

# **CASEY**



# **MOVERS**

**1-800-482-8828**

Black Lab Enterprises LLC  
DBA CASEY MOVERS  
*Tariff and Rates*

*Effective: 3/26/2025*  
*MA DPU 31869*

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## **1.0 DESCRIPTION OF SERVICES:**

**a.) SUMMARY:** Black Lab Enterprises LLC DBA Casey Movers hereby referred to "Casey Movers" is a mover of common household and select commercial goods commonly originating in Massachusetts and destined for other Massachusetts locations or United States destinations excluding Alaska and Hawaii. Casey Movers reserves the right to refuse or decline service for any reason.

**b.) MISSION:** The mission of Casey Movers is to load goods at origin address, transport to destination address, and offload to destination address.

**c.) BILL OF LADING:** When the movers arrive, the customer must sign a bill of lading to begin work. The bill of lading outlines the description of work to be done along with an outline of guaranteed pricing and applicable rates and will commonly supersede all prior written communication and offers. Where the goods originate from, and where they are destined. The bill of lading also certifies that the goods being shipped are rightfully owned by the shipper.

**d.) PROOF OF DELIVERY:** When the movers arrive at the destination, the customer must sign a proof of delivery. This may commonly be a part of the bill of lading for very basic moves or it may be a separate document for more complex situations. This certifies receipt of goods at the destination. The customer will have an opportunity to make any notations in regards to service or condition of shipment. Customer is responsible for any service, moving, packing or otherwise once the proof of delivery is signed and the movers are released for the day. The movers cannot return after the final departure. Customer is responsible for any work, charges, or otherwise to be done after release of the movers.

**e.) FEEDBACK FORM:** Customers will commonly have an opportunity each day to provide written comment on service provided by any packers, loaders, drivers, delivery workers or otherwise. This feedback form is also a valid form to provide notice for any damage or loss that may have been experienced during the move.

**f.) MOVERS:** Inherently, movers pick things up and put them down. They are not installers, computer techs, construction workers, plumbers, interior designers, floor installers, furniture repairmen or otherwise. Typical customary transport includes loading, transport and offload. Packing is not customary but can be opted for with a separate fee. Unpacking is not customary but can be opted for with a separate fee. Disposal of packing material is not customary but can be opted for with a separate fee.

**g.) SHIPMENT PACKAGING:** Customer is inherently responsible for packaging and protection of any goods being shipped in the manner they see fit. Movers will commonly and courteously allow use of their basic furniture padding and blankets through course of the move. The use of their blankets is intended for transport and cannot be left at a customers house or storage unit. Customer is liable to supply moving blankets for use within a self storage or third party storage facility. Replacement cost for lost or missing mover blankets is \$50/blanket.

**h.) SHIPMENT CONTENTS:** When a customer pays for service, they are paying for use of truck, the movers time and their attention. Not for the transport of any specific item. Suggested lift per mover is 50lbs and movers may occasionally face 100lbs per lift but it is not suggested or safe to exceed. The movers are not liable for moving any items they are unable to safely move and these items may be left behind. The final call on safety of moving any single item lays on the movers performing the lift. Customer assumes risk and liability for any items left behind.

**i.) SUPPLIES AND MATERIALS:** It is recommended that customers designate a local hardware store as their source for things such as boxes, pack paper, tape, tv boxes, wardrobe boxes, mattress bags, bubble wrap, etc as they will likely need to make multiple trips as their personal packing project unfolds. Materials are not included in any pricing provided for labor and truck and the customer assumes these costs.

**j.) PROHIBITED ITEMS:** Prohibited items for shipment include but are not limited to cash, jewelry, gems, coins, firearms, live plants, alcohol, chemicals, liquids, food, priceless items (sentimental/antiques/heirlooms), medications, important documents, explosives, etc. Please check with local and federal authority for a complete list. Prohibited items should be completely removed from work zone prior to the movers arriving to avoid contusion or risk of inadvertent inclusion of prohibited items within the shipment. A closed door or note is not sufficient. Customer assumes all risk, liability, loss or penalty for inadvertent inclusion of items on shipment.

**k.) MOVERS ARE NOT INSTALLERS:** Movers cannot perform any installation work or such work that involves modification to the home or office. Movers cannot service TV wall mounts and TV's must be off the wall, boxed and ready to go by the time the movers arrive. Exercise equipment should be ready to go. Movers will commonly help with basic dis-assembly and re-assembly of things such as beds, but please note that this factors into scheduled time and things generally move a lot quicker and on schedule if these things are ready to go. Movers cannot service re-installation of cribs.

**l.) APPLIANCES:** Movers cannot service gas or waterlines. Appliances such as fridge, washer, dryer, etc MUST be ready to go and any pre-move service must be administered by the customer prior to the movers arriving. Customer assumes risks of moving appliances.

**m.) TRUCK ACCESS:** Customer is responsible for providing safe and valid access for all legal size moving trucks at each origin, destination and additional stop. Legal size moving trucks can range anywhere from a ~400cu/ft cargo van all the way up to a ~3,200cu/ft tractor trailer. All clearance must be obstruction free and all trees, branches, wires, etc must provide customary 15' clearance. Casey Movers is not liable for damage to obstructions (low-hanging trees, wires, basketball hoops, etc) no matter the nature of such. Customer is responsible for any parking or moving permits required by any city, town, state, HOA, or otherwise. Customer is responsible to notify Casey Movers in writing of any truck restrictions imposed by any city, town, HOA or otherwise (example: prohibition of tractor trailers that may require shuttle of shipment via a smaller truck). And, customer is responsible for any long-walk, elevator delays, stair delays, and shuttle fees that may be applicable to poor access. In some cases, access may be deemed so poor that a shipment may be deemed by a driver to be impractical. In these cases, the customer is responsible for any additional labor, transport and storage charges until the safe access is resolved or a new destination is selected. The driver of truck holds final say on the safety and validity of any shipment address. Customer responsible for any and all financial implications.

**n.) WORK ZONE:** When you are hiring a moving team, your home and office is now considered a work zone. If any address is on any bill of lading, order, or otherwise, it is a work zone. And, the customer is responsible for providing a safe environment for the movers to work in and they will need ready and unrestricted access to the home, office or otherwise. Work zones commonly require restroom access, should be considered a public space for the day and should be pet and child free. All personal, private or valuable items should be removed. If you wouldn't leave an item out in a hotel room when the room is being serviced, do not leave it out in your home on the day of any service which include but is not limited to packing, moving, assessments, estimates, or otherwise. Casey Movers is not liable for loss or theft. Customer assumes all risks and responsibility. Movers MUST be able to wear shoes or boots and cannot go barefoot. Work zone requirements are applicable to any and all work done within a home

including but not limited to packing, moving, estimates, assessments, or otherwise. Foot protection commonly known as "booties" may be slippery and may be considered a hazard to the type of work movers do. Final call on safety is at the discretion of the drivers, packers, movers doing the work.

During the course of a move, the customer is expected to maintain acceptable conduct with all movers, estimators, and representatives of Casey Movers. As we serve the general public, our movers are sometimes faced with unacceptable conduct. Unacceptable conduct may be grounds for pause, cancellation, or delay of shipment. Customer is responsible for any and all expenses.

**o.) PUBLIC ROADWAYS AND LOGISTICS:** As all carriers utilize public roadways which are subject to weather, traffic, accidents and otherwise; and all carriers utilize equipment which is inherently subject to failure; no carrier can be held to any particular timeline or mode of transportation. All moves are subject to delay which can come in the form of minutes, hours, days, weeks or otherwise no matter how large or small a shipment may be. Carrier guarantees only delivery of goods to target address. While the movers customarily bring furniture to each room, providing "white glove service," and target furniture layout to customer requests, no guarantees can be made to exact placement of furniture and boxes within a property. The only guarantee that can be made as that delivery of goods will be made to within the bounds of the property address as long as suitable per Section 1.0m.

**p.) ESTIMATES:** The primary basis for moving estimates is typically in conjunction with a list of furniture to be shipped provided by a customer to Casey Movers along with an approximate bulk pre-packed box count (example: 10 boxes, 20-30 boxes, 50-60 boxes, 100-120 boxes, etc). The lists required to facilitate moving estimates can be obtained through various means:

- Over-the-Phone
- By Email
- By Real Estate Listing
- Video Call
- In-Home Walk-Through

**i.) Over-the-Phone:** For a small amount of goods commonly found in studios and apartments, customers can commonly give a list of furniture room by room over the phone to a representative of Casey Movers. The representative can take the list verbally, write it down, and often confirm said list via text communication or email. All estimates will be offered in writing to a customer. In rare instances, a customer may refuse to give proper communication lines to a Casey Movers representative and the representative will be unable to deliver a written estimate. Please note that such refusal will invalidate any estimate or moving price offer.

**ii.) Email:** Many customers opt to send a list of furniture and approximate box count through email. Email is not as urgent as a phone call and the customer may be afforded more time to provide a thorough list. Emails can be sent to any company sanctioned email provided to the customer.

**iii.) Real Estate Listing:** It is customary for real estate agents to provide thorough photos of a home when listing said home for sale on the local real estate market. These listings may contain photos or 3D walk-through or even occasionally video. These listings can be used as the basis for a moving estimate. Please note that it is the customers responsibility to disclose or provide additional information or supplemental photos of any and all items, goods, rooms, not shown in

such listings.

**iv.) Video Call:** Casey Movers may opt to do a video call, commonly through Zoom Cloud Meetings which is a free service that can operate on including but not necessarily limited to Windows Computers, Android Smart Phones and Apple Smart Phones. Video calls can be quick, efficient and convenient. A video call enables a customer to walk around a home and show a representative of Casey Movers what is being moved so that the representative can prepare a list for the customer. That list will then be compiled and presented to the customer in writing.

**v.) In-Home Walk-Through:** In rare instances, Casey Movers may send a team member out to conduct an in-home walk-through of a property in order to make a list for said customer and negotiate expected bulk box count. Please note that under no circumstances can Casey Movers be compelled or "forced" to conduct an in-home walk-through. In-home walk-throughs may carry a service rate of \$375.00 per stop on average for multi-stop estimate days. Or, otherwise the standard rates of a mover may apply as outlined in Section 2.0.c.ii. Commonly, Casey Movers will waive or absorb any assessment fee for select qualified customers at discretion of representative of Casey Movers.

**vi.) Free Estimates:** "Free Estimates" are commonly conducted Monday through Friday, 10am to 2pm and within 25-50 miles of Hanover, MA. When receiving a "free estimate," although typically an exact estimated arrival time will be given, customers are expected to be available for contact on the day of the estimate by phone and should maintain a certain level of flexibility on exact timing of arrival of our walk-through team member as team members face a great deal of variables which effect exact timing including but not limited to the individual time requirements of other appointments, overall stop logistics, weather, traffic, etc. If flexibility which can come in the form of minutes or hours is not a resource that a customer cannot afford, a paid estimate as referenced in Section 1.0.p.iv and Section 2.0.c.ii may be a viable option and Casey Movers will make a higher effort to meet an exact time and place. Please note that resources are limited and Casey Movers often only conducts in-home estimates for approximately 10% of all customers that contact Casey Movers and at discretion of a Casey Movers representative.

**vii.) Accuracy and Guarantee of Estimates:** Moving presents nearly a limitless amount of variables including but not limited to the individual nature of a near limitless amount of different types of pieces of furniture movers encounter day to day, weather, traffic, wide levels of varying prep on behalf of the customer and more. It is near impossible to predict exactly what it is going to take to move any given scenario Casey Movers will be presented with day to day.

Commonly, Casey Movers can give exact pricing for very specific and known parameters. But, can only give applicable rates for what may be considered unknown parameters. Applicable rates will commonly be listed on both the confirmation email and the bill of lading signed by the customer prior to commencement of the move. In rare instances, scope of move or logistics may go beyond initially disclosed applicable rates (as we cannot predict everything) and additional notice will be communicated as necessary often as a response to the initial confirmation email.

The typical moving estimate, or otherwise known as "moving service offer," consists of multiple elements including but not limited to the following:

- Number of scheduled movers (examples: 2 movers, 3 movers, 4 movers, etc)
- Number of trucks being sent (examples: 1 truck, 2 trucks, 3 trucks, etc)

- An outline of the scheduled work-shift (example: 4hrs loading, 4hrs unloading)

There is no guarantee implied to how many pieces or which pieces can be transported during moving service. Casey Movers does not charge by the piece. Inherently, charges are in association with the written parameters of the moving service offer which is customarily by the truck load and by the work shift or by the hour when moving in-state or otherwise written or outlined.

It is rather customary in the transportation and moving industry for customers to obtain multiple moving estimates. The customer has a duty to disclose any concerns that may arise from differing opinions resolved between multiple assessments and multiple estimates. Any service ordered will be priced in exact accordance of the outlined parameters and the customer is responsible for any service and rates outside of those parameters. (Example: A customer cannot order 1 truck and expect a 2nd truck for free when they either did or do not have prior knowledge or suspicion that they would likely need 2 trucks to complete their shipment. If they order 1 truck. They get 1 truck. Pricing is guaranteed only for the written parameters of the moving offer. Customers get what they order. No exceptions)

**viii.) The Moving Service Offer:** The moving service offer is a compiled offer of moving service which is commonly presented by the following means:

- In-person written estimate
- Sent by Email from an authorized Casey Movers email
- Sent by Text from an authorized Casey Movers phone line

All pricing is in association with any written parameters including but not limited to number and nature of trucks, number of movers, limited labor parameters and/or otherwise written. Pricing is valid for the written parameters only. And, Customers are responsible for any service above and beyond the written parameters.

Verbal moving offers are invalid.

Acceptance of a moving offer requires the following:

- Actual availability of the limited resources and move dates with Casey Movers
- A deposit by the customer to book the appropriate resources (See Section 2.0.k.)
- A confirmation email sent by Casey Movers to the Customer (See Section 1.0.p.ix.)

**ix.) Confirmation Email:** The confirmation email is often (but not always) the last written communication a customer will receive prior to their service date with Casey Movers. The confirmation email is intended to finalize a move date and pricing offer and will commonly supersede any and all prior written offers and communication. It will contain information such as pack dates, pick up dates, and delivery dates. It will contain the written parameters of the move along with guaranteed pricing. And, it will contain applicable rates for any potential additional service that may be rendered between pick up and delivery.

## 2.0 RATES AND PAYMENTS:

**a.) PORT:** The current main port of operation for Casey Movers is 385 King Street in Hanover, MA 02339.

### **b.) OPERATING HOURS:**

**i.) Regular Time:** Moving crews customarily report for duty at 7am each day to 385 King Street in Hanover, MA. This applies Monday through Friday. It applies to Saturdays. But, not Sundays.

**ii.) Off Hours:** Off-hours may be considered any start time that may occur earlier or later than the customary 7am report time for movers at the Hanover port.

**iii.) Emergency:** An emergency may be considered but not limited to any last minute move that may be occurring within about 3-7 business days. Emergency rates will be applicable to any unscheduled work time (work time above and beyond the outline timeline of a scheduled move).

### **c.) LOCAL LABOR RATES:**

#### **i.) Warehouse, office and administrative:**

\$125/hr/person regular rates

3hr minimum

8hr maximum (for regular rate)

\$187.50/hr/mover over-time/emergency/off-hours

14hrs maximum work day (8 regular, 6 over-time or 14 emergency)

#### **ii.) Local Moves, Packing and Otherwise (75 mile radius from Hanover, MA):**

\$125/hr/person regular rates\*

5hr minimum port to port from Hanover, MA

8hr maximum regular hours

\$187.50/hr/person (over-time/emergency/off-hours/unscheduled/forced)

14hrs maximum work day (8 regular, 6 over-time or 14 emergency)

\*customarily includes use of 1 truck per 2-3 movers with written confirmation

We find that every year we operate, the roadways get more dense and congested with higher traffic, and higher travel times. For the comfort and safety of our drivers, the following travel time minimums are imposed upon customers. Casey Movers takes safety seriously and we do not want our customers rushing our drivers for the sake of time and money. Drivers are utilizing public roadways that are subject to but not limited to weather, traffic, detours, accidents, and they need ample time to get from any given Point A to Point B.

#### **TRAVEL TIME CHART MINIMUMS**

Within 5 miles per each Point A to Point B - 30 minute minimum



Within 20 miles per each Point A to Point B - 60 minute minimum  
Within 40 miles per each Point A to Point B - 120 minute minimum  
Within 75 miles per each Point A to Point B - 180 minute minimum

**d.) LONG-DISTANCE HAUL:**

\$8.00/mile/truck (includes driver, fuel, mileage only)  
500 mile minimum

**e.) INTER-STATE OFFLOAD RATES:**

**i.) 1 TRUCK OFFLOAD SERVICE (~1,600cu/ft)**

\$2,400.00 minimum  
2-3 movers  
Includes 4hrs offload  
add'l hrs \$187.50/hr/mover  
Shuttle requirement +\$900.00

**ii.) 2 TRUCK OFFLOAD SERVICE (~3,200cu/ft)**

\$3,500.00 minimum  
4 movers  
Includes 4hr offload  
add'l hrs \$187.50/hr/mover  
Shuttle requirement +\$1,800.00

**f.) STORAGE AND WAREHOUSE RATES:**

**i.) ~400cu/ft (1/4 truck) \$50/week or \$200/mo**

**ii.) ~800cu/ft (1/2 truck) \$100/week or \$400/mo**

**iii.) ~1,600cu/ft (1 24' truck) \$200/week or \$800/mo**

**iv.) ~3,200cu/ft (2 24' trucks/TRACTOR TRAILER) \$400/week or \$1,600/mo**

Storage payments are to be made on or prior to the 1st of each month.

\$75.00 late fee applies.

Please note that Casey Movers storage is professional warehousing and is not self-storage. Third parties are prohibited entry into the warehouse. If this is unacceptable, the movers will gladly deliver customers to own self-storage unit of choice.

Once loaded, units are packed high and tight and there is no access to the shipment until it comes out. Customers should avoid sending to storage anything important that they may need access to during the storage term. If this is unacceptable, the movers will gladly deliver to your own self-storage unit of choice.

By sending shipment to Casey Movers storage, the customer guarantees Casey Movers the delivery back out from the storage unit which is equal to the pick up cost charged to the customer

at a minimum. Additional charges may apply for things such as greater distance between the port and destination address versus the original pick up. If this is unacceptable, the movers will gladly deliver to your own self-storage unit of choice. Rates subject to increase each year.

Any work or special requests within the warehouse to service the storage unit in association with the shipment will be done at the applicable warehouse rates found in Section 2.0c, part i. If this is unacceptable, the movers will gladly deliver to your own self-storage unit of choice.

Missed storage payment greater than one month delinquent will be considered presumed abandonment of the storage unit by Casey Movers. Casey Movers will make reasonable effort to resolve delinquent balance. Customers of abandoned storage units are liable for storage balance, the guaranteed re-delivery fee and any disposal costs (see bulk disposal rates under section 2.0i.

**g.) TRUCK HOLDS:**

Pre-planned: \$200 per 24' truck for 1st night (back to back pick up and delivery days)  
Un-planned: \$500 per 24' truck for 1st night (back to back pick up and delivery days)  
\$995.00 per down day per 24' truck thereafter

**h.) MATERIALS:**

Book boxes: \$3.00/each  
Linen boxes: \$5.00/each  
Dish boxes: \$12.00/each  
Wardrobe Boxes: \$30.00/each  
Tape: \$10.00/each  
Mattress Bags: \$25.00/each  
Moving Blankets: \$50.00/each  
Pack Paper: \$100/bundle

**i.) DISPOSAL FEES:**

\$95.00/pc for most average pieces of furniture  
examples: 1 dresser, set of 4 chairs, loveseat, desk, group of 5 book boxes

\$125.00 Box Springs  
\$150.00 Twin Mattresses  
\$175.00 Full/Queen Mattress  
\$200.00 King Mattress

**BULK DISPOSAL**

\$1,000.00 per ~400cu/ft (1/4 of a 24' truck)

No trash, food, chemicals, construction debris, etc is accepted. Other restrictions may apply at discretion of Casey Movers representative. Casey Movers representative holds the final say on what can or cannot be accepted for disposal.

**j.) PACKAGE RATES:**

Please note that Casey Movers may develop package rates for more complex customer shipments

that may consist of a binding package that consists commonly of the following elements:

- Number of Movers and nature of Trucks to be Provided
- Number of labor hours included in binding package
- Binding Origin and Destination Address
- Pick up and delivery dates
- Level of packing service (example: self, help or full)

Please note that the customer is responsible for payment of any additional labor, packing, materials, storage or other services that may fall outside the scope of the written package.

#### **k.) FINANCING AND FUNDING OF MOVES:**

Casey Movers does not finance moves. All funding of moves is the responsibility of the customer and customer is responsible for any and all costs generated by the movement or shipment of their items.

Availability of moving crews, trucks and storage space is limited. Thus, Casey Movers requires a 10% deposit (\$250.00 minimum per day reserved) to book pick up, transport and delivery dates. The deposit is non-refundable. The deposit applies only to the selected and available move dates by the customer. It may be transferable with 3 weeks notice to other available move dates. Within 3 weeks of a move date, a transfer fee equal to the deposit will be added to the shipment account in order to transfer a move to another available move date. Within 72 hours leading up to a scheduled and confirmed move date, a penalty equal to 50% of a written estimate will be added to shipment account in order to cancel or reschedule a move.

Shipment deposits are a vital part of day to day operations. Thus, buyers remorse, a three day cool-off period following placement of the deposit is the extent of Casey Mover's ability to refund deposits back to customers. Casey Movers does not hold deposits. Casey Movers is not a bank. And, Casey Movers is not able to honor buyers remorse in emergency situations where a move may be taking place within 3-7 business days of the deposit being made. As, such short notice often requires immediate and irreversible work and action on our end.

For both local and inter-state moves, the balance is due at the time of pick up prior to departure of the movers from the origin.

Please note that for inter-state moves, the truck cannot be dispatched from Massachusetts prior to the account balance for shipment being covered in full to certify that funds are available for the full completion of the move. Please note that inter-state shipments are on a strict timeline often requiring the driver to leave days to weeks in advance of a delivery date, and Casey Movers is not responsible for missed delivery dates due to shipment funding issues. Customer is responsible for any storage, penalties, or re-delivery costs that may result from funding issues in association with a shipment.

Any additional labor, services, materials, storage, down-time or otherwise accrued on a shipment above and beyond any estimate or labor is due prior to final release of the shipment back to the customer at the final destination.

#### **l.) ACCEPTABLE PAYMENT METHODS:**

CASH  
CERTIFIED BANK CHECK  
MONEY ORDER

Personal checks may be accepted for deposits only.

Casey Movers may require a credit card to cover incidental material purchases, labor, services, etc.

Credit cards may be accepted at discretion of Casey Movers for deposits and storage payments. Credit cards may be accepted at the discretion of Casey Movers for local move balances with a 5% handling fee for final release of shipment.

Balance for all inter-state shipments is due as cash, certified bank check or money order. Or, Wire Transfer with a \$95.00 processing fee added to balance.

\$75.00 fee applies to any bounced payments including but not limited to checks and credit cards.

Occasionally Casey Movers as an organization may be in a position where a shipment has been released to a customer, yet a shipment balance remains on the account. Commonly due to a bounced or failed payment. In this rare event, the customer has 72hrs to resolve account balance in full no matter how large or small the sum. If customer fails to resolve balance within 72hrs, an exponential penalty of 10% will be added per day until the account balance is paid off in full.

All service is final. Rates and bill of lading is non-negotiable. No refunds available for poor sentiment.

**m.) TICKETS, PERMITS AND OTHERWISE:**

Shipments are responsibility of the customer and customers are responsible for any move and transportation costs including but not limited to tickets, fines, tolls, permit costs, disposal costs, or otherwise..

Casey Movers will do anything and everything in its power as an organization to complete a shipment. But, the customer is responsible for any costs incurred along the way.

Any costs issued to Casey Movers from the start to completion of a move will be billed to customer 3x (the base cost amount + administrative responsibility + collateral margin).

EXAMPLE: Customer is required by city to obtain moving permit. Fails to do so. Results in a \$25.00 fine to Casey Movers. Customer will be charged \$75.00.

**n.) ABANDONED SHIPMENTS:**

Abandonment of a shipment by a customer is prohibited.

It is the customers responsibility to ensure that Casey Movers has a valid mailing address, phone number and email address for vital communication. Casey Movers will make reasonable effort to resolve presumably abandoned shipments.

Abandonment of a shipment by a customer can happen at any point of a move including but not limited to during their storage term, between pick up and delivery, or may result from a failed drop off of donation goods (example: Thrift store rejects customers goods that we were ordered to deliver... these goods are the responsibility of the customer if rejected). Customers are liable for any and all labor costs, storage costs, and disposal costs in the event of abandonment.

### 3.0 LIABILITY AND VALUATION:

**a.) \$ .60/lb/item (default liability):** In the event of loss or damage, the shipper is entitled to a refund in the amount of 60 cents per pound per item. For example, if a 100lb table is lost or damaged, the shipper will receive a refund in the amount of \$60.00. This applies to common furniture. Any packed by owner items are excluded. Liability covers customer from the time a bill of lading is signed until the time the proof of delivery is signed. Liability does not cover customer outside of these bounds.

There is a \$2,000.00 maximum refund limit. And, this basic and default valuation is provided free of charge to the customer. If no selection is made by the customer, this is the valuation that will be provided to the customer.

**b.) \$1.25/lb/item (upgraded liability):** Customers have the option to upgrade valuation to \$1.25/lb/item. For example, if a 100lb table is lost or damaged, the shipper will receive a refund in the amount of \$125.00. This applies to common furniture. Any packed by owner items are excluded. Liability covers customer from the time a bill of lading is signed until the time the proof of delivery is signed. Liability does not cover customer outside of these bounds.

There is a \$5,000.00 maximum refund limit for this level. This comes at a fee of \$500 additional per 24' truck load (up to ~1,600cu/ft and up to ~10,000lbs) or \$1,000.00 per tractor trailer load (up to ~3,200cu/ft and up to 20,000lbs) to validate this upgrade which MUST be opted prior to commencement of the move.

**c.) LIABILITY COVERAGE PERIOD:** Liability for valid and refundable loss and damage issues is active from commencement and execution of the bill of lading through signing of the proof of delivery. Liability is not valid after completion of a move. After release of goods from Casey Movers, liability will fall either on the customer, third party storage or warehouse facility, or another carrier if a transfer of goods has been made from Casey Movers to another carrier.

**d.) REAL PROPERTY (Indoors):** The very nature of moving furniture within a home poses an inherent risk of damage to real property such as walls, floors, ceilings, banisters, doorways, or otherwise. Customer or property management company of property is responsible for protection of floors, carpets, rugs, walls, doorways, elevator siding, or otherwise.

**e.) REAL PROPERTY (Outdoors):** The very nature of operating heavy equipment such as moving trucks within a property poses an inherent risk of damage to things such as driveways, lawns, trees, bushes, branches, obstructions, etc. Casey Movers is not responsible for this inherent risk and customer assumes all liability and risk.

**f.) LOSS AND DAMAGE:** Loss and damage is an inherent risk of moving. If this is unacceptable we recommend that you do not move. Doing a move yourself does not remove this risk. Loss and damage commonly runs about 2-3%. The greatest amount of damage is attributable to the in-transit portion of a move as trucks are utilizing public roadways and encounter unavoidable bumps, potholes, or otherwise. Damage may also rarely occur during loading, and unloading. The greatest risk of loss is to small unboxed and unmarked items. To avoid loss, it is recommended that customers appropriately package all items and mark any and all important items with their name and destination address and be sure to notify Casey Movers in writing that said item is being shipped.

**g.) HIGH RISK ITEMS:** Moving poses a high risk of damage to certain items. These items could be considered Televisions, Intricate Artwork, Antiques, Marble, Chandeliers, Heavy Items, Grandfather Clocks, Stone, Statues, Glass, Paintings, Sentimental Items, Priceless Items, etc. Please note that the customer is inherently responsible for these sorts of items and may consider moving them on their own separate from the bulk truck load. In the event of loss or damage, liability to Casey Movers is in association with the customers selected liability only and may be subject to certain exclusions for coverage.

**h.) NOTIFICATION:** In the event of loss or damage. The customer may notate potential and valid loss or damage on the proof of delivery or mover feedback documentation provided during delivery. Or, the customer may opt to email or text notations to any valid communication lines given to the customer by Casey Movers. All reports must be in writing. Verbal reports are non-valid.

Non-disclosure of an item to Casey Movers prior to commencement of the move will invalidate a claim for said item(s) (note, it is customary for customers to give a shipment list to Casey Movers prior to commencement of a move--when it comes to bulk box-able items it is on the customer to provide a list of any items of note as it is impractical to list every single small item within a household).

**i.) RESOLUTION:** In the event of loss or damage the resolution will be in the form of a refund check for valid claims or denial typically issued within 120 days of the claim in association with the customers selected liability at commencement of the move. Casey Movers reserves the right to issue a pause on an account (cool-down period) that could be in the form of days, weeks or months if customer conduct is deemed to warrant such. Loss and damage is an inherent risk of moving. Casey Movers does not get involved in replacement, repair of items, or otherwise. Resolution is in financial capacity only and is in association with the customers selected liability at commencement of the move. Any additional insurance is the responsibility of the customer which could be in the form of one of the many third party full value moving insurance plans available on the market or through homeowners insurance.

**j.) NO REFUNDS:** Outside of valid claims of loss or damage in association with a customers selected liability, service is non-negotiable and non-refundable. There are no refunds available for poor sentiment. Customer is responsible for all costs generated by the movement and shipment of their items.