



DEPENDABLE

MOVING & STORAGE

Local and Out of State Moving
Household Goods Carrier Rates, Tariff & Terms of Service

UPDATED June 24, 2022

Dependable Moving & Storage, LLC
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A most updated copy of this document can be found at <https://www.dependablemovingllc.com>.
This carrier will always charge services to most current rates and is not responsible for
circulation of old copies of this document.

2022 Dependable Moving & Storage

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1.0 BASIC AGREEMENT & DISCLOSURE

Dependable Moving & Storage, LLC is a private carrier of common household and office/commercial goods.

Main Port of Operations:

Dependable Moving & Storage, LLC
40 Morningside Drive
Rockland, MA 02370

Dependable Moving & Storage, LLC agrees to the terms and conditions found in this document. This document is written in simple language and should be easy to understand. Please note that by committing to a residential or commercial move, the customer will bring the move to completion at full rates and expenses to Dependable Moving & Storage, LLC found within this document (or otherwise amended in writing) regardless of any previous estimates.

1.1 ESTIMATES

Dependable Moving & Storage, LLC may provide in-home or over-the-phone estimates based upon inventory and/or inspection of goods to be moved, the goal of qualified estimators is to gather the following information to the best of their ability.

A. Shipment Origin

This will be the address at which Dependable Moving & Storage, LLC will pick-up the goods.

B. Shipment Destination

This will be the address at which our moving crews will make delivery. Please note that if this address is undetermined at the time of your meeting it could influence final cost. Things to look out for are stairs, elevators, long-walk requirements, etc.

C. Logistics & Time Constraints

Customer should notify Dependable Moving & Storage, LLC of any real estate closing dates and times as they may force increased labor or storage requirements upon the carrier for which costs will be deferred to the customer.

D. Shipment Volume

Dependable Moving & Storage, LLC will provide an estimated quantity of trucks to complete the project based on expected total shipment volume. Please note that shipment volume is opinion only. Second or third estimates are not discouraged.

E. Labor requirements

Labor requirements are calculated based upon estimated shipment volume. Please note that if estimated shipment volume off, final bill may likely differ greatly from

total estimated cost. Please note that shipper must pay for actual services rendered. Cost increases are not always because estimated shipment volume is off.

F. Rates

Estimator will disclose all rates related to the shipment. This will be on any estimate documentation. Dependable Moving & Storage, LLC will offer estimated shipment costs at time of estimate in relation to volume, labor averages, and rates associated with the move. Please note that the customer is responsible for actual services rendered despite any previously written estimates.

Please note that final account charges will always be in accordance with actual services rendered, even if attributable to human error, regardless of any previously written estimates. Any changes necessary before or during a customers move can affect final costs. Services are to be adjusted by Dependable Moving & Storage, LLC but provides no guarantees on accuracy of final costs. Customer will always be responsible for services rendered.

Dependable Moving & Storage, LLC will not visit final destination addresses. Estimates are performed at origin address solely to gather inventory for project requirements.

1.2 Relationship Between Dependable Moving & Storage, LLC & Customer

Dependable Moving & Storage, LLC maintains a strict relationship solely for transportation of household and commercial goods for customer. The customer will always be financially responsible for any services rendered by Dependable Moving & Storage, LLC. Any other expenses such as materials, permits, ferry fees, parking tickets, tolls or any expense incurred because of the shipment is at the sole expense and liability of the customer. These fees will be given at final costs. Dependable Moving & Storage, LLC agrees to complete services as efficiently as possible. Customers must understand that unexpected situations can arise and will not hold Dependable Moving & Storage, LLC liable. Customer will remain fully liable for any expenses accrued with completion of services.

2.0 PACKING & DIS-ASSEMBLY

In general, Dependable Moving & Storage, LLC expects that everything will be ready to go from the customer when moving crews arrive. Everything that can be boxed, should be boxed. Dependable Moving & Storage, LLC is not liable for loose items.

2.1 Packing

All packing should be done prior to the truck arriving. EVERYTHING being shipped should be off the walls and ready to go. Dependable Moving & Storage, LLC can provide packing services, but this service should be implicitly agreed upon between the Dependable Moving & Storage, LLC and the customer, and packers should be scheduled to come prior to moving day.

A.) Dishes, glasses, etc. should all be boxed and wrapped in packing paper.

- B.) Mirrors should be boxed and/or bubble wrapped.
- C.) Paintings should be boxed and/or bubble wrapped.
- D.) Any fragile glass pieces should be removed from furniture (Example: Curio cabinet, or dining room hutch) and boxed or bubble wrapped.
- E.) Artwork should be boxed, bubble-wrapped or safely packaged for transport.
- F.) Televisions should be boxed or safely packaged for transport.

Please note that if household goods are not properly prepared when our movers arrive with the truck, our movers will have no choice but to prepare them for you at no liability to Dependable Moving & Storage, LLC as they will be unprepared and not have the proper materials.

2.2 Dis-assembly/Re-assembly

Dependable Moving & Storage, LLC are general household furniture and office movers. Every piece of furniture we encounter is unique. We cannot guarantee dis-assembly and/or re-assembly of furniture. Dependable Moving & Storage, LLC will dis-assemble/re-assemble but is not responsible for items that cause delays the customer is responsible for time worked.

2.3 Material & Equipment Costs

Shrink wrap: \$75.00/roll
Book (small) box: \$5.00 each
Linen (medium) Box: \$6.00 each
Large Barrels: \$7.00 each
Wardrobe Box: \$20.00 each
Pack Paper: \$25.00/bundle
Mattress Bags: \$15.00/each
Tape: \$5.00/roll
Moving Blankets: \$300/dozen
Piano Board Use: \$250.00
Bubble Wrap: \$110.00/roll

2.4 Mattress Bags

Dependable Moving & Storage, LLC does NOT require mattress bags while conducting moves. Customer can request a mattress bag at Dependable Moving & Storage, LLC's cost. If customer so chooses to decline mattress bag Dependable Moving & Storage, LLC is not liable for any damages that can occur during move.

2.5 Supplied Materials

Dependable Moving & Storage, LLC provides moving blankets, two-wheelers, and four-wheelers on the truck. Anything else must be requested one to two business days before your move.

3.0 LOCAL MOVING RATES

All services provided within the state of Massachusetts shall be based upon an hourly rate. Please note that customer is responsible for all payroll hours that Dependable Moving & Storage, LLC incurs due to a shipment. This generally means, charges are port to port. The main carrier port in Massachusetts is at 40 Morningside Drive in Rockland, MA 02370.

3.1 Movers, Drivers, and Other Employees

There is a rate of \$95/hr./mover Port to Port from 40 Morningside Drive in Rockland, MA 02370.

3.2 Fuel Costs

Local fuel costs start at \$75/truck. Fuel charges can vary depending on the mileage.

3.4 Minimums

Please note there is a 4.5 hour minimum per day for all services. The minimum does not include the travel time back from port.

3.5 Discounts

Please note that Dependable Moving & Storage, LLC may offer discounts (or discounted rates). Discounts will be provided in writing. Please note that weekend or holiday moves may void discounts. Please note that a change in move date may void discounts.

3.6 Over-time and Off-Hours Work

Please note that Dependable Moving & Storage, LLC often provides one-hour arrival windows. These windows may be approximate. As drivers are using public roadways that may affect schedule, Dependable Moving & Storage, LLC cannot guarantee arrival window.

Typical starting windows range from an 8am to 9am, to 12pm to 1pm. Any shipment load-up or shipment off-load starting at a 1pm to 2pm window or later is considered off-hours. Any holiday may be considered overtime. Sundays may be considered off-hours.

Overtime work is performed at 1 1/2 times the hourly rate for services rendered. Please note that hours worked after 8 hours in any given day will be billed at 1 1/2 times the hourly rate for services rendered.

3.7 Additional Local Services

Carrier may perform services in addition to packing and moving within Massachusetts. Additional services operate at the same hourly rate of \$95/hr/person and 4.5 hour minimum per day applies to each service staff member. Additional services provided are wall/floor protection, furniture touch-ups, over-slow service, and shuttle service.

3.8 Holding Cost Disclosure

Please note that the shipment split over two days versus a single day, may require approximately 50% more labor in addition to the hold fee for the truck. This difference is due to additional travel time, as well as an efficiency factor that a same day move offers. Any overnight storage fees will be charged at \$500/truck/night.

4.0. OUT OF STATE MOVING RATES

Please note that Dependable Moving & Storage, LLC will service any state within the Continental United States. Please note that applicable hourly out of state rates apply for load-up and offload of moving trucks/trailers.

Out of state travel shall be billed at a rate of \$10.00/mile.

4.1 Flat Rates

Please note Dependable Moving & Storage, LLC may offer a binding flat-rate quote for out of state moves. This will include load up labor, transportation cost between Massachusetts and the destination addresses outside of Massachusetts (within the Continental United States) and the offload labor.

Flat-rate quotes for services cover cost for a full 26 foot box truck. These services are subject to change if items present are unable to fit on the originally agreed upon transport vehicle these fees are non-negotiable (see Section 4.3 for Overflow description).

4.2 Packing Services

Flat-rate quote does not include packing services which are by-the-hour in association with local rates found in Section 3 plus associated material costs found in Section 2.

4.3 Overflow

As stated above, most out of state moves go on a 26-foot box truck. In VERY rare instances, upon loading the truck, it may be found by Dependable Moving & Storage, LLC and the customer goods do not fit on a single truck. Resulting in goods to be left behind or delivered at customer's own expense. If this is the case customer must accrue any overflow expenses.

4.4 Scheduling

Dependable Moving & Storage, LLC can often guarantee a pick-up date. We can only offer a targeted delivery date. Due to the nature of out of state transportation, we cannot guarantee delivery dates. Many factors can affect delivery dates (weather, DOT checkpoints, breakdowns, traffic, scheduling conflicts, etc.). Dependable Moving & Storage, LLC cannot be liable for any expenses associated with missed delivery dates including but not limited to food, hotels, fuel, airfare etc.

5.0 INSURANCE & LIABILITY

Dependable Moving & Storage, LLC is a licensed and insured mover. Dependable Moving & Storage, LLC does not provide insurance to the customer. In the event of an accident, Dependable Moving & Storage, LLC liability is limited to the customer's declaration of value of shipment on the bill of lading. The customer must secure their own insurance.

5.1 Default Valuation \$0.60/lb/item

Default customer declaration of value is \$0.60/lb/item. This valuation is provided free of charge in any rate or estimate of services provided to customer by Dependable Moving & Storage, LLC. By choosing this option (indicated as option A on bill of lading) the liability to the Dependable Moving & Storage, LLC is limited to \$0.60/lb/item.

Example: 50lb table x \$0.60/lb = \$30 carrier liability

5.2 Real Property Damage

When moving furniture, real property may become damaged. Floors, doors, walls, door jams, ceiling, windows, etc. may be scratched, rugs may be dirtied. Hinges on doors may be damaged. There may be weather related damages. Dependable Moving & Storage, LLC takes no responsibility for property damages occurred through the duration of a move.

Moving trucks are heavy equipment. Dependable Moving & Storage, LLC are not reliable to landscape, lawn, or driveways, etc. during the duration of the job. Dependable Moving & Storage, LLC does not assume liability for real property damage as it is considered the nature of moving.

5.3 Liability Exceptions

A.) Dependable Moving & Storage, LLC is not liable for any lost or damaged goods and/or boxes packed by owner. No exceptions.

B.) Dependable Moving & Storage, LLC is not liable for pre-wrapped (blanketed, shrink-wrapped, packaged, etc.) furniture. Example: accepting goods from another company or third-party storage.

C.) Dependable Moving & Storage, LLC is not liable for damage incurred due to requested dis-assembly or re-assembly of goods. Carrier not liable for hardware loss or damage (Example: screws to a piece of furniture).

D.) Dependable Moving & Storage, LLC is not liable for goods made of particleboard. No exceptions.

E.) Dependable Moving & Storage, LLC is not liable for goods shipped loose. Examples: Lamps, lampshades, etc.

F.) Dependable Moving & Storage, LLC not liable to transport any one item if movers deem transport is not possible and/or dangerous/unsafe.

G.) Dependable Moving & Storage, LLC not liable for weather-related damage. Certain steps can be taken but no guarantees can be made. Dependable Moving & Storage, LLC takes no liability for any of these damages. No exceptions.

H.) Dependable Moving & Storage, LLC not liable for any real property damage.

I.) Dependable Moving & Storage, LLC not liable for common moving scratches, dust, dirt, rubs and/or chips. These small types of damages are unavoidable to a degree in moving and are generally quite easy for customer to repair.

J.) Dependable Moving & Storage, LLC not liable for any electronic equipment. Examples: tv, laptops, computers, etc. No exceptions.

K.) Dependable Moving & Storage, LLC not liable for appliances such as refrigerators, dishwashers, washing machines and dryers. No exceptions.

L.) Dependable Moving & Storage, LLC not liable for any dis-connection and/or re-connection of appliances. We will not disconnect or reconnect any gas operated appliances, this must be done prior to movers arrival.

M.) Dependable Moving & Storage, LLC not liable for any furniture that may become damaged in third-party storage.

N.) Dependable Moving & Storage, LLC is not liable for high value items such as glass, jewelry, antiques, artwork, etc. or items worth \$100/lb. or more. All jewelry, cash, medications, etc. should be removed prior to the movers arriving.

5.4 Claims Procedure

Customers should do a walk-through prior to the movers leaving. Any accidents or significant damages should be written on the bill of lading in the designated area prior to the movers leaving. Claims for shipments within the state of Massachusetts must be submitted to Dependablemovingllc@gmail.com within 15 days of delivery. Out of state moving claims must be submitted to dependablemovingllc@gmail.com within 30 days of delivery.

Please note that once a claim is submitted by the customer, we have 30 days to acknowledge your claim submission.

6.0 BILLING AND PAYMENT

Please note, the customer is liable for paying any service (hourly, truck, etc.), material charges or any other associated fees in full prior to movers ending services at final destination. This means account balance is due in full before the truck departs customer's final destination.

Payments are collected in the form of cash, certified check, or money order. All checks and money orders are to be written out to Dependable Moving & Storage, LLC.

All payments made to Dependable Moving & Storage, LLC are non-refundable.