND THE (RM911) TEAM LEADER IN CHARGE OF THE SHIPPER'S MOVING OPERATION ASKS FOR THE HARDWARE. (NO EXCEPTIONS)**

## **SECTION B: FLAT RATE QUOTES**

(RM911) PROVIDES IN HOME FLAT RATE QUOTES FREE OF CHARGE WITHIN A (60) MILE RADIUS AROUND (RM911'S) MAIN PORT (ADMINISTRATIVE OFFICE) 5 HILLCREST ROAD, KINGSTON, MA 02364. FREE IN HOME FLAT RATE QUOTES ARE BASED UPON INSPECTION OF THE SELECTED GOODS AT THE ORIGIN ADDRESS. INSPECTION OF DESTINATION ADDRESS MAY BE PERFORMED AT AN ADDITIONAL \$100.00 PER HOUR FROM PORT TO PORT.

FLAT RATE QUOTES SUBMITTED TO THE SHIPPER WILL MATCH FLAT RATE RECORDED VOLUME IN THE CHART PICTURED IN "PART IV" OF THIS TARIFF. PLEASE BE ADVISED THAT (RM911) CANNOT PREDICT THE FUTURE, BUT WILL DO BEST TO PROVIDE THE MOST ACCURATE FLAT RATE QUOTE AND WILL PROVIDE "BINDING" PRICE GUARANTEES WHENEVER POSSIBLE. IN HOME FLAT RATE QUOTES ARE OFTEN JUST A STARTING POINT AS MANY CHANGES TO INVENTORY, LOGISTICS AND PLANS CAN OCCUR BETWEEN FIRST IN HOME FLAT RATE QUOTE AND THE END OF A MOVING OPERATION. PLEASE NOTE THERE MAY BE UP TO A 25% VARIANCE.

A FLAT RATE QUOTE IS AN "ALL INCLUSIVE RATE" WHICH INCLUDES ONLY TRUCK(S), FUEL, MOVERS AND/OR PACKERS AND TOLLS IF APPLICABLE. THE FLAT RATE QUOTE GIVEN BY (RM911'S) MOVE COORDINATOR OR AGENT MAY INCLUDE OTHER SERVICES OR FEES, BUT MUST BE IN WRITING ON THE ORIGINAL QUOTE SHEET AS WELL AS THE BILL OF LADING.

OTHER UN-ANTICIPATED VARIABLES THAT MAY HAVE A SIGNIFICANT EFFECT ON A MOVE OPERATION INCLUDE VARIOUS FLUCTUATIONS IN SHIPPER PREPARATION, INVENTORY CHANGES, UNFORSEEN EVENTS AND ADDITIONAL SPECIALTY SERVICES REQUIRED AND/OR REQUESTED. SHIPPER MUST REQUEST A RE-QUOTE OF CHARGES FROM (RM911) AT ANY TIME UP TO (7) DAYS PRIOR TO THE ACTUAL "MOVE OPERATION".

IT IS WITHIN THE SHIPPER'S RIGHT TO REQUEST AT ANY TIME FROM (RM911) THE GUARANTEED FLAT RATE QUOTE THAT GOVERNS THE SHIPPERS MOVE. THIS FLAT RATE QUOTE MAY INCLUDE "HOLD OVER FEES", "TEMPORARY" OR "LONG TERM" STORAGE FEES, AS WELL AS PACKING RATES AND/OR ANY EXTRA PACKING MATERIALS. MOVING OPERATIONS ARE "PAY AS YOU GO" AS (RM911) DOES NOT WANT TO CHARGE THE SHIPPER FOR SERVICES THAT THE SHIPPER DOES NOT NEED.

STANDARD OVER THE ROAD EQUIPMENT THAT (RM911) MAY USE AT ANY TIME IS (10'), (12'), (16'), (24') AND/OR (26') STRAIGHT TRUCK(S) FOR INTRA-STATE AND/OR INTER-STATE MOVING OPERATIONS.

(RM911) SHALL NOT BE BOUND TO TRANSPORT ANY INDIVIDUAL PIECE. INDICATING TO A MOVE COORDINATOR OR AGENT THAT A PIECE OF FURNITURE TO BE MOVED TO A NEW LOCATION DOES NOT OBLIGATE (RM911) TO MOVE THE PIECE IF IT IS FOUND THAT THE PIECE CANNOT BE MOVED (DUE TO INSUFFICIENT LABOR OR IMPRACTICAL ACCESS ISSUES). A WALKTHROUGH MUST BE DONE WITH THE (RM911) MOVERS WHEN THEY ARRIVE BEFORE ANY WORK IS TO COMMENCE. (RM911) MOVERS CAN TAKE AS MUCH FURNITURE AND BOXES AS WILL FIT INTO THE TRUCK(S). IF A PIECE IS DETERMINED TO BE UNMOVABLE DUE TO THE LACK OF EQUIPMENT, TRAILER SPACE OR INSUFFICIENT LABOR—ACCOMODATIONS MAY BE MADE WITH THE (RM911'S) ADMINSTRATIVE OFFICE TO RESERVE THE CORRECT SETUP WHICH IS REQUIRED TO BE BILLED BY AN HOURLY RATE SET FORTH WITHIN THIS TARIFF.

PLEASE NOTE THAT A LARGE TRAILER SIZE REDUCES THE POSSIBILITY OF HAVING OVERFLOW THAT WILL NEED TO BE PICKED UP AT A LATER DATE BY AN ADDITIONAL MOVING CREW. A LARGER TRAILER SIZE INCREASES THE POSSIBILITY THAT THE TRAILER WILL BE UNABLE TO ACCESS THE SHIPPER'S HOME AND A SMALLER TRUCK MAY HAVE TO BE CALLED INTO ACTION AT A RATE OF \$500.00 PER DAY TO COMPLETE THE MOVING OPERATION. BOTH ISSUES ARE NOT 100% PREDICTABLE UNTIL THE WORK IS DONE THEREFORE (RM911) CANNOT ACCEPT ANY LIABILITY FOR EITHER CASE. (RM911) WILL HOWEVER, DISCLOSE TRAILER/TRUCK(S) SIZE(S) TO BE USED UPON REQUEST FROM SHIPPER. IT IS OFTEN NOT POSSIBLE TO RESERVE A SPECIFIC TRAILER/TRUCK(S) SIZE(S) AS A TRAILER CAN BE TAKEN FOR OTHER OBLIGATED MOVING OPERATION(S).

## **SECTION C: INVENTORY (FOR STORAGE & INTER-STATE MOVING OPERATIONS)**

AN INVENTORY AND CONDITIONS REPORT MAY BE PERFORMED ON ANY MOVE IN WHICH (RM911) IS LOADING GOODS INTO A STORAGE FACILITY OR WHENEVER GOODS ARE BEING TRANSPORTED ACROSS STATE LINES. THIS WILL REQUIRE THE SHIPPER TO SETUP VIA TELEPHONE AN APPOINTED DAY AT LEAST (14) DAYS PRIOR TO THE LOAD UP DATE WITH AN (RM911) MOVE COORDINATOR OR AGENT TO PERFORM THE INVENTORY & CONDITIONS REPORT. THERE IS AN HOURLY RATE OF \$100.00 PER HOUR AND IT WILL BE ADDED TO THE ORIGINAL FLAT RATE QUOTE UNLESS ALREADY NOTED. THE USUAL COST OF THIS SERVICE FALLS BETWEEN \$400.00 TO \$700.00. (RM911) ASSUMES NO LIABILITY TO THE EXACT ACCURACY OF THE INVENTORY & CONDITIONS REPORT NOR DOES (RM911) ASSUME ANY FURTHER LIABILITY OTHER THAN WHAT IS CHOSEN WITHIN THE DECLARED VALUE INSURANCE OPTIONS LOCATED ON THE BILL OF LADING.



## **SECTION D: TRUCKING LOGISTICS**

THE FUEL SURCHARGE SHALL BE INCLUDED IN ALL "FLAT RATE" QUOTES GIVEN BY THE (RM911) MOVE COORDINATOR OR AGENT.

(RM911'S) MOVE COORDINATOR CAN GIVE AN ACCURATE ASSESSMENT OF THE SHIPPER'S HOME IN TERMS OF WHAT THEIR OPERATION REQUIRES FOR TRUCK VOLUME. HOWEVER, THIS IS ALSO A MATTER OF OPINION UNTIL THE WORK IS COMPLETE. (RM911) ALWAYS SUGGEST THAT THE SHIPPER GETS AT LEAST (3) ASSESSMENTS TO ENSURE THAT THE SHIPPER'S HOUSEHOLD GOODS WILL FIT SECURELY INTO THE TRUCK(S) THAT (RM911) WILL BE SENDING FOR THE LOAD UP DATE SCHEDULED.

## **SECTION E: TRAFFIC & DELAYS**

THE USE OF PUBLIC ROADWAYS CAN RESULT IN DELAYS DUE TO UNCONTROLLABLE INCIDENTS SUCH AS TRAFFIC AND/OR WEATHER. (RM911'S) MOVERS AND/OR CONTRACTORS ARE PAID ON A PER JOB BASIS, SO THE SHIPPER WILL NOT INCUR ANY ADDITIONAL COSTS ASSOCIATED WITH THESE UNFORSEEN CIRCUMSTANCES. SHIPPER MUST PREPARE THEMSELVES ACCORDINGLY FOR THESE UNFORSEEN AND UNCONTROLLABLE CIRCUMSTANCES AND UNDERSTAND THAT IF THE SHIPPER INCURS ANY COSTS FROM OTHER SERVICERS BECAUSE OF THE CIRCUMSTANCES, (RM911) IS 100% NOT LIABLE IN ANY WAY.

## **SECTION F: WINTER ADVISORY**

SHIPPERS ARE TO MAKE SURE THAT ALL ACCESS POINTS TO THE ORIGIN ADDRESS AND THE DESTINATION ADDRESS HAVE A CLEARED PATH WITH A MINIMUM OF 36" IN WIDTH, THIS WAY WHEN (RM911'S) MOVERS ARE CARRYING ANY LARGE FURNITURE PIECES THEY MAY DO SO SAFELY. AND OF COURSE, SHIPPERS ARE TO MAKE SURE THAT THE DRIVEWAYS/PARKING SPACES ARE CLEARED TO THE GROUND WITH A 14' WIDTH OF CLEARANCE SO THAT THE TRUCK(S) CAN BE PARKED SAFELY WITHOUT THE POSSIBILITY OF GETTING STUCK. ALSO, THERE MUST BE AMPLE SAND AND/OR SALT LAID DOWN FOR PROPER TRACTION.

NONE OF THE (RM911) MOVERS WILL START ANY WORK UNTIL ALL OF THE ABOVE IS TAKEN CARE OF PROPERLY. IT IS NOT THE RESPONSIBILITY OF (RM911) OR THE RESPONSIBILITY OF (RM911'S) AGENTS, EMPLOYEES OR CONTRACTORS TO REMOVE SNOW OR ICE. THERE IS A \$200 PER ½ HOUR (WAIT) PENALTY FEE THAT MUST BE PAID FOR IN ADVANCE IN THE FORM OF (CERTIFIED BANK CHECK, MONEY ORDER OR CASH) PRIOR TO THE (RM911'S) MOVERS STARTING TO LOAD OR UNLOAD THE INVENTORY ON OR OFF THE TRUCK(S). ALL (RM911) REQUIRES IS THAT EVERYONE IS AS SAFE AS POSSIBLE AND THE RISK OF DAMAGE IS LOWERED AS MUCH AS HUMANLY POSSIBLE.

(RM911) WILL POSTPONE ANY MOVING OPERATION WITH A \$100 RESCHEDULING FEE. SHIPPER CAN AVOID THIS FEE BY NOTIFYING THE (RM911'S) ADMINISTRATIVE OFFICE VIA EMAIL AT LEAST (60) HOURS PRIOR TO THE SHIPPER'S SCHEDULED "ARRIVAL TIME WINDOW". (RM911) CAN USUALLY MAKE AN EASY ADJUSTMENT TO THE VERY NEXT DAY, BUT IF THE WEATHER OR DISPATCHING SCHEDULE PROHIBITS THIS CHANGE THEN IT WOULD BE RESCHEDULED ON A "FIRST LOCKED IN FIRST SERVICED BASIS". IT IS NOT VERY OFTEN THAT THIS HAPPENS BUT WHEN IT DOES, IT ALWAYS HELPS BOTH "SHIPPER & (RM911) TO BE ON THE SAME PAGE AS FAR AS COMMUNICATION. IF THE SHIPPER INCURS ANY ADDITIONAL COSTS BECAUSE OF RESCHEDULING, (RM911) CANNOT ASSUME ANY LIABILITY. (NO EXCEPTIONS)

## **SECTION G: CLOSING ISSUES**

IF FOR ANY REASON (RM911'S) MOVERS CANNOT BEGIN LOADING OR UNLOADING EITHER AT ORIGIN ADDRESS OR DESTINATION ADDRESS RIGHT AWAY THERE WILL BE A \$200 PER ½ (WAIT) RATE, THAT MUST BE PAID PRIOR TO THE START OF THE LOADING OR UNLOADING IN THE FORM OF (CERTIFIED BANK CHECK, MONEY ORDER OR CASH). BE SURE TO CHECK EVERYONE INVOLVED IN YOUR MOVING OPERATIONS TO MAKE SURE (RM911'S) MOVERS HAVE FULL ACCESS TO BOTH ORIGIN AND DESTINATION ADDRESSES AT THE TIME OF ARRIVAL(S) TO HELP IN AVOIDING ANY EXTRA CHARGES.

## **SECTION H: THIRD PARTY RENTAL VEHICLES**

WHEN AND IF (RM911) DEEMS IT NECESSARY TO RENT OR LEASE ONE OR MULTIPLE TRUCK(S) TO COMPLETE THE SHIPPER'S MOVING OPERATION, (RM911) MAY DO SO WITHOUT NOTIFYING THE SHIPPER. (RM911) WILL MAKE EVERY EFFORT TO LEASE/RENT THE RIGHT SIZED TRUCK(S) NECESSARY TO COMPLETE THE SHIPPER'S MOVING OPERATION IN A TIMELY MANNER BUT IF FOR SOME UNFORSEEN CIRCUMSTANCES (RM911) IS FORCED TO USE TRUCK(S) SMALLER THAN NECESSARY, THEN (RM911) WILL STAY UNTIL MOVING OPERATION IS COMPLETE AND THE SHIPPER SHALL NOT BE CHARGED ADDITIONALLY.

THE SHIPPER WILL INCUR A \$500 (SHUTTLE TRUCK) FEE IF AT THE DESTINATION ADDRESS (RM911'S) MOVERS FIND THAT THE SIZE TRUCK IN WHICH WAS USED BY (RM911) WILL NOT FIT INTO DESTINATION ADDRESS SAFELY AND ANOTHER SMALLER TRUCK MAY HAVE TO BE USED AS A "SHUTTLE TRUCK". THIS WILL ADD MANY HOURS TO THE ORIGINAL SCHEDULE FOR THE SHIPPER'S MOVING OPERATION. (RM911) CANNOT ASSUME ANY LIABILITY FOR LOSSES OR DAMAGE(S) THAT MAY OCCUR BECAUSE OF THIS OVERSIGHT.

## **SECTION I: PARKING PERMITS & POLICE DETAILS**

SHIPPER IS RESPONSIBLE FOR FOLLOWING LOCAL LAWS AND MUST OBTAIN ANY/ALL PARKING PERMITS AND/OR POLICE DETAILS NECESSARY FOR THE MOVE. (RM911) SERVICES A LARGE TERRITORY AND CANNOT ALWAYS MAKE THE DETERMINATION OF WHETHER THE SHIPPER REQUIRES PARKING PERMITS. (RM911) SUGGESTS CALLING THE SHIPPER'S LOCAL CITY OR TOWN HALL TO MAKE THIS DETERMINATION. IF PARKING PERMITS ARE NECESSARY THE SHIPPER CAN OBTAIN THEM AT THE SHIPPER'S LOCAL CITY OF TOWN HALL. (RM911) CAN OBTAIN THESE FOR THE SHIPPER AT THE COST OF PARKING PERMIT PLUS AN ADMINISTRATIVE FEE OF \$100. IF (RM911) CANNOT FIND REASONABLE AND/OR LEGAL PARKING ON THE DAY OF THE SHIPPER'S MOVE, (RM911) MAY HAVE TO DELAY THE MOVING OPERATION. ANY LIABILITY FALLS ON THE SHIPPER ONLY AND (RM911) ASSUMES NO LIABILITY WHATSOEVER. (RM911) MOVERS ARE PAID ON A PER JOB BASIS AND IF (RM911) IS FORCED TO RESCHEDULE BECAUSE OF ANY PARKING ISSUES THEN THERE WILL BE A \$150 PER SCHEDULED MOVER FEE ADDED TO SHIPPER'S ORIGINAL FLAT RATE QUOTE AND IT MUST BE PAID IN FULL IN THE FORM OF (CERTIFIED BANK CHECK, MONEY ORDER OR CASH) PRIOR TO ANY LOADING OR UNLOADING.

IF IT IS NECESSARY FOR A POLICE DETAIL TO BE ARRANGED AND PAID FOR, ALL LIABILITY FALLS ON THE SHIPPER ONLY. (NO EXCEPTIONS) SHIPPER MUST CHECK WITH THEIR LOCAL LAW ENFORCEMENT AGENCY.

## **SECTION J: "LONG WALK" POLICIES AND APPLICABLE FEES**

A "LONG WALK" IS CONSIDERED TO BE THE MEASUREMENT FROM WHERE THE TRUCK(S) ARE PARKED FOR LOADING TO THE ENTRANCE OF THE HOME/UNIT. ANY WALK OVER (100 YARDS OR 300 FEET) IS CONSIDERED A "LONG WALK" AND THERE IS A \$50 FEE PER 1/8<sup>TH</sup> OF A 24' TRUCK OF INVENTORY PER LOCATION. THIS ADDED FEE MUST BE PAID IN THE FORM OF A (CERTIFIED BANK CHECK, MONEY ORDER OR CASH) PRIOR TO LOADING OR UNLOADING OF INVENTORY. (RM911'S) MOVE COORDINATOR SHOULD BE ABLE TO ASSESS AT THE ORIGIN LOCATION IF A "LONG WALK" FEE IS NECESSARY. HOWEVER THE DESTINATION ADDRESSES (RM911) RELIES SOLELY ON THE SHIPPER'S DESCRIPTION AND THEREFORE CANNOT ACCEPT ANY LIABILITY AS TO THE FEE IF DEEMED NECESSARY BY THE TEAM LEADER IN CHARGE OF THE SHIPPER'S MOVING OPERATION.

## **SECTION K: COMPANY OPERATIONS MINIMUM**

(RM911) HAS A \$1370.00 FLAT RATE MINIMUM PER DIEM TO DISPATCH A TRUCK WITH (2) MOVERS FOR UP TO ¾ OF A 24' TRUCK OF INVENTORY OR \$320.00 FOR (2) MOVERS FOR (4) HOURS MINIMUM WITH AN \$80 PER ADDITIONAL HOUR UPCHARGE & .30 CENTS PER MILE UP TO 100 MILES TOTAL (FROM BASE TO ORIGIN TO DESTINATION TO BASE) & .40 CENTS PER MILE OVER 100. ADDITIONAL \$150 IS ADDED TO HOURLY RATE IF POWER UNIT IS NECESSARY.

## **SECTION L: "HOLD OVER" POLICIES & APPLICABLE FEES**

SHIPPERS ARE TO KEEP IN MIND THAT (RM911) BEGINS THEIR OPERATIONS BETWEEN 8AM – 12PM (ONE HOUR ARRIVAL WINDOW IS STANDARD). IF THE SHIPPER MUST BEGIN AN UNLOAD AFTER 3PM, (RM911) CAN OPTIONALLY HOLD THE SHIPPER'S TRUCK(S) FOR AN ADDITIONAL NIGHT OR START AN OPERATION AFTER 3PM FOR AN ADDITIONAL FEE OF \$150 PER TRUCK PER NIGHT. (RM911) RECOMMENDS THAT THE SHIPPER CHECK WITH THEIR REALTOR ON CLOSING TIMES. (RM911) MUST KNOW AT LEAST (7) DAYS PRIOR TO THE SHIPPER'S LOAD UP DATE IN ORDER TO ADJUST THE SCHEDULING OF THE TRUCK(S) AND MEN ACCORDINGLY. (RM911) MOVERS ARE NOT ON STANDBY. THERE IS A \$150 HOLDING FEE FOR EACH TRUCK.

## **SECTION M: PAYMENT METHODS**

(RM911) COLLECTS A **NON-REFUNDABLE (NO EXCEPTIONS)** 25% UP TO A 50% DEPOSIT UPFRONT TO "LOCK-IN" TRUCK(S), MOVERS, PACKERS IF NECESSARY, LOAD UP DATE(S) AND UNLOAD DATE(S). (RM911) COLLECTS THE BALANCE DUE AND ANY ADDITIONAL FEES THAT THE SHIPPER MAY INCUR WHEN (RM911'S) MOVERS ARRIVE AT THE DESTINATION ADDRESS BEFORE ANY UNLOADING COMMENCES. THE SHIPPER'S BALANCE DUE AND ANY ADDITIONAL FEES WILL BE ACCEPTED BY THE MOVING OPERATION TEAM LEADER AND MUST BE IN THE FORM OF (CERTIFIED BANK CHECK, MONEY ORDER OR CASH). (NO EXCEPTIONS)

CREDIT/DEBIT CARDS (VISA OR MASTERCARD) CAN BE PROCESSED FOR THE DEPOSIT AMOUNT ONLY AND MUST CLEAR TO BE CONSIDERED "LOCKED IN". THERE ARE NO REFUNDS FOR DEPOSITS GIVEN THAT HAVE BEEN CLEARED AS TO (RM911) HAS ALREADY MADE ARRANGEMENTS FOR THE SHIPPER'S MOVING OPERATION (TRUCK(S), MOVERS AND/OR PACKERS) FOR CERTAIN DATE(S) AND MAY HAVE TURNED DOWN OTHER MOVING OPERATIONS BECAUSE OF SCHEDULING. (NO EXCEPTIONS)

## PART IV: INTRA-STATE (LOCAL) RATES & SERVICES

(RM911) PROVIDES MOVING SERVICES TO MOVE SHIPPER'S COMMON HOUSEHOLD GOODS FROM ONE LOCATION TO THE OTHER. IF (RM911) IS MOVING THE SHIPPER, THE SHIPPER'S MUST BE READY TO GO BEFORE THE ARRIVAL DATE AND TIME SCHEDULED AS OUTLINED IN "PARTS I, II & III" OF THIS TARIFF. PACKING SERVICES WILL SEE CHARGES IN ADDITION TO THE SHIPPER'S ORIGINAL "FLAT RATE" QUOTE. (SEE "PART VI" OF THIS TARIFF) ANY MOVING OPERATION OFTEN TAKES HOURS OF PREPARATION. THE ORIGINAL "FLAT RATE" QUOTE WRITTEN BY ONE OF (RM911'S) MOVE COORDINATORS OR AGENTS SHOULD INCLUDE ALL HOURS INCLUDING "DRIVE TIME STARTING FROM (R911'S) ADMINISTRATIVE OFFICE OR MAIN PORT TO THE SHIPPER'S ORIGIN OR PICKUP ADDRESS, FROM THE SHIPPER'S ORIGIN ADDRESS TO THE DESTINATION OR DELIVERY ADDRESS AND THEN FROM THE SHIPPER'S DESTINATION ADDRESS BACK TO (RM911'S) ADMINISTRATIVE OFFICE OR MAIN PORT.

ADDITIONAL PICKUPS AND/OR DELIVERIES MAY ALSO BE INCLUDED IN THE ORIGINAL "FLAT RATE" QUOTE OR A SEPARATE "FLAT RATE" QUOTE MAY BE GIVEN TO SHIPPER. ADDITIONAL PICKUPS AND/OR DELIVERIES MAY BE NECESSARY TO COMPLETE ANY SHIPPER'S MOVING OPERATION TO SHIPPER'S REQUEST. ALL PICKUPS AND/OR DELIVERIES WILL BE ACCURATELY QUOTED AND DOCUMENTED IN ACCORDANCE WITH THIS TARIFF.

DURING AN "IN HOME FLAT RATE QUOTE", THE RECOMMENDED CREW SIZE IS OFTEN DISCLOSED BY ONE OF (RM911'S) MOVE COORDINATORS OR AGENTS. PLEASE NOTE THAT IN FULFILLMENT OF AN OPERATION, THERE MAY BE A DIFFERENCE BETWEEN THE RECOMMENDED CREW SIZE AND THE ACTUAL CREW SIZE DISPATCHED TO AN OPERATION. THERE ARE VARIOUS REASONS THAT THIS DIFFERENCE MAY HAPPEN WHICH ARE OUT OF THE CONTROL OF (RM911). SOMETIMES EMPLOYEES AND/OR AGENTS AND/OR CONTRACTORS CALL IN SICK. SOMETIMES WEATHER OR OTHER TIMING FACTORS DEMAND AN EXTRA MOVER BEING ADDED OR SUBTRACTED TO/FROM A MOVING OPERATION. PLEASE NOTE THAT THIS SHOULD NOT HAVE ANY EFFECT ON THE FINAL COST OF ANY MOVING OPERATION TO THE SHIPPER. (RM911) RESERVES THE RIGHT TO ADJUST ANY CREW SIZE AT ANYTIME FOR ANY REASON DEEMED NECESSARY BY AN (RM911) AGENT.

TRUCK INVENTORY	SAME DAY FLAT RATE
	\$320 LABOR ONLY (4HR MINIMUM) \$80 PER HR AFTER
LESS THAN < ¾	\$470 (4 HRS) (2 MOVERS) + \$.30 PER MILE (<100) +\$80 HOURLY AFTER & + \$.45 PER MILE (>100) THIS IS OUR MINIMUM
¾	CHOICE OF "HOURLY" OR "BINDING" FLAT RATE

TRUCK INVENTORY	CREW	SAME DAY MOVE	TO & FROM STORAGE	PACKING MATERIALS "INCLUDED"
¾	2	\$1370	\$2740	20 SMALL BOXES 20 MEDIUM BOXES 6 ROLLS OF TAPE 1 BUNDLE PACKING PAPER
¾ - 1	2	\$1595	\$3190	SAME AS ABOVE
1	3	\$1820	\$3640	SAME AS ABOVE

TRUCK INVENTORY	CREW	SAME DAY MOVE (1) TRUCK (2) TRIPS WITHIN (20 MINS)	SAME DAY MOVE (2) TRUCKS (1) TRIP	TO & FROM STORAGE (1) TRUCK (2) TRIPS WITHIN (20 MINS)	TO & FROM STORAGE (2) TRUCKS (1) TRIP	PACKING MATERIALS "INCLUDED"
1 - 1 ¼	3	\$1920	\$2090	\$3501	\$4001	40 SMALL BOXES 40 MEDIUM BOXES 6 ROLLS OF TAPE 1 BUNDLE PACKING PAPER
1 ¼	3	\$2020	\$2190	\$3641	\$4141	SAME AS ABOVE
1 ¼ - 1 ½	3	\$2163	\$2377	\$4029	\$4529	SAME AS ABOVE
1 ½	4	\$2395	\$2565	\$4541	\$5041	SAME AS ABOVE
1 ½ - 1 ¾	4	\$2450	\$2665	\$4821	\$5181	SAME AS ABOVE
1 ¾	4	\$2550	\$2765	\$5190	\$5321	SAME AS ABOVE
1 ¾ - 2	4	\$2650	\$2865	\$5390	\$5461	SAME AS ABOVE
2	4	\$2750	\$2965	\$5590	\$5601	SAME AS ABOVE

## PART IV: INTRA-STATE (LOCAL) RATES & SERVICES (CON'T)

TRUCK INVENTORY	CREW	SAME DAY MOVE (2) TRUCKS (2) TRIPS WITHIN (20 MINS)	SAME DAY MOVE (3) TRUCKS (1) TRIP	TO & FROM STORAGE (2) TRUCKS (2) TRIPS WITHIN (20 MINS)	TO & FROM STORAGE (3) TRUCKS (1) TRIP	PACKING MATERIALS "INCLUDED"
2 - 2 ¼	5	\$3265	\$3515	\$6001	\$6501	40 SMALL BOXES 40 MEDIUM BOXES 6 ROLLS OF TAPE 1 BUNDLE PACKING PAPER
2 ¼	5	\$3365	\$3615	\$6141	\$6641	SAME AS ABOVE
2 ¼ - 2 ½	5	\$3465	\$3715	\$6281	\$6781	SAME AS ABOVE
2 ½	5	\$3565	\$3815	\$6421	\$6921	SAME AS ABOVE
2 ½ - 2 ¾	5	\$3665	\$3915	\$6561	\$7061	SAME AS ABOVE
2 ¾	6	\$4053	\$4303	\$7048	\$7548	SAME AS ABOVE
2 ¾ - 3	6	\$4153	\$4403	\$7188	\$7688	SAME AS ABOVE
3	6	\$4253	\$4503	\$7328	\$7828	SAME AS ABOVE

HOLD OVER(S) PER NIGHT	POOL TABLE (3) MEN	PLAYSET (3) MEN
\$150 PER NIGHT PER TRUCK	\$180 W/MOVE	\$450 W/MOVE
\$50 PER MOVER	\$750 W/O MOVE BUT W/TRUCK	\$850 W/O MOVE BUT W/TRUCK
	\$320 LABOR ONLY (4HR MINIMUM) \$80 PER HR AFTER	\$320 LABOR ONLY (4HR MINIMUM) \$80 PER HR AFTER

## PART V: INTER-STATE (CROSSING STATE LINES) RATES & SERVICES

ALL INTER-STATE MOVING OPERATIONS ARE DELIVERED VIA (24' STRAIGHT TRUCK(S)). (RM911) WILL HANDLE ALL ASPECTS OF THE SHIPPER'S MOVING OPERATION FROM PACKING (IF ELECTED BY SHIPPER), LOADING AND UNLOADING AS WELL AS DIS-ASSEMBLING AND RE-ASSEMBLING ANY FURNITURE DEEMED NECESSARY TO DIS-ASSEMBLE FOR SAFE TRANSPORT. THE SHIPPER MUST KEEP IN MIND THAT (RM911) HAS A ¾ OF A 24' TRUCK OF INVENTORY MINIMUM ASSOCIATED WITH ANY INTER-STATE MOVING OPERATION.

(RM911) ACCEPTS THE SHIPPER'S FINAL PAYMENT VIA (CERTIFIED BANK CHECK, MONEY ORDER OR CASH ONLY FOR ANY FINAL BALANCE DUE UPON DELIVERY OF GOODS BEFORE ANY UNLOADING OF GOODS IS TO COMMENCE). (RM911) DOES NOT ACCEPT ANY FINAL PAYMENT FOR ANY INTER-STATE MOVING OPERATIONS TO BE PAID BY CREDIT OR DEBIT CARDS. (NO EXCEPTIONS)

(RM911) IS NOT BOUND TO ANY SPECIFIC SCHEDULE OR MEANS OF TRANSPORTATION FOR THE SHIPPER'S DELIVERY AND RETAINS THE RIGHT TO ENSURE AN OPTIMAL OPERATION BY ANY MEANS NECESSARY. PLEASE NOTE THAT (RM911) MAY PROVIDE TARGET DELIVERY DATES FOR INTER-STATE SHIPMENTS, BUT THESE TARGET DELIVERY DATES ARE NOT GUARANTEED AS MANY FACTORS CAN EFFECT ACTUAL DELIVERY DATES INCLUDING BUT NOT LIMITED TO WEATHER, TRAFFIC, OTHER DELAYED SHIPMENTS, DRIVER ILLNESS, ETC.

EMPLOYEES, AGENTS OR CONTRACTORS OF (RM911) WILL LOAD AND MAKE ALL EFFORT POSSIBLE TO TRANSPORT AND UNLOAD EVERY INTER-STATE MOVING OPERATION IN ACCORDANCE EVERY ASPECT OF THIS TARIFF. IN THE UNFORSEEN CHANCE THAT (RM911) IS UNABLE TO TRANSPORT OR UNLOAD THE SHIPPER'S TRUCK(S) FOR ANY REASON, (RM911) RESERVES THE RIGHT TO SUB-CONTRACT THIS WORK TO AN OUTSIDE AGENT FOR THE PURPOSE OF AN OPTIMAL OPERATION.

## **PART V: INTER-STATE (CROSSING STATE LINES) RATES & SERVICES (CONT'D)**

### **INTER-STATE RATE COMPUTATIONS**

ALL INTER-STATE MOVING OPERATIONS ARE CALCULATED THE SAME WAY. THE (RM911) MOVE COORDINATOR FIGURES OUT HOW MUCH TRUCK SPACE THE SHIPPER'S INVENTORY WILL NEED TO FACILITATE THE TRANSPORTING OF THE GOODS SAFELY.

**FOR INTER-STATE OPERATIONS (1500) MILES OR LESS (TRANSPORTING COMMON HOUSEHOLD GOODS ONE WAY FROM SHIPPER'S ORIGIN ADDRESS TO SHIPPER'S DESTINATION ADDRESS), (RM911) WILL USE THE FOLLOWING CALCULATIONS.**

#### **ONE 24' TRUCK**

IF (RM911'S) MOVE COORDINATOR DEEMS (1) 24' TRUCK IS NECESSARY TO TRANSPORT THE SHIPPER'S SHIPMENT SAFELY FROM THE SHIPPER'S ORIGIN ADDRESS TO THE SHIPPER'S DESTINATION ADDRESS, THEN THE FOLLOWING CALCULATION IS USED TO CALCULATE THE "FLAT RATE" QUOTE (RM911) WILL GIVE TO SHIPPER. (RM911) WILL USE A THIRD PARTY TRUCK RENTAL COMPANY FOR USE OF THE TRUCK ONLY (FOR EXAMPLE: BUDGET, UHAUL, PENSKE OR RYDER). (RM911) WILL TAKE MARKET RENTAL RATE FOR A USE WITH ROUND TRIP (FROM THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN TO THE SHIPPER'S ORIGIN ADDRESS TO DESTINATION ADDRESS AND THEN BACK TO THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN) FROM THIRD PARTY RENTAL COMPANY AND TAKE TOTAL MILEAGE OF ENTIRE MOVE OPERATION AND DIVIDE THAT NUMBER BY 10 (10MPG), THEN MULTIPLY THAT NUMBER BY 5 (\$5.00 PER GALLON OF FUEL), THEN ADD COST OF MOVER(S)/DRIVER(S) (WHICH ARE PAID ON A PER JOB BASIS) (RANGING \$2,500.00 - \$3,500.00), THEN ADD \$175.00 PER DAY FOR (MOTEL/HOTEL & FOOD ALLOWANCE). THIS SUM TOTAL DOES NOT INCLUDE ANY TOLL FEES INCURRED WHICH WILL BE ADDED TO THE ORIGINAL "FLAT RATE" QUOTED.

#### **(2) 24' TRUCKS**

IF (RM911'S) MOVE COORDINATOR DEEMS (2) 24' TRUCKS ARE NECESSARY TO TRANSPORT THE SHIPPER'S SHIPMENT SAFELY FROM THE SHIPPER'S ORIGIN ADDRESS TO THE SHIPPER'S DESTINATION ADDRESS, THEN THE FOLLOWING CALCULATION IS USED TO CALCULATE THE "FLAT RATE" QUOTE (RM911) WILL GIVE TO SHIPPER. (RM911) WILL USE A THIRD PARTY TRUCK RENTAL COMPANY FOR USE OF THE TRUCKS ONLY (FOR EXAMPLE: BUDGET, UHAUL, PENSKE OR RYDER). (RM911) WILL TAKE MARKET RENTAL RATE FOR A USE WITH ROUND TRIP (FROM THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN TO THE SHIPPER'S ORIGIN ADDRESS TO DESTINATION ADDRESS AND THEN BACK TO THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN) FOR (1) 24' TRUCK AND ADD THE MARKET RENTAL RATE FOR A USE WITH A ONE WAY TRIP (FROM THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN TO THE SHIPPER'S ORIGIN ADDRESS TO DESTINATION ADDRESS AND THEN TO A LOCAL LOCATION OF THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN) FROM THIRD PARTY RENTAL COMPANY AND TAKE TOTAL MILEAGE OF ENTIRE MOVE OPERATION FOR BOTH TRUCKS AND DIVIDE THAT NUMBER BY 10 (10MPG), THEN MULTIPLY THAT NUMBER BY 5 (\$5.00 PER GALLON OF FUEL), THEN ADD COST OF MOVER(S)/DRIVER(S) (WHICH ARE PAID ON A PER JOB BASIS) (RANGING \$2,500.00 - \$3,500.00), THEN ADD \$175.00 PER DAY FOR (MOTEL/HOTEL & FOOD ALLOWANCE). THIS SUM TOTAL DOES NOT INCLUDE ANY TOLL FEES INCURRED WHICH WILL BE ADDED TO THE ORIGINAL "FLAT RATE" QUOTED.

**FOR INTER-STATE OPERATIONS (1501) MILES OR MORE (TRANSPORTING COMMON HOUSEHOLD GOODS ONE WAY FROM SHIPPER'S ORIGIN ADDRESS TO SHIPPER'S DESTINATION ADDRESS), (RM911) WILL USE THE FOLLOWING CALCULATIONS.**

#### **ONE 24' TRUCK**

IF (RM911'S) MOVE COORDINATOR DEEMS (1) 24' TRUCK IS NECESSARY TO TRANSPORT THE SHIPPER'S SHIPMENT SAFELY FROM THE SHIPPER'S ORIGIN ADDRESS TO THE SHIPPER'S DESTINATION ADDRESS, THEN THE FOLLOWING CALCULATION IS USED TO CALCULATE THE "FLAT RATE" QUOTE (RM911) WILL GIVE TO SHIPPER. (RM911) WILL USE A THIRD PARTY TRUCK RENTAL COMPANY FOR USE OF (1) 24' STRAIGHT TRUCK ONLY (FOR EXAMPLE: BUDGET, UHAUL, PENSKE OR RYDER). (RM911) WILL TAKE MARKET RENTAL RATE FOR THE USE OF (1) 24' STRAIGHT TRUCK WITH ONE WAY TRIP (FROM THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN TO THE SHIPPER'S ORIGIN ADDRESS TO DESTINATION ADDRESS AND THEN TO A LOCAL LOCATION OF THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN) FROM THIRD PARTY RENTAL COMPANY AND TAKE TOTAL MILEAGE OF ENTIRE MOVE OPERATION AND DIVIDE THAT NUMBER BY 10 (10MPG), THEN MULTIPLY THAT NUMBER BY 5 (\$5.00 PER GALLON OF FUEL), THEN ADD COST OF MOVER(S)/DRIVER(S) (WHICH ARE PAID ON A PER JOB BASIS) (RANGING \$3,500.00 - \$5,000.00), THEN ADD \$175.00 PER DAY FOR (MOTEL/HOTEL & FOOD ALLOWANCE) AND FINALLY ADD MARKET COST OF ECONOMY ONE WAY AIRLINE TICKETS FOR (2) BACK TO BOSTON, MASSACHUSETTS FROM NEAREST INTERNATIONAL AIRPORT. THIS SUM TOTAL DOES NOT INCLUDE ANY TOLL FEES INCURRED WHICH WILL BE ADDED TO THE ORIGINAL "FLAT RATE" QUOTED.

## **(2) 24' TRUCKS**

IF (RM911'S) MOVE COORDINATOR DEEMS (2) 24' TRUCKS ARE NECESSARY TO TRANSPORT THE SHIPPER'S SHIPMENT SAFELY FROM THE SHIPPER'S ORIGIN ADDRESS TO THE SHIPPER'S DESTINATION ADDRESS, THEN THE FOLLOWING CALCULATION IS USED TO CALCULATE THE "FLAT RATE" QUOTE (RM911) WILL GIVE TO SHIPPER. (RM911) WILL USE A THIRD PARTY TRUCK RENTAL COMPANY FOR THE USE OF (2) 24' STRAIGHT TRUCKS ONLY (FOR EXAMPLE: BUDGET, UHAUL, PENSKE OR RYDER). (RM911) WILL TAKE MARKET RENTAL RATE FOR THE USE OF (2) 24' STRAIGHT TRUCKS WITH ONE WAY TRIPS (FROM THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN TO THE SHIPPER'S ORIGIN ADDRESS TO DESTINATION ADDRESS AND THEN TO A LOCAL LOCATION OF THE THIRD PARTY TRUCK RENTAL PLACE OF PICKUP/RETURN) FROM THIRD PARTY RENTAL COMPANY AND TAKE TOTAL MILEAGE OF ENTIRE MOVE OPERATION FOR BOTH TRUCKS AND DIVIDE THAT NUMBER BY 10 (10MPG), THEN MULTIPLY THAT NUMBER BY 5 (\$5.00 PER GALLON OF FUEL), THEN ADD COST OF MOVER(S)/DRIVER(S) (WHICH ARE PAID ON A PER JOB BASIS) (RANGING \$3,500.00 - \$5,000.00), THEN ADD \$175.00 PER DAY FOR (MOTEL/HOTEL & FOOD ALLOWANCE). THIS SUM TOTAL DOES NOT INCLUDE ANY TOLL FEES INCURRED WHICH WILL BE ADDED TO THE ORIGINAL "FLAT RATE" QUOTED.

## **PART VI: PACKING RATES & SERVICES**

THERE ARE (2) TYPES OF PACKING SERVICES OFTEN REQUESTED BY (RM911'S) SHIPPERS. PARTIAL & FULL PACKING SERVICES THAT OFTEN TAKE PLACE A DAY OR TWO BEFORE ANY MOVING SERVICES ARE PROVIDED—AND, ALSO EMERGENCY PACKING SERVICES FOR THOSE WHO ARE NOT PREPARED FOR (RM911'S) MOVERS THE DAY OF THE SHIPPER'S SCHEDULED MOVE OUT. PARTIAL AND FULL PACKING SERVICES TAKING PLACE AHEAD OF THE MOVE OUT DATE TYPICALLY RANGES IN FINAL CHARGES OF BETWEEN \$500.00 AND \$2,250.00 OR MORE AS OF (03/03/2015). IF AN EMERGENCY PACKING SERVICE IS NECESSARY THEN THE ORIGINAL "FLAT RATE" GIVEN TO THE SHIPPER BY THE MOVE COORDINATOR OR AGENT OF (RM911) WILL BE NULL AND VOID BECAUSE (RM911) WILL HAVE NO CONTROL OVER HOW MUCH PACKING THE SHIPPER WILL REQUIRE (RM911) TO DO AND HAVE NO WAY OF ACCURATELY PREDICTING THE TIME AND MATERIALS INVOLVED. PLEASE NOTE THAT (RM911'S) MOVERS WILL NOT HAVE THE MATERIALS REQUIRED FOR AN "EMERGENCY PACKING SERVICE", SO THE SHIPPER MUST REQUEST IN WRITING AT LEAST (14) DAYS PRIOR TO THEIR MOVE OUT DATE THAT (RM911) BRING EXTRA PACKING MATERIALS. (BOXES, TAPE & PACKING PAPER) SHIPPER SHALL BE HELD FULLY FINANCIALLY RESPONSIBLE FOR ANY/ALL EXTRA CHARGES FOR MATERIALS AS WELL AS LABOR AND/OR EXTRA HOLD OVERS NECESSARY FOR MOVE OPERATION TO BE COMPLETED.

### **PARTIAL PACKING SERVICE**

PARTIAL PACKING SERVICE(S) SELECTED BY SHIPPER IS FOR KITCHENS, BAR AREAS, DINNINGROOMS AND/OR BREAKFAST AREAS. (RM911) WILL SCHEDULE THIS PACKING SERVICE USUALLY (1-2) DAYS PRIOR TO SHIPPER'S SCHEDULED LOAD UP DATE. THIS SERVICE IS PRICED OUT AS A "FLAT RATE" AS TO (RM911'S) EXPERIENCED PACKING EMPLOYEES ARE PAID ON A "PER JOB" BASIS. THE CHARGES FOR THIS SERVICE TYPICALLY FALLS BETWEEN \$500.00 - \$1,500.00 OR MORE. (RM911'S) MOVE COORDINATOR WILL GIVE THE SHIPPER A "FLAT RATE" QUOTE FOR THIS SERVICE SEPARATELY OR MAY INCLUDE THE CHARGES ASSOCIATED WITH THIS ELECTED SERVICE WITH THE ORIGINAL "FLAT RATE" QUOTE. (RM911'S) PACKING EMPLOYEES WILL PACK ANY/ALL "FRAGILE" GOODS MADE OF GLASS, PORCELAIN OR CLAY THAT WILL FIT INTO A SMALL OR MEDIUM SIZED BOX. (RM911) ASSUMES NO ADDITIONAL LIABILITY WITH THIS SERVICE OTHER THAN WHAT IS STATED IN "PART X" OF THIS TARIFF. THIS SERVICE MUST BE REQUESTED BY THE SHIPPER AT LEAST (14) DAYS PRIOR TO SHIPPER'S LOAD UP DATE, SO THAT (RM911) HAS AMPLE TIME TO ARRANGE FOR THE PACKING MATERIALS NEEDED TO COMPLETE THIS ELECTED SERVICE BE DELIVERED PRIOR TO SHIPPER'S LOAD UP DATE AND SO THAT (RM911) HAS AMPLE TIME TO SCHEDULE THE NECESSARY NUMBER OF EXPERIENCED PACKING EMPLOYEES TO PERFORM THE PACKING SERVICE (1-2) DAYS PRIOR TO SHIPPER'S LOAD UP DATE. SHIPPER WILL BE CHARGED FOR EXTRA PACKING MATERIALS NEEDED TO COMPLETE ELECTED SERVICE PLUS ANY APPLICABLE STATE SALES TAX SEPARATELY AND ALL CHARGES FOR EXTRA PACKING MATERIALS MUST BE PAID FOR IN FULL BEFORE THE END OF THE DAY OF THE SCHEDULED ELECTED SERVICE VIA (CERTIFIED BANK CHECK, MONEY ORDER OR CASH). (NO EXCEPTIONS)

## **FULL PACKING SERVICE**

FULL PACKING SERVICE(S) SELECTED BY THE SHIPPER IS FOR ALL HOUSEHOLD GOODS WITHIN THE MAIN DWELLING OF SHIPPER EXCEPT LINENS, UNDERGARMENTS, JEWELRY, FIREARMS, ANY/ALL MEDICINE(S) & FOOD ITEMS. (RM911) WILL SCHEDULE THIS PACKING SERVICE USUALLY (1-2) DAYS PRIOR TO SHIPPER'S SCHEDULED LOAD UP DATE. THIS SERVICE IS PRICED OUT AS A "FLAT RATE" AS TO (RM911'S) EXPERIENCED PACKING EMPLOYEES ARE PAID ON A "PER JOB" BASIS. THE CHARGES FOR THIS SERVICE TYPICALLY FALLS (BETWEEN \$1,000.00 - \$2,500.00 OR MORE). THE "FLAT RATE" THE (RM911'S) MOVE COORDINATOR QUOTES FOR THIS ELECTED SERVICE DEPENDS SOLELY ON HOW MUCH INVENTORY WILL BE PACKED BY (RM911) & HOW MANY EXPERIENCED PACKING EMPLOYEES WILL BE NECESSARY TO COMPLETE ALL PACKING SERVICES ELECTED WITHIN A (10) HOUR WORK DAY. (RM911'S) MOVE COORDINATOR WILL GIVE SHIPPER "FLAT RATE" QUOTE FOR THIS SERVICE SEPARATELY OR MAY INCLUDE THE CHARGES ASSOCIATED WITH THIS ELECTED SERVICE WITH THE ORIGINAL "FLAT RATE" QUOTE. (RM911'S) PACKING EMPLOYEES WILL PACK ANY/ALL SHIPPER'S INVENTORY WITHIN MAIN DWELLING INCLUDING BASEMENT, GARAGE AND/OR "WALKUP ATTIC SPACES WITH SOLID FLOORINGS, THAT WILL FIT INTO A SMALL, MEDIUM OR PICTURE SIZED BOX. (RM911) ASSUMES NO ADDITIONAL LIABILITY WITH THIS SERVICE OTHER THAN WHAT IS STATED IN "PART X" OF THIS TARIFF. THIS SERVICE MUST BE REQUESTED BY THE SHIPPER AT LEAST (14) DAYS PRIOR TO SHIPPER'S LOAD UP DATE, SO THAT (RM911) HAS AMPLE TIME TO ARRANGE FOR THE PACKING MATERIALS NEEDED TO COMPLETE THIS ELECTED SERVICE TO BE DELIVERED PRIOR TO SHIPPER'S LOAD UP DATE AND SO THAT (RM911) HAS AMPLE TIME TO SCHEDULE THE NECESSARY NUMBER OF EXPERIENCED PACKING EMPLOYEES TO PERFORM THE PACKING SERVICE (1-2) DAYS PRIOR TO SHIPPER'S LOAD UP DATE. SHIPPER WILL BE CHARGED FOR ANY/ALL EXTRA PACKING MATERIALS NEEDED TO COMPLETE ELECTED SERVICE PLUS ANY APPLICABLE STATE SALES TAX SEPARATELY AND ALL CHARGES FOR EXTRA PACKING MATERIALS MUST BE PAID FOR IN FULL BEFORE THE END OF THE DAY OF THE SCHEDULED ELECTED SERVICE VIA (CERTIFIED BANK CHECK, MONEY ORDER OR CASH). (NO EXCEPTIONS)

## **EMERGENCY PACKING SERVICE**

WHEN SHIPPER IS PACKING THEMSELVES, THE SHIPPER MUST PACK EVERYTHING THAT WILL FIT INTO A SMALL OR MEDIUM SIZED BOX INTO A SMALL OR MEDIUM SIZED BOX. (NO EXCEPTIONS) THIS "EMERGENCY PACKING SERVICE" TAKES PLACE ON THE DAY OF THE LOAD UP IF DEEMED NECESSARY BY A (RM911) TEAM LEADER OR AGENT THE DAY OF. IF FURTHER PACKING SERVICES ARE NECESSARY IN ORDER TO TRANSPORT THE SHIPPER'S SHIPMENT SAFELY, THEN AN EMERGENCY PACKING LABOR RATE OF \$200 PER ½ HOUR OF LABOR CHARGES WILL BE ADDED TO THE ORIGINAL "FLAT RATE" QUOTE THE (RM911) MOVE COORDINATOR OR AGENT QUOTED. AND WILL BE DUE IN FULL VIA (CERTIFIED BANK CHECK, MONEY ORDER OR CASH) (NO EXCEPTIONS) BEFORE ANY LOADING OF THE SHIPPER'S SHIPMENT IS TO BE LOADED ONTO THE TRUCK(S). (NO EXCEPTIONS) (RM911) ASSUMES NO ADDITIONAL LIABILITY AS TO THE ITEMS PACKED DURING AN EMERGENCY PACKING SERVICE OTHER THAN WHAT IS STATED IN THIS TARIFF IN "PART X". SHIPPER CAN AVOID ADDITIONAL CHARGES BY PERFORMING A LAST "MINUTE PACK" IF (1) THE TEAM LEADER ASSIGNED TO SHIPPER'S MOVING OPERATION ALLOWS FOR THAT OPTION AND (2) IF THE SHIPPER AGREES THAT HE/SHE WILL HAVE THE ADDITIONAL ITEMS PACKED BEFORE THE MOVERS FINISH THE LOADING OF THE TRUCK(S). IF SHIPPER AGREES THAT HE/SHE WILL HAVE EVERYTHING READY BEFORE THE MOVERS FINISH LOADING THE TRUCK(S) AND SHIPPER IS NOT READY, THEN THE (RM911) MOVERS WILL HAVE NO CHOICE BUT TO ASSIST IN PERFORMING AN EMERGENCY PACKING SERVICE WHICH WILL DEFINITELY BE BILLED IN ½ HOUR OR (30) MINUTE INCREMENTS. IN ADDITION TO THE \$200.00 PER ½ HOUR EMERGENCY PACKING SERVICE RATE, THE SHIPPER WILL BE 100% LIABLE FOR ALL THE ADDITIONAL COSTS INCURRED (FOR EXAMPLE: EXTRA PACKING MATERIAL(S) & DELIVERY TIME WHICH WILL BE BILLED AT AN ADDITIONAL \$100.00 PER (1) HOUR OF DRIVETIME WHICH MUST BE PAID IN FULL VIA CERTIFIED BANK CHECK, MONEY ORDER OR CASH PRIOR TO ANY LOADING OF SHIPPER'S SHIPMENT INTO TRUCK(S)).

## PART VII: BOXES & OTHER PACKING MATERIALS

IF A SHIPPER'S MOVE OPERATION NEEDS MORE PACKING MATERIALS OTHER THAN WHAT IS INCLUDED IN THEIR ORIGINAL "FLAT RATE" QUOTE GIVEN BY (RM911'S) MOVE COORDINATOR (SEE CHART IN "PART IV" OF THIS TARIFF FOR WHAT PACKING MATERIALS ARE INCLUDED IN THE QUOTED 'FLAT RATE'), THEN THE PRICES BELOW WOULD BE CHARGED ACCORDINGLY. SHIPPER IS TO ORDER ANY/ALL EXTRA PACKING MATERIALS NEEDED BY USING AN "EXTRA PACKING SUPPLIES ORDER FORM" GIVEN TO THE SHIPPER BY THE (RM911) MOVE COORDINATOR AT THE DAY OF THE DEPOSIT BEING RECEIVED. AND EMAILING A LIST OF SUPPLIES NEEDED TO ( [rescuemovers911@yahoo.com](mailto:rescuemovers911@yahoo.com) ) AT LEAST (10) DAYS PRIOR TO SHIPPER'S LOAD UP DATE SCHEDULED. THE SHIPPER MUST SIGN AND RETURN "EXTRA PACKING SUPPLIES ORDER FORM" TO (RM911) AS WELL AS MAKE PAYMENT IF FULL FOR ANY/ALL EXTRA PACKING MATERIALS ORDERED PLUS ANY/ALL APPLICABLE STATE TAX IN THE FORM OF (CERTIFIED BANK CHECK, MONEY ORDER OR CASH) WHEN THE EXTRA PACKING MATERIALS ARE DELIVERED OR BEFORE ANY LOADING OF SHIPPER'S SHIPMENT IS LOADED INTO THE TRUCK(S).

<b>SMALL BOX</b>	<b>16 ½ X 12 ½ X 12 ½</b>	<b>\$1.52</b>
<b>MEDIUM BOX</b>	<b>18 X 18 X 16 ½</b>	<b>\$2.38</b>
<b>LARGE BOX</b>	<b>18 X 18 X 24</b>	<b>\$2.63</b>
<b>EXTRA LARGE BOX</b>	<b>23 X 23 X 20</b>	<b>\$3.68</b>
<b>DISH PACK</b>	<b>18 X 18 X 27 DW</b>	<b>\$4.48</b>
<b>DISH PACK SEPS</b>	<b>18 X 18 INSERTS</b>	<b>\$0.98</b>
<b>WARDROBE BOX 24" W/ BAR</b>	<b>24 X 20 X 51</b>	<b>\$14.02</b>
<b>MIRROR / PICTURE BOX</b>	<b>21 X 3 ¾ X 31</b>	<b>\$2.65</b>
<b>MIRROR / PICTURE BOX</b>	<b>25 X 3 ¾ X 37</b>	<b>\$2.89</b>
<b>MIRROR / PICTURE BOX</b>	<b>32 ½ X 3 ¾ X 41 ½</b>	<b>\$3.89</b>
<b>"OUTER" MIRROR / PICTURE BOX</b>	<b>32 ½ X 3 ¾ X 41 ½</b>	<b>\$3.89</b>
<b>"INNER" MIRROR / PICTURE BOX</b>	<b>32 ¼ X 3 ½ X 41 ¼</b>	<b>\$3.69</b>
<b>"LARGE" BUBBLE WRAP</b>	<b>24" X 250'</b>	<b>\$65.00</b>
<b>PACKING PAPER</b>	<b>24 X 36 (25LBS)</b>	<b>\$20.02</b>
<b>PACKING TAPE</b>	<b>2" X 165' CLEAR</b>	<b>\$2.05</b>
<b>PACKING TAPE</b>	<b>2" X 330' CLEAR</b>	<b>\$3.72</b>
<b>MOVING LABELS (11 COLORS)</b>	<b>2" X 3" 500CT</b>	<b>\$10.03</b>
<b>FRAGILE LABEL</b>	<b>4" X 4" 100CT</b>	<b>\$5.00</b>
<b>TAPE GUN (HEAVY DUTY)</b>	<b>2" GUN</b>	<b>\$12.37</b>
<b>MATTRESS BAG</b>	<b>TWIN SIZE</b>	<b>\$5.02</b>
<b>MATTRESS BAG</b>	<b>FULL SIZE</b>	<b>\$6.23</b>
<b>MATTRESS BAG</b>	<b>QUEEN SIZE</b>	<b>\$7.04</b>
<b>MATTRESS BAG</b>	<b>KING SIZE</b>	<b>\$8.57</b>
<b>QUILTED MOVING PAD</b>	<b>72" X 80"</b>	<b>\$10.09</b>
<b>(3) LAYER PADDED PAPER</b>	<b>48" X 72" 25CT</b>	<b>\$35.63</b>

IF THE SHIPPER IS PACKING THEMSELVES, IT IS EXPECTED THE SHIPPER WILL HAVE MATTRESS BAGS FOR THEIR MATTRESSES AND BOX SPRINGS TO AVOID DAMAGE(S) AND OR CONTAMINATION. (RM911) ASSUMES NO LIABILITY FOR MATTRESS OR BOX SPRING DAMAGE(S) IF THE SHIPPER DOES NOT USE MATTRESS BAGS. (RM911) DOES NOT ACCEPT RETURNS ON MATTRESS BAGS. (RM911'S) MOVE COORDINATOR WILL NOTE ON ORIGINAL "FLAT RATE" QUOTE SHEET IF MATTRESS BAGS ARE TO BE BROUGHT AND USED THE DAY OF THE SHIPPER'S LOAD UP DATE AND WHETHER THE SHIPPER IS BEING CHARGED FOR THE BAGS OR NOT.



## PART VII: BOXES & OTHER PACKING MATERIALS (CONT'D)

### IMPORTANT!

IF THE SHIPPER IS PACKING THEMSELVES, ALL ITEMS ARE EXPECTED TO BE IN BOXES IF THE ITEM(S) WILL FIT INTO A BOX IN ORDER TO AVOID AN "EMERGENCY PACKING SERVICE" CHARGE (SEE "PART VI" OF THIS TARIFF) OR A DELAY IN THE SHIPPER'S MOVING OPERATION IN WHICH COULD CAUSE MORE CHARGES OR FEES TO BE ADDED TO THE ORIGINAL "FLAT RATE" QUOTE. (EXAMPLES ARE WAIT FEES OR HOLD OVER FEES) IF THE SHIPPER ANTICIPATES THE NEED FOR ANY EXTRA PACKING SUPPLIES, THE SHIPPER MUST CALL (RM911'S ADMINISTRATIVE OFFICE OR MAIN PORT) AT (774) 269 – 6960 OR RESPOND TO THE SHIPPER'S CONFIRMATION EMAIL TO ( [rescuemovers911@yahoo.com](mailto:rescuemovers911@yahoo.com) ), SO THAT (RM911) CAN ASSIST IN GETTING THE EXTRA PACKING SUPPLIES OUT TO THE SHIPPER BEFORE THE DAY OF THE SHIPPER'S SCHEDULED LOAD UP DATE. LOOSE ITEMS MAY BE LEFT BEHIND BY THE MOVERS AND WILL BE THE DETERMINATION OF THE SHIPPER'S MOVING OPERATION (RM911) TEAM LEADER ASSIGNED. CALLS MUST BE PLACED TO (RM911'S" ADMINISTRATIVE OFFICE OR MAIN PORT BETWEEN THE HOURS OF (6:00AM – 7:00PM) MONDAY THROUGH SATURDAY.

## PART VIII: THIRD PARTY ADVANCED CHARGES

THIRD PARTY ADVANCED CHARGES FROM (RM911) ARE ANY/ALL CHARGES (RM911) INCURRED FROM THIRD PARTY TRUCK RENTAL COMPANIES, AND/OR LABOR CHARGES INCURRED FROM OUTSIDE CONTRACTORS NEEDED TO COMPLETE A SHIPPER'S MOVING OPERATION SAFELY. ANY/ALL THIRD PARTY CHARGES ARE PAID FOR BY (RM911) AND THE SHIPPER IN TURN HOLDS ALL FINANCIAL RESPONSIBILITY TO PAY ANY/ALL THIRD PARTY CHARGES (RM911) HAS INCURRED IN FULL VIA (CERTIFIED BANK CHECK, MONEY ORDER OR CASH) PRIOR TO ANY COMMENCEMENT OF THE SHIPPER'S MOVING OPERATION.

## PART VIII: STORAGE RATES & POLICIES

**IMPORTANT: MONTHLY RENT IS REQUIRED TO BE PAID IN ADVANCE, ON OR BEFORE THE FIRST DAY OF EACH MONTH.**

**MONTHLY RENT:** MONTHLY RENT IS PAYABLE IN ADVANCE ON OR BEFORE THE DATE OF EACH CALENDAR MONTH LISTED ON THE "STORAGE CONTRACT" SHIPPER IS TO READ, UNDERSTAND, AGREE & SIGN AND MONTHLY PAYMENT IS TO BE SENT TO:

### RESCUE MOVERS 911

ADMINISTRATIVE (STORAGE)

5 HILLCREST ROAD, KINGSTON, MA 02364

**LATE FEES & SERVICE CHARGES:** MONTHLY RENT WHICH IS NOT PAID BY THE MONTHLY DUE DATE ON THE "STORAGE CONTRACT" WILL BE SUBJECT TO A LATE FEE OF \$30. IF RENT IS NOT PAID BY THE DUE DATE ON THE "STORAGE CONTRACT" OR IF THE ACCOUNT BECOMES (30 DAYS OR MORE IN ARREARS) THE WILL BE AN ADDITIONAL \$60 (BREACH OF CONTRACT FEE). IN THE EVENT THAT THE ACCOUNT BECOMES MORE THAN (90 DAYS) IN ARREARS THEN "RESCUE MOVERS 911" RESERVES THE RIGHT TO NOT ONLY DEMAND "BALANCE IN FULL" BUT "RESCUE MOVERS ALSO RESERVES THE RIGHT TO "TAKE LEGAL POSSESSION" OF ENTIRE INVENTORY BEING STORED AND SELL TO RECLAIM ANY/ALL FUNDS DUE ON THE ACCOUNT.

**USE OF PREMISES:** OCCUPANT'S USE OF THE SPACE RENTED IS FOR PURPOSES OF PERSONAL PROPERTY STORAGE ONLY. OCCUPANT MAY NOT STORE ON THE PREMISES ANY ITEMS WHICH WOULD BE INJURIOUS TO THE PREMISES OR WHICH WOULD BE IN ANY WAY DANGEROUS TO PERSONS OR PROPERTY IN OR AROUND THE PREMISES. NO ITEMS MAY BE STORED UPON THE PREMISES WHICH WOULD VIOLATE OWNER'S PREMISES' INSURANCE COVERAGES OR CAUSE OWNER'S PROPERTY INSURANCE RATES TO INCREASE. NO EXPLOSIVES OR HIGHLY FLAMMABLE MATERIALS MAY BE STORED ON THE PREMISES, AND THE STORAGE OF ANY MATERIALS WHICH ARE DEFINED AS TOXIC OR HAZARDOUS UNDER ANY FEDERAL, STATE, OR LOCAL LAW OR ORDINANCE IS EXPRESSLY PROHIBITED. OCCUPANT HERewith EXPRESSLY AGREES TO INDEMNIFY AND HOLD "RESCUE MOVERS 911" HARMLESS FROM AND AGAINST ANY CLAIMS OR DAMAGES ARISING FROM OCCUPANT'S VIOLATION OF THE PROVISIONS OF THE PARAGRAPH.

**INSURANCE:** RESCUE MOVERS 911 WILL PROVIDE A MINIMUM INSURANCE COVERAGE OF \$5,000.00 FOR ANY LOSS, FROM ANY CAUSE, TO ANY PERSONAL PROPERTY OWNED BY THE OCCUPANT AND STORED ON THE PREMISES (PER UNIT). IF A HIGHER INSURANCE COVERAGE IS DESIRED BY OCCUPANT, OCCUPANT MUST PAY AN EXTRA \$30 PER \$5,000.00 UP TO A MAXIMUM OF \$15,000.00 PER MONTH. RESCUE MOVERS 911 SHALL HAVE NO LIABILITY FOR ANY LOSS OR DAMAGE TO ANY PROPERTY OF OCCUPANT STORED ON THE PREMISES, CAUSED BY ACTS OF THIRD PARTIES, NOR BY ANY FORCES OF NATURE, OR OTHERWISE.

**DEFAULT:** IN THE EVENT THE OCCUPANT FAILS TO PAY MONTHLY RENT WHEN DUE, AND THE FAILURE IS NOT CURED WITHIN (90) DAYS, "RESCUE MOVERS 911" MAY ELECT TO PURSUE ONE OR MORE OF THE FOLLOWING LEGAL REMEDIES:

- A. CLAIM FOR MONEY DAMAGES OR UNPAID MONTHLY RENTAL AND ADDITIONAL FEES.
- B. JUDICIAL ACTION IN UNLAWFUL DETAINER FROM A WRIT OF RESTITUTION.
- C. FORECLOSURE OF PERSONAL PROPERTY.

IN THE EVENT OF NON-PAYMENT FOR (90) DAYS OR MORE, OCCUPANT WILL BE NOTIFIED WITHIN (3) DAYS BY POSTAL MAIL OF INTENT TO "FORECLOSE AND SELL".

## PART VIII: STORAGE RATES & POLICIES (CONT'D)

How Much Truck?	Recommended Storage Size	Monthly Rent
< ½	(1)10' X 15'	270
½ - ¾	(1)10' X 25'	350
¾ - 1	(1)10' X 30'	470
1 - 1 ¼	(1)10' X 35'	520
1 ¼ - 1 ½	(1)10' X 15' & (1)10' X 25' OR (1)10' X 40'	620
1 ½ - 1 ¾	(1)10' X 15' & (1)10' X 30' OR (1)10' X 45'	740
1 ¾ - 2	(1)10' X 15' & (1)10' X 35' OR (1)10' X 50'	800
2 - 2 ½	(2)10' X 30'	940
2 ½ - 3	(2) 10' X 30' & (1) 10' X 15'	1210
3 - 3 ½	(2) 10' X 30' & (1) 10' X 25'	1310
3 ½ - 4	(3) 10' X 30' & (1) 10' X 15'	1680

## PART X: INSURANCE, LIABILITY & CLAIMS (INFORMATION & POLICIES)

RESCUE MOVERS 911 IS LICENSED (DOT#: 2549514, M.D.P.U. CERT #: HG 31761, MC#: 888007) AND INSURED.

### SECTION A: DECLARATION OF VALUE

BEFORE COMMENCEMENT OF A SHIPPER'S SHIPMENT, SHIPPER MUST DECLARE THE VALUE OF THEIR ENTIRE SHIPMENT.

### SECTION B: (2) INSURANCE OPTIONS AVAILABLE

THERE ARE (2) OPTIONS GIVEN BY (RM911) FOR THE SHIPPER TO CHOOSE FROM AND SHIPPER MUST READ, UNDERSTAND, INITIAL AND SIGN WHERE APPLICABLE ON THE "BILL OF LADING" BEFORE GIVING (RM911) ANY DEPOSITS TO "LOCK IN" ANY MOVING OPERATION WITH (RM911).

**FIRST OPTION IS DECLARED VALUE OF .60 CENTS PER POUND PER ITEM.** THIS IS THE BASIC DECLARATION OF VALUE AND IS INCLUDED WITH ANY/ALL ORIGINAL "FLAT RATE" QUOTES QUOTED BY (RM911'S) MOVE COORDINATOR OR AGENT. IF SHIPPER INADVERTENTLY DOES NOT DECLARE VALUE, THIS IS THE DECLARATION OF VALUE THAT SHALL BE APPLIED TO SHIPMENT. THERE IS NO COST FOR THIS OPTION TO SHIPER. (RM911'S) LIABILITY IS LIMITED ONLY UP TO DECLARED VALUE OF SHIPMENT ON A PER ITEM BASIS. THE SHIPPER IS RESPONSIBLE FOR ANY LOSS OR DAMAGE(S) BEYOND DECLARATION OF VALUE AND/OR MUST PURCHASE THIRD PARTY INSURANCE. POTENTIAL DAMAGE(S) (SUCH AS SCRATCHES, GOUGES, ETC) IS A FUNDAMENTAL RISK OF MOVING AND PLACING ANY HOUSEHOLD GOODS ON A MOVING VEHICLE OR INTO AND OUT OF STORAGE. (RM911) ASSUMES NO LIABILITY FOR ANY BOX DEEMED "PACKED BY SHIPPER". (RM911) ASSUMES NO LIABILITY FOR THE INTERNAL WORKINGS OF ELECTRONICS, APPLIANCES, PIANOS OR GANDFATHER CLOCKS. (RM911 ASSUMES NO LIABILITY FOR DAMAGE(S) OR LOSS TO PROHIBITED GOODS OR DAMAGE(S) TO OTHER ITEMS AS A RESULT OF SHIPPING PROHIBITED GOODS) – SUCH AS LIVE PLANTS TIPPING OVER AND SOILING A SOFA. (RM911) RETAINS THE RIGHT TO CHOOSE HOW LIABILITY FUNDS ARE USED. (RM911) MAY USE LIABILITY FUNDS TO RESTORE DAMAGED GOODS OR OPTIONALLY ISSUE A COMPENSATION CHECK FOR ANY DAMAGE(S) THAT MAY OCCUR DURING ONE OF (RM911'S) MOVING OPERATIONS.

THE SHIPPER MUST INSPECT THE TRUCK(S) AND ALL OF THE SHIPPER'S BELONGINGS ONCE DELIVERED BY (RM911). THE SHIPPER IS SIGNING AT THE END OF THE MOVE IN DATE, RELEASING (RM911) FROM ANY LIABILITY AS TO ANY/ALL DAMAGE(S). IF THERE IS ANY KIND OF DAMAGE(S), THE SHIPPER IS TO POINT OUT DAMAGE(S) TO TEAM LEADER ASSIGNED TO SHIPPER'S MOVING OPERATION AND TEAM LEADER WILL GIVE SHIPPER A "CLAIMS FORM" TO FILL OUT. THE SHIPPER CAN ALSO GO TO ([www.rescuemovers911.com](http://www.rescuemovers911.com)) AND DOWNLOAD THE CLAIMS FORM FROM THAT WEBSITE AS WELL. THE SHIPPER THEN MUST FOLLOW THROUGH WITH A WRITTEN CLAIM AND SEND THAT CLAIM TO:

RESCUE MOVERS 911  
ADMINISTRATIVE OFFICE: ATTN CLAIMS DEPARTMENT  
5 HILLCREST ROAD  
KINGSTON, MA 02364

## SECTION B: (2) INSURANCE OPTIONS AVAILABLE (CONT'D)

**SECOND OPTION IS A REPAIR OR REPLACEMENT AT FAIR MARKET VALUE.** THERE IS A (15% FEE) OF THE ORIGINAL "FLAT RATE" QUOTE FOR THIS OPTION. (RM911'S) LIABILITY IS LIMITED ONLY UP TO DECLARED VALUE OF SHIPMENT ON A PER ITEM BASIS. THE SHIPPER IS RESPONSIBLE FOR ANY LOSS OR DAMAGE(S) BEYOND DECLARATION OF VALUE AND/OR MUST PURCHASE THIRD PARTY INSURANCE. POTENTIAL DAMAGE(S) (SUCH AS SCRATCHES, GOUGES, ETC) IS A FUNDAMENTAL RISK OF MOVING AND PLACING ANY HOUSEHOLD GOODS ON A MOVING VEHICLE OR INTO AND OUT OF STORAGE. (RM911) ASSUMES NO LIABILITY FOR ANY BOX DEEMED "PACKED BY SHIPPER". (RM911) ASSUMES NO LIABILITY FOR THE INTERNAL WORKINGS OF ELECTRONICS, APPLIANCES, PIANOS OR GANDFATHER CLOCKS. (RM911 ASSUMES NO LIABILITY FOR DAMAGE(S) OR LOSS TO PROHIBITED GOODS OR DAMAGE(S) TO OTHER ITEMS AS A RESULT OF SHIPPING PROHIBITED GOODS) – SUCH AS LIVE PLANTS TIPPING OVER AND SOILING A SOFA. (RM911) RETAINS THE RIGHT TO CHOOSE HOW LIABILITY FUNDS ARE USED. (RM911) MAY USE LIABILITY FUNDS TO RESTORE DAMAGED GOODS OR OPTIONALLY ISSUE A COMPENSATION CHECK FOR ANY DAMAGE(S) THAT MAY OCCUR DURING ONE OF (RM911'S) MOVING OPERATIONS.

THE SHIPPER MUST INSPECT THE TRUCK(S) AND ALL OF THE SHIPPER'S BELONGINGS ONCE DELIVERED BY (RM911). THE SHIPPER IS SIGNING AT THE END OF THE MOVE IN DATE, RELEASING (RM911) FROM ANY LIABILITY AS TO ANY/ALL DAMAGE(S). IF THERE IS ANY KIND OF DAMAGE(S), THE SHIPPER IS TO POINT OUT DAMAGE(S) TO TEAM LEADER ASSIGNED TO SHIPPER'S MOVING OPERATION AND TEAM LEADER WILL GIVE SHIPPER A "CLAIMS FORM" TO FILL OUT. THE SHIPPER CAN ALSO GO TO ([www.rescuemovers911.com](http://www.rescuemovers911.com)) AND DOWNLOAD THE CLAIMS FORM FROM THAT WEBSITE AS WELL. THE SHIPPER THEN MUST FOLLOW THROUGH WITH A WRITTEN CLAIM AND SEND THAT CLAIM TO:

RESCUE MOVERS 911  
ADMINISTRATIVE OFFICE: ATTN CLAIMS DEPARTMENT  
5 HILLCREST ROAD  
KINGSTON, MA 02364

### **WHATS NOT COVERED BY EITHER OPTION LISTED ABOVE:**

FURNITURE COMPOSED OF PARTICLE BOARD OR PRESS BOARD. LAMPS, LAMP SHADES, PICTURES, MIRRORS, ARTWORK, GLASS, MARBLE, VASES OR STATUES. ITEMS FOUND BROKEN IN BOXES PACKED OR NOT PACKED BY (RM911). 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 ANY INSURANCE, NOT THE WHOLE SET.

(RM911) IS NOT RESPONSIBLE FOR "REAL PROPERTY" DAMAGE TO WALLS, FLOORS, LAWNS, ETC. SHIPPER IS SOLELY RESPONSIBLE FOR ANY/ALL REPAIR(S). THE SERVICES OF A LOCAL LANDSCAPER MAY IN RARE CASES BE REQUIRED AS A RESULT OF TRUCK(S) OPERATION(S) AT THE SOLE LIABILITY AND DESCRECTION OF THE SHIPPER. SHIPPER IS TO NOTE THAT MOVING POSES AN INHERIT RISK TO PROPERTY AND (RM911) CANNOT ASSUME ANY LIABILITY. THE SHIPPER IS SOLEY RESPONSIBLE AND 100% LIABLE. (RM911) MAY BE HIRED TO PERFORM "REAL PROPERTY" PROTECTION SERVICES BUT THIS IS NOT PART OF THE STANDARD/BASIC MOVE PACKAGE. THE SHIPPER ALSO MAY OPT TO HAVE TRUCK(S) STAY OFF THE SHIPPER'S PROPERTY BY HAVING THE (RM911) MOVERS PERFORM A "LONG-WALK SERVICE". HOWEVER, DOING SO WILL CAUSE A POTENTIALLY SIGNIFICANT INCREASE IN THE SHIPPER'S ORIGINAL "FLAT RATE" QUOTE AND THE SHIPPER WILL BE CHARGED IN ACCORDANCE WITH "PART III, SECTION J" OF THIS TARIFF AND MAY ALSO DELAY THE SHIPPER'S OVERALL MOVING OPERATION BY A DAY OR MORE AND THE SHIPPER WILL BE CHARGED FOR ANY/ALL "HOLD OVERS" IN ACCORDANCE WITH "PART III, SECTION L" OF THIS TARIFF.

## **PART X: INSURANCE, LIABILITY & CLAIMS (INFORMATION & POLICIES) (CONT'D)**

### **LOST OR MISSING ITEMS**

FOR LOST OR MISSING ITEMS, THE SHIPPER MUST CONTACT (RM911'S) ADMINISTRATIVE OFFICE OR MAIN PORT IN WRITING WITHIN (10) DAYS FROM THE DELIVERY OR UNLOAD DATE OF THE SHIPPER'S MOVING OPERATION WITH AN EXACT DESCRIPTION OF THE ITEM THE SHIPPER MAY HAVE LOST. (RM911) ASSUMES NO LIABILITY FOR MISSING ITEMS WITHOUT PROOF IN THE FORM OF A SHIPMENT INVENTORY. LOST ITEMS MAY BE HELD ONTO BY (RM911) FOR UP TO (30) DAYS. AFTER (30) DAYS, (RM911) ASSUMES UNCLAIMED PROPERTY TO BE ABANDONED AND WILL DISPOSE OF SAID PROPERTY.

THE SHIPPER HAS (14) DAYS FOLLOWING THEIR MOVE IN OR UNLOAD DATE TO FILE A DAMAGE(S) CLAIM WITH (RM911) BY MAIL OR EMAIL. A "FILE A CLAIM" PAGE IS MAINTAINED ON ( [www.rescuemovers911.com](http://www.rescuemovers911.com) ) OR THE SHIPPER CAN REQUEST ONE FROM EITHER THE SHIPPER'S MOVE COORDINATOR, THE TEAM LEADER ASSIGNED TO THE SHIPPER'S MOVING OPERATION OR FROM THE ADMINISTRATIVE OFFICE OR MAIN PORT OF (RM911) AT ANYTIME VIA THE WEBISTE ( [www.rescuemovers911.com](http://www.rescuemovers911.com) ), OR VIA EMAIL AT ( [rescuemovers911@yahoo.com](mailto:rescuemovers911@yahoo.com) ) OR VIA TELEPHONE AT ( (774) 269 – 6960). EVERY SHIPPER IS ENCOURAGED TO USE ANY OF THESE METHODS TO FILE FOR ANY/ALL LOSS OR DAMAGE(S). INSPECTION OR REPAIR(S) OF DAMAGED ITEMS ON-SITE MAY BE BILLED TO SHIPPER AT \$100.00 PER HOUR (FROM MAIN PORT TO MAIN PORT).

BEFORE THE SHIPPER'S INVENTORY IS UNLOADED INTO THE SHIPPER'S DESTINATION ADDRESS, THE SHIPPER IS REQUIRED TO PAY ANY/ALL BALANCES IN FULL, IN THE FORM OF (CERTIFIED BANK CHECK, MONEY ORDER OR CASH). THE ORIGINAL "FLAT RATE" QUOTE NOR ANY/ALL ADDITIONAL CHARGES DUE (IF ANY) ARE NON-NEGOTIABLE AND NO MONEY PAID FOR SERVICES WILL BE REFUNDED AFTER (RM911'S) MOVING OPERATION OCCURS. A YELLOW, PINK OR WHITE CARBON COPY OF THE SHIPPER'S BILL OF LADING IS AVAILABLE THE DAY OF THE SHIPPER'S MOVE IN OR UNLOAD DATE. IF THE SHIPPER LOSES HIS/HER COPY, AND WOULD LIKE ANOTHER COPY SENT VIA REGULAR MAIL TO THEM, THEN AN ADMINISTRATIVE FEE OF \$100.00 WILL BE CHARGED TO PULL THE SHIPPER'S RECORD AND SEND THE SHIPPER ANOTHER COPY VIA REGULAR POSTAL MAIL.

AGAIN, SHIPPER IS TO SEND ANY/ALL CLAIMS IN WRITING TO THE ADDRESS LISTED BELOW AND (RM911) MUST NOT RECEIVE ANY/ALL CLAIMS FROM SHIPPER NO MORE THAN (14) DAYS FROM THE SHIPPER'S MOVE IN OR UNLOAD DATE. IF (RM911) RECEIVES ANY CLAIM FOR DAMAGE(S) FROM ANY SHIPPER MORE THAN (14) DAYS FROM THE SHIPPER'S MOVE IN OR UNLOAD DATE THEN (RM911) ASSUMES NO LIABILITY FOR THE SAID CLAIMS AND SHIPPER ASSUMES ANY/ALL LIABILITY FOR THE SAID CLAIMS.

RESCUE MOVERS 911  
ADMINISTRATIVE OFFICE: ATTN CLAIMS DEPARTMENT  
5 HILLCREST ROAD  
KINGSTON, MA 02364

### **"FLAT RATE" QUOTES:**

(RM911) MAY PROVIDE WRITTEN "FLAT RATE" QUOTES TO SHIPPER TO COMMENCEMENT OF A SHIPMENT. THE SHIPPER IS RESPONSIBLE FOR WRITTEN "FLAT RATE" QUOTES IN FULL WHEN (RM911) MOVE COORDINATORS AND/OR AGENTS PERFORMS WORK IN ACCORDANCE WITH WRITTEN "FLAT RATE" QUOTES. SHIPPER IS 100% LIABLE FOR ANY ADDITIONAL LABOR OR SERVICES REQUIRED TO COMPLETE SHIPMENT. (RM911) CANNOT GUARANTEE THAT SERVICE(S) DESCRIBED IN "FLAT RATE" QUOTES WILL COMPLETE SHIPMENT TO SHIPPER'S SATISFACTION. ALL CHARGES MUST BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS CONTAINED IN THIS TARIFF DOCUMENT. ALL CHARGES ARE TO BE CALCULATED BY TEAM LEADER OR (RM911'S) EMPLOYEES IN OFFICE TO BE PAID IN FULL PRIOR TO RELEASE OF GOODS TO SHIPPER. (RM911'S) MOVE COORDINATOR DISPATCHED TO MEET WITH SHIPPER PRIOR TO SHIPMENT DATE TO TAKE PRE-MOVE INSPECTION AND REPORT TO SHIPPER AND (RM911) THE RECOMMENDED SETUP FOR SHIPMENT (EXAMPLE: NUMBER OF MOVERS SUGESTED ALONG WITH TRUCK SIZE ESTIMATES AND ORIGINAL "FLAT RATE" COST BASED UPON CONVERSION BETWEEN MOVE COORDINATOR AND SHIPPER). SHIPPER MUST NOTE THAT IMPORTANT POINTS SHOULD ALWAYS BE VERIFIED BY (RM911) MANAGEMENT. THE (RM911) MOVE COORDINATOR MAY ANSWER ANY BASIC QUESTIONS. BUT CANNOT OVERRIDE THE TERMS AND CONDITIONS OF THIS TARIFF DOCUMENT. SHIPPER SHALL NEVER HOLD (RM911) LIABLE FOR MISCOMMUNICATION BETWEEN EMPLOYEE, AGENT OR MOVE COORDINATOR AND SHIPPER. UPON REQUEST, (RM911) SHALL BREAK DOWN THE ORIGINAL "FLAT RATE" QUOTE FOR SHIPPER AND/OR (RM911) MAY ASSIST SHIPPER IN COMPARING THE ORIGINAL "FLAT RATE" QUOTE TO THE ESTIMATES AND/OR OTHER "FLAT RATE" QUOTES OF OTHER CARRIERS PRIOR TO COMMENCEMENT OF SHIPMENT.

### **CERTIFICATE OF INSURANCE:**

SOME PROPERTIES REQUIRE A CERTIFICATE OF INSURANCE ISSUED TO A PROPERTY MANAGEMENT COMPANY OR INDIVIDUAL TO OPERATE. SHIPPER MUST NOTE THAT THIS DOES NOT IMPLY (RM911'S) LIABILITY IN THE EVENT OF REAL PROPERTY DAMAGE(S). SHIPPER IS SOLELY LIABLE FOR REAL PROPERTY DAMAGE(S) AND IS ONLY LIABLE AS DESCRIBED IN THE TERMS AND CONDITIONS OF THIS TARIFF DOCUMENT.

## **PART X: INSURANCE, LIABILITY & CLAIMS (INFORMATION & POLICIES) (CONT'D)**

### **INCLIMENT WEATHER CONDITIONS:**

SHIPPER MUST NOTE THAT (RM911) OPERATES 365 DAYS A YEAR. IF IT IS SNOWING, STORMING, RAINING, ETC THE SHIPPER'S MOVING CREW SCHEDULED WILL BE DISPATCHED UNLESS THERE IS A STATE OF EMERGENCY OR THE LOCAL GOVERNMENT ADVISES THAT TRAVEL IS UN-SAFE OR IF (RM911'S) ADMINISTRATIVE OFFICE OR MAIN PORT DEEMES IT TO BE UNSAFE FOR (RM911'S) EMPLOYEES, AGENTS OR CONTRACTORS TO COMMENCE THE WORK SCHEDULED. THE SHIPPER MUST ALSO NOTE THAT THE SHIPPER WILL BE CHARGED A \$100.00 RE-SCHEDULING FEE PER DAY OF POSTPONEMENT AS WELL. (NO EXCEPTIONS) AND SHIPPER MUST PAY ANY/ALL RE-SCHEDULING FEES IN FULL PRIOR TO LOADING OR UNLOADING OF SHIPPER'S GOODS VIA (CERTIFIED BANK CHECK, MONEY ORDER OR CASH). (NO EXCEPTIONS)

### **WAR, TERRORISM AND ACTS OF GOD:**

SHIPPER MUST NOTE THAT (RM911) SHALL NEVER BE LIABLE FOR PARTIAL OR COMPLETE LOSS IN ASSOCIATION WITH ANY PUBLIC CONFLICT, RIOT, WAR, FIRE, WEATHER, OR ACTS OF GOD.

### **EMPLOYEE OR AGENT BEHAVIOR:**

SHIPPER IS TO NOTE THAT (RM911) IS LIABLE FOR ANY EMPLOYEES AND/OR AGENTS PERSONAL BEHAVIOR OR THE PERSONAL RELATIONSHIPS AND INTERACTIONS BETWEEN (RM911'S) EMPLOYEES OR AGENTS AND THE SHIPPER. APPROVED TARIFF ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES MUST BE MAINTAINED AND ENFORCED AT ALL TIMES. (RM911) EXPECTS ITS EMPLOYEES AND/OR AGENTS TO ACT PROFESSIONALLY AT ALL TIMES. (RM911) EXPECTS THE SHIPPER TO PROVIDE WRITTEN CLAIMS TO (RM911'S) ADMINISTRATIVE OFFICE OR MAIN PORT WITHIN (14) DAYS OF THE RELEASE OF SHIPMENT IF THE SHIPPER BELIEVES THE BEHAVIOR OR ACTIONS OF ANY EMPLOYEE OR AGENT OF (RM911) IS DEEMED QUESTIONABLE OR INAPPROPRIATE SO THAT (RM911) CAN PROVIDE WRITTEN OR VERBAL WARNING TO THE EMPLOYEE OR AGENT IN QUESTION. (RM911) CANNOT PROVIDE VERBAL OR WRITTEN WARNING IF CLAIM IS NOT FILED IN WRITING WITHIN (14) DAYS OF THE RELEASE OF A SHIPPER'S SHIPMENT. SHIPPER MUST ALSO NOTE THAT IF IT IS BELIEVED BY THE SHIPPER THAT ANY EMPLOYEE OR AGENT OF (RM911) IS CONDUCTING THEMSELVES IN AN ILLEGAL MANNER, THE SHIPPER SHOULD CALL THE POLICE IMMEDIATELY. SHIPPER IS TO NOTE THAT (RM911) IS NOT A LAW ENFORCEMENT AGENCY AND FAILURE TO REPORT ILLEGAL OR SUSPICIOUS ACTIVITY TO BOTH THE CARRIER AND LAW ENFORCEMENT IS AT THE SHIPPER'S SOLE RISK.

## **PART XI: ACCOUNT MANAGEMENT**

(RM911) MAINTAINS A DEDICATED CELLULAR TELEPHONE LINE AND IS BILLED FOR SUCH LINE AT (RM911'S) ADMINISTRATIVE OFFICE OR MAIN PORT LOCATED AT (5 HILLCREST ROAD, KINGSTON, MA 02364). THIS LINE IS USED FOR COMMUNICATION OF THE FOLLOWING BETWEEN (RM911) AND THE SHIPPER:

- THE SCHEDULING OF IN-HOME "FLAT RATE" QUOTES
- ANY/ALL OVER THE PHONE "FLAT RATE" QUOTES
- THE SCHEDULING OF MATERIAL DELIVERIES TO SHIPPER
- THE SCHEDULING OF SHIPPER'S MOVING OPERATION(S)
- GENERAL INQUIRIES

SHIPPER IS TO NOTE THAT ANY VITAL AND/OR IMPORTANT MATTERS SHOULD BE COMMUNICATED IN WRITING AND MAILED TO:  
RESCUE MOVERS 911  
ADMINISTRATIVE OFFICE  
5 HILLCREST ROAD  
KINGSTON, MA 02364

SHIPPER MUST NOTE THAT THE CLAIMS DEPARTMENT DOES NOT MAINTAIN ANY TELEPHONE LINES AS ALL COMPLAINTS AND/OR CLAIMS FOR LOSS OR DAMAGE(S) MUST BE COMMUNICATED IN WRITING NO LATER THAN (14) DAYS AFTER THE RELEASE OF SHIPPER'S SHIPMENT. SHIPPER MUST ALSO NOTE THAT SUITS AND/OR CLAIMS SHALL NOT BE BROUGHT UPON (RM911) IF A CLAIM IS NOT RECEIVED AND CONFIRMED IN WRITING NO LATER THAN (14) DAYS AFTER RELEASE OF SHIPPER'S SHIPMENT. FAILURE TO DELIVER CLAIM IN WRITING NO LATER THAN (14) DAYS AFTER THE RELEASE OF THE SHIPPER'S SHIPMENT IS AT SHIPPERS OWN RISK. SHIPPER MUST NOTE THAT EMPLOYEES OR AGENTS OF (RM911) ARE NOT ABLE TO ASSIST SHIPPERS IN LOWERING OR WAIVING APPROVED TARIFF CHARGES VIA TELEPHONE. (RM911) ASKS SHIPPER NOT TO CALL (RM911'S) EMPLOYEES OR AGENTS ON THE TELEPHONE LINE AS THEY WILL NOT BE ABLE TO ASSIST IN DAMAGE(S) OR LOSS CLAIMS. (RM911) ASKS THAT THE SHIPPER DOES NOT HARASS EMPLOYEES OR AGENTS OF (RM911).

### **RELATIVES & FRIENDS**

SHIPPER MUST NOTE THAT EMPLOYEES OR AGENTS OF (RM911) MAY BE UNABLE TO COMMUNICATE WITH FRIENDS OR FAMILY OF THE SHIPPER IN REGARDS TO PRIVATE CONTRACT INFORMATION. FRIENDS OR FAMILY MAY NOT UNDERSTAND CONTRACT TERMS AND CONDITIONS. THUS, (RM911) MAY REFUSE TO SPEAK WITH ANYONE WHO IS NOT SPECIFICALLY ON THE BILL OF LADING FOR A SHIPMENT.

## **ABUSE, HOSTILITY AND HARRASSMENT**

SHIPPER MUST NOTE THAT (RM911) DOES NOT TOLERATE ABUSE, HOSTILITY OR HARASSMENT FROM THE SHIPPER OR SHIPPER'S ASSOCIATES TO ITS EMPLOYEES OR AGENTS. SHIPPER MUST NOTE THAT (RM911) MAY REFUSE SERVICE AT ANY TIME FOR ANY REASON, EVEN IS A SHIPMENT HAS ALREADY COMMENCED. IF (RM911) FINDS ITSELF IN POSSESSION OF THE GOODS OF A HOSTILE SHIPPER, THESE GOODS MAY BE DIVERTED TO A SECURED STORAGE FACILITY AND A LIEN SHALL BE PLACED ON THAT SHIPMENT UNTIL ACCOUNT BALANCE HAS BEEN PAID IN FULL. SHIPPER WILL BE LIABLE FOR ANY/ALL STORAGE COSTS INCURRED AS WELL AS ANY COSTS INCURRED IN ASSOCIATION WITH THIS APPROVED TARIFF ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES. UPON PAYMENT OF ALL CHARGES IN ACCORDANCE WITH THE APPLICABLE RATES FOUND IN THIS TARIFF DOCUMENT, SHIPPER'S GOODS WILL BE RELEASED TO SHIPPER. SHIPPER MUST NOTE THAT (RM911) RETAINS THE RIGHT TO RECORD TELEPHONE CONVERSATIONS. EMPLOYEES OR AGENTS OF (RM911) WILL INFORM SHIPPER IF A TELEPHONE CONVERSATION IS BEING RECORDED.

## **RETALIATION POLICY**

SHIPPER MUST NOTE THAT (RM911) COMMITS TO UPHOLD THE APPROVED TARIFF ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES IN ASSOCIATION WITH THE BILL OF LADING AND CONTRACT TERMS AND CONDITIONS. ANY CLAIM WILL BE GIVEN FULL ATTENTION AND A WRITTEN REPORT SHOULD BE ISSUED BY (RM911) TO THE SHIPPER WITHIN (60) DAYS OF RECEIPT OF A WRITTEN CLAIM SUBMITTED NO LATER THAN (14) DAYS AFTER THE RELEASE OF A SHIPMENT. IF A WRITTEN REPORT IS NOT DELIVERED OR POST-MARKED WITHIN (60) DAYS OF RECEIPT OF WRITTEN CLAIM SUBMITTED TO (RM911) NO LATER THAN (14) DAYS AFTER THE RELEASE OF SHIPMENT, (RM911) ACCEPTS THAT SHIPPER MAY ASK INTERVENTION AND/OR ASSISTANCE BY THIRD PARTIES. SHIPPER MUST NOTE THAT TO BETTER SERVE ITS SHIPPERS', (RM911) IS A PUBLIC UTILITY AND HAS FINANCIAL AND MORAL OBLIGATION(S) TO PROVIDE FOR AND MAINTAIN ITS ADMINISTRATIVE OFFICE, FLEET, INSURANCE REQUIREMENTS, AND EMPLOYEES AND THEIR FAMILIES AND CAN ONLY DO THIS BY UPHOLDING THE APPROVED TARIFF ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES. (RM911) HAS A ZERO TOLERANCE POLICY FOR RETALIATION.

**RETALIATION DEFINED** – RETALIATION SHALL BE DEFINED AS FRIVOLOUS/FALSE/INVALID CLAIMS (DEFINED BELOW) WRITTEN TO THIRD PARTIES OR GOVERNMENT AGENCIES SUCH AS THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES, THE ATTORNEY GENERAL, BETTER BUSINESS BUREAU OR THE DRAFTING OF RETALIATORY NEGATIVE REVIEWS (DEFINED BELOW) POSTED ON THE INTERNET, A MAGAZINE, OR ANY OTHER OUTLET BY THE SHIPPER OR FRIENDS/FAMILY/ASSOCIATES OF THE SHIPPER.

**FRIVOLOUS/FALSE/INVALID CLAIMS DEFINED** – A FRIVOLOUS/FALSE/INVALID CLAIM WOULD BE A WRITTEN OR VERBAL CLAIM THAT IS OUTSIDE THE (14) DAY WINDOW (RM911) GIVES THE SHIPPER TO DELIVER A WRITTEN CLAIM FOR LOSS OR DAMAGE(S). SHIPPER MUST NOTE THAT FAILURE TO DELIVER A WRITTEN CLAIM TO (RM911) NO LATER THAN (14) DAYS AFTER RELEASE OF SHIPMENT IS AT THE SHIPPERS OWN RISK. A FRIVOLOUS/FALSE/INVALID CLAIM WOULD ALSO INCLUDE ANY WRITTEN CLAIM MADE BY THE SHIPPER OR SHIPPER'S ASSOCIATE(S) THAT IS IN DIRECT CONTRADICTION TO THE APPROVED TARIFF ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES, THE BILL OF LADING OR CONTRACT TERMS AND CONDITIONS.

**RETALIATORY NEGATIVE REVIEWS DEFINED** – RETALIATORY NEGATIVE REVIEWS ARE DEFINED AS ANY WRITTEN OR VERBAL REVIEW SUBMITTED TO AN ONLINE WEBSITE, MAGAZINE, INDIVIDUAL OR ANY OTHER OUTLET THAT IS IN DIRECT RETALIATION OF A DECISION MADE ON BEHALF OF THE CARRIER TO UPHOLD THE APPROVED TARIFF ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES WHICH THE SHIPPER IS BOUND TO THROUGH THE BILL OF LADING AND CONTRACT TERMS AND CONDITIONS. RETALIATORY REVIEWS OFTEN CONTAIN LOW/ZERO STARS, LOW REVIEW RATINGS AND FALSE STATEMENTS ABOUT THE CARRIER AND/OR ITS EMPLOYEES OR AGENTS THAT THE SHIPPER CANNOT BACK UP.

**TELEPHONE LINE(S)** – SHIPPER MUST NOTE THAT (RM911) RESERVES THE RIGHT TO RECORD ITS TELEPHONE LINES. AN EMPLOYEE OR AGENT OF (RM911) WILL NOTIFY THE SHIPPER IS A LINE IS BEING RECORDED.

**SHIPPER LIABILITY** – IN THE EVENT OF RETALIATION, THE SHIPPER ACCOUNT MAY BE RE-OPENED BY (RM911) AND HELD LIABLE FOR THE RESOURCES (RM911) NEEDS TO DIVERT TO SERVICE FRIVOLOUS CLAIMS, SUITS, REVIEWS OR INQUIRIES BY GOVERNMENT OR THIRD PARTIES AT A RATE OF \$75.00 PER HOUR WITH A ONE HOUR MINIMUM PER INSTANCE AND/OR 24 HOUR PERIOD. (RM911) SHALL KEEP A WRITTEN LOG OF ALL RESOURCES DIVERTED TO THE ACCOUNT IN THE EVENT OF RETALIATION BY A SHIPPER. (RM911) SHALL DELIVER OR POSTMARK AN INVOICE NO LATER THAN (30) DAYS AFTER RESOURCES HAVE BEEN DIVERTED TO SERVICE ACCOUNT OF A RETALIATORY SHIPPER. SHIPPER MUST ALSO NOTE THAT THE SHIPPER MUST PAY INVOICE WITHIN (30) DAYS. UNPAID INVOICES SHALL INCUR A (1%) SERVICE CHARGE FOR EACH (30) DAY PERIOD THAT A BALANCE REMAINS ON THE ACCOUNT. (RM911) RETAINS THE RIGHT TO FORWARD UNPAID BALANCES TO A COLLECTIONS AGENCY. (RM911) MAY HAVE NO CHOICE BUT TO RELEASE ANY AND ALL UNCENSORED DOCUMENTS TO THE PUBLIC, GOVERNMENT AGENCIES AND/OR THIRD PARTIES IN ORDER TO SHOW THAT SUCH WRITTEN CLAIMS ARE RETALIATORY/FALSE/FRIVOLOUS AND/OR OTHERWISE OUTSIDE THE BOUNDS OF THE APPROVED TARIFF ON FILE WITH THE MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES, THE BILL OF LADING AND THE CONTRACT TERMS AND CONDITIONS.

## **CLOSED ACCOUNTS**

SHIPPER MUST NOTE THAT AN ACCOUNT MAY BE DEEMED CLOSED (30) DAYS AFTER COMPLETION OF A SHIPMENT. CLOSED ACCOUNTS ARE FILED INTO (RM911'S) SHIPMENT RECORDS. SHIPPER MUST NOTE THAT THERE SHOULD BE NO REASON TO PULL THE DOCUMENTS IN A CLOSED ACCOUNT LATER THAN (30) DAYS AFTER THE COMPLETION OF A SHIPMENT AS (RM911) REQUIRES ANY CLAIMS FOR LOSS OR DAMAGE(S) TO BE FILED IN WRITING WITHIN (14) DAYS OF COMPLETION OF SHIPPER'S SHIPMENT. (RM911) IS 100% NOT LIABLE FOR ANY REASON IF REPORT IS NOT FILED WITHIN THAT PERIOD. SHIPPER IS TO ALSO NOTE THAT THERE IS A \$100.00 FEE BILLABLE TO THE SHIPPER CONTAINED ON THE BILL OF LADING SHOULD THE DOCUMENTS BE PULLED FROM (RM911'S) RECORDS FOR ANY REASON BY ANY PARTY.