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Big Bear Movers LLC
D.B.A Big Bear Movers
Tariff NO.1

This tariff contains the description, regulations, and rates applicable to the furnishing of services and facilities for household goods services provided by **Big Bear Movers LLC** with principal offices at **907 Burts Pit Road, Florence, Massachusetts 01062**. This tariff is on file with the Commonwealth of Massachusetts Department of Public Utilities, and copies may be inspected during normal business hours at the Company's principal place of business. The Company's telephone numbers are: **781-474-4099** and the email is **info@bigbearmovers.co**.

Hourly Moving Rates and Charges

MOVING RATES*	2 MEN 1 TRUCK	3 MEN 1 TRUCK	4 MEN 1 TRUCK	4 MEN 2 TRUCK	5 MEN 2 TRUCK	5 MEN 3 TRUCK	6 MEN 2 TRUCK	6 MEN 3 TRUCK
Sub-Peak	\$155.00	\$230.00	\$305.00	\$310.00	\$385.00	\$390.00	\$460.00	\$465.00
Regular	\$185.00	\$270.00	\$355.00	\$370.00	\$455.00	\$470.00	\$540.00	\$555.00
Peak	\$215.00	\$310.00	\$405.00	\$430.00	\$525.00	\$550.00	\$620.00	\$645.00
High-Peak	\$235.00	\$340.00	\$445.00	\$470.00	\$575.00	\$600.00	\$680.00	\$705.00

Seasonal Pricing Framework: Fall & Winter (Lower Demand Seasons) → Rates typically range between Regular and Sub-Peak Pricing. Spring & Summer (Higher Demand Seasons) → Rates typically range between Regular and High-Peak Pricing. While seasonality provides a general pricing guideline, our actual rates are determined by real-time booking capacity to ensure fair, transparent, and market-responsive pricing.

Dynamic Pricing Adjustment Based on Booking Capacity: To account for demand fluctuations, pricing for the upcoming month is determined based on total bookings as of the last Friday of the current month. If less than 25% of available capacity is booked → Regular to Sub-Peak Pricing applies. If between 25% and 60% of capacity is booked → Regular Pricing applies. If between 60% and 85% of capacity is booked → Regular to Peak Pricing applies. If 85% or more of capacity is booked → Peak to High-Peak Pricing applies. This pricing model allows us to offer competitive rates during lower-demand periods while ensuring availability-based pricing adjustments when demand increases. Bookings made within the current month for the following

month will adhere to the rates set based on the previous month's booking capacity, ensuring consistency and transparency in pricing.

****Note:** Labor-only moves are available at a flat rate of \$85 per hour per mover, regardless of the season. This option is ideal for customers who only require assistance with loading, unloading, or on-site relocation. ******

The table above outlines the hourly rates for moving services provided by Big Bear Movers. Rates vary depending on the number of movers and trucks required, as well as the time of year or specific conditions of the move. Minimum and maximum ranges are listed to account for seasonal fluctuations, peak demand periods, and the complexity of the job. These rates ensure flexibility while maintaining competitive pricing for our customers. All rates are subject to a three-hour minimum charge. Time charges begin when the truck starts driving to the pick-up location, and finishes when the truck returns to the original starting point.

Mileage Calculation

Mileage is calculated based on the following rates:

1. In-state moves: \$1.50 per mile
2. Out-of-State moves: \$0.75 per mile

****Mileage will be determined using the shortest practical truck route available at the time. The trip calculation stops and starts at the pick-up and drop off location, based on the round-trip****

Supplies and Additional Charges

Item	Charge
X-Small Box	\$2.00
Small Box	\$4.00
Medium Box	\$6.00
Large Box	\$8.00
X-Large Box	\$10.00
Wardrobe Box (Small)	\$20.00
Wardrobe Box (Medium)	\$25.00
Wardrobe Box (Large)	\$30.00
Picture Box	\$12.00
Picture Box (Large)	\$15.00

Dish Pack Box	\$20.00
Glass Pack Box	\$20.00
Shrink Wrap (Per 1000 Feet)	\$40.00
Packing Bubble Wrap	\$45.00
Packing Foam	\$35.00
Packing Paper	\$35.00
Packing Tape	\$5.00
King Mattress Bag	\$25.00
Queen Mattress Bag	\$25.00
Full Mattress Bag	\$20.00
Twin Mattress Bag	\$20.00
Moving Blanket	\$20.00
Overnight Truck Fee	\$250.00

Surcharges

Big Bear Movers LLC may apply surcharges for items and moving services that involve exceptional difficulty or fall outside the bounds of normal "household goods". Surcharges also apply to labor performed outside of standard business hours.

Surcharge Rates: \$25 to \$100 per mover depending on complexity

Off Hours: Jobs that must start after 4 PM or before 5:30 AM (i.e., at the customer's request) are considered off hours moves and must be surcharged.

Holidays Observed

Overtime rates will apply for commercial moves that take place on the following days. Big Bear Movers LLC may be closed and not operate on some of these days:

New Year's Day	Martin Luther King Day	Memorial Day	President's Day
Labor Day	Independence Day	Veteran's Day	Columbus Day

Christmas Eve

Thanksgiving Day

Christmas Day

Security Deposit, Cancellation, and Rescheduling Policy

Deposit Requirements: All moves require a security deposit of \$150 or 10% of the total estimated move cost, whichever is greater, when the minimum estimated price exceeds \$5,000. Deposits are non-refundable but are transferable to a future move if rescheduling is requested. A requested move is not confirmed and booked until a deposit has been paid. If a deposit is submitted via cash or check, the move cannot be confirmed or booked until the check has fully processed, which may take up to 7 business days.

Cancellation Terms: Cancellations made more than 72 hours before the scheduled move will incur no penalty. Cancellations made within 48-72 hours of the scheduled move will incur a fee of \$300. Cancellations made less than 48 hours before the scheduled move will incur a fee of \$450.

Rescheduling Terms: Rescheduling is allowed without a fee if requested more than 72 hours before the scheduled move. Rescheduling within 48-72 hours will incur a fee of \$100 to cover logistical adjustments. Rescheduling requests made less than 48 hours before the scheduled move are subject to availability and may incur a fee of \$150. Rescheduling at no additional charge is allowed if required due to extenuating circumstances (i.e. weather).

Payment Terms

Accepted Payment Methods: Payments can be made via cash, major credit cards (Visa, MasterCard, American Express, Discover), or bank checks made to the order of Big Bear Movers LLC. A processing fee of 2.5% may apply for credit card transactions.

Customer Responsibilities

Preparing for the Move: All items should be packed and labeled before the movers arrive, unless packing services are requested. Customers should disconnect and secure all appliances, such as refrigerators and washing machines, before the move. Big Bear Movers LLC reserves the right to repack boxes if we deem it necessary to ensure the safety of the belongings. If the customer instructs us not to repack, they assume full liability for any damage to items in those boxes, and Big Bear Movers LLC will not be held responsible for breakage or damage to improperly packed items.

Prohibited Items: Hazardous materials, including flammable, explosive, or corrosive substances (e.g., propane tanks, gasoline, paint). Perishable items, such as food or plants, that cannot

withstand the moving process. Valuables such as cash, jewelry, and important documents should be transported personally by the customer.

Accessibility: Customers must ensure clear access to the property, including parking for trucks and paths for movers. As well as handle all requirements for permits, if applicable.

Impractical Operation

Big Bear Movers LLC shall not be obligated to perform pick-up or delivery or render any services at locations where it is deemed impracticable to operate vehicles due to any of the following conditions:

1. Road or Access Issues:

- The condition of roads, streets, driveways, alleys, or approaches makes vehicle operation unsafe or impossible.

2. Inadequate Facilities:

- The absence of adequate loading or unloading facilities necessary to perform the move safely and efficiently.

3. Labor or Civil Disturbances:

- Any riot, strike, picketing, or other labor-related disturbances that could interfere with operations or pose a safety risk to the crew or equipment.

Big Bear Movers LLC will make reasonable efforts to notify the customer of such conditions and work collaboratively to find an alternative solution, if possible. However, the carrier retains the right to refuse service under these circumstances without liability for failure to perform the move as originally agreed.

Articles of Extraordinary Value

Big Bear Movers LLC will not assume any liability whatsoever for the loss, damage, or misplacement of documents, currency, money, jewelry, watches, precious stones, or articles of extraordinary value, including but not limited to accounts, bills, deeds, evidence of debt, securities, credit cards, notes, postage stamps, stamp collections, revenue stamps, letters or packets of letters, articles of peculiarly inherent value, precious metals, or articles manufactured from precious metals. These items must be specifically listed on the bill of lading and/or an attachment with their declared value to be considered for liability coverage. Customers are advised to personally transport such items or make alternative arrangements for their secure handling. By signing the bill of lading, customers acknowledge and agree that Big Bear Movers LLC is not liable for these items unless explicitly declared and agreed upon in writing before the move.

Claims

- (A) All claims for loss, damage, or overcharges must be submitted in writing within 15 days of delivery or the date when delivery should have occurred. Claims must include the original paid invoice for transportation services and the original Bill of Lading, unless it has already been provided to Big Bear Movers. The company reserves the right to request a certified or sworn statement of the claim.
- (B) Big Bear Movers must be notified immediately of any claims for concealed damage. The company must be given the opportunity to inspect the alleged damage while the item remains in its original packaging to verify the claim.
- (C) The liability of Big Bear Movers is limited to the cost of repairing or replacing the lost or damaged item using materials of similar kind and quality. This liability will not exceed the actual cash value of the item at the time and location of the loss, taking into account depreciation or deterioration. Under no circumstances will liability exceed the declared value released by the customer.
- (D) Big Bear Movers' liability ends once the property has been delivered to and receipted by the owner, consignee, or their authorized agent, except for damages noted at the time of delivery. If the company is instructed to deliver or unload items at a location where the consignee or their agent is not present, the property will be at the customer's risk after delivery or unloading.
- (E) When Big Bear Movers are instructed to load items from a location where the consignor or their agent is not present, the property will be at the customer's risk before loading begins.
- (F) For sets or matched pieces, Big Bear Movers' liability is limited to repairing or replacing only the specific piece(s) that are lost or damaged. Liability does not extend to repairing, replacing, or recovering the entire set, and in no case will it exceed the declared value released by the customer.

Hoisting and Lowering

Hoisting or lowering services will only be performed at locations where Big Bear Movers have the necessary equipment and experienced personnel to safely carry out such operations, and only if weather conditions allow. If Big Bear Movers does not have the required equipment or personnel, and upon the request of the customer, consignee, or owner of the goods, the company will attempt to arrange for a qualified third-party service, if available. If no qualified third party is available, the item will not be moved, and Big Bear Movers will schedule a hoisting crew to complete the service at a later time. All costs associated with these services, including rescheduling or third-party arrangements, will be the responsibility of the customer, consignee,

or owner of the goods. In all cases, Big Bear Movers will not assume liability for any damage to the goods or property resulting from the hoisting or lowering process.

Written Estimates and Quotations

Big Bear Movers may provide an estimated cost in writing for services requested. These estimates are qualified to be within twenty-five percent (25%) of the actual charges incurred. The final charges to be assessed shall not exceed 125% of the estimated cost. In the event the final bill exceeds 125% of the written estimate, Big Bear Movers will apply a 15% deduction to the amount exceeding 125% as a courtesy to the customer.

Additional Notes:

1. All estimates must be provided in writing and signed by Big Bear Movers.
2. The move must commence within 60 days from the date the estimate is issued.
3. The total charges outlined in the estimate will apply only to the specific quantities and services listed.
4. The move is limited to the origin(s) and destination(s) specified on the estimate.