



**Flex Storage Inc. Household Goods Tariff
For Intrastate Moves Within Massachusetts
Massachusetts DPU #: 25HG32**

USDOT #: 4148650

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Tariff Version: 1.0-MA

Section 1: General Rules

This tariff sets forth the maximum rates and charges for the intrastate transportation of household goods in the Commonwealth of Massachusetts under 940 CMR 5.00 and the regulations of the Massachusetts Department of Public Utilities (DPU). Flex Storage Inc. agrees to operate only as a duly licensed household goods mover and provide all services in compliance with applicable regulations and consumer protection standards.

Section 2: Definitions

- **Carrier:** Flex Storage Inc.
- **Shipper:** The individual or entity contracting the mover.
- **Household Goods:** Personal property used in a residence.
- **Released Value Protection:** Basic liability at \$0.60 per pound per article, included at no cost (per DPU requirement).
- **Full Value Protection:** Optional coverage for declared value above released value.

Section 3: Rates and Charges

Tiered Service Packages (Hourly Rate per Mover):

- Silver: \$60/hour
 - Gold: \$70/hour
 - Diamond: \$85/hour
- (Example: 3 movers at Silver = \$180/hr)

Service Package Definitions

- **Silver Service:**
Includes standard furniture protection using moving blankets. No additional packing materials are provided.
- **Gold Service:**
Includes all features of the Silver Service plus fragile item protection, including bubble wrap, packing tape, and mattress bags. Boxes are not included in this service level.
- **Diamond Service:**
Includes all features of the Gold Service plus full packing support, including all necessary boxes for the move.

Service Type	Blankets	Bubble Wrap & Tape	Mattress Bags	Boxes
Silver	✓	✗	✗	✗
Gold	✓	✓	✓	✗
Diamond	✓	✓	✓	✓

Minimum Charges:

- 4-hour minimum per move (including travel time)

Travel Time Fee:

- One (1) hour of travel time added to total billed hours
- Based on round-trip distance calculated via Google Maps from parking center to origin and return from destination

Vehicle & Equipment Fee:

- One standard truck and driver: Included in hourly rate
- Additional trucks: \$120/hour minimum (rates vary by package)

Packing Services:

- Packing labor only: \$65/hour per packer
- Packing materials: Charged separately at actual cost

Section 4: Accessorial Services

Service	Charge
Long Carry (75+ ft)	\$75
Stairs (2nd floor and higher)	\$50 per flight
Elevator Access	\$50 flat
Bulky Items (e.g., pianos, safes)	\$150 each
Other Special Services	Quoted in advance

Section 5: Valuation and Liability

Option 1: Released Value Protection

- Included at no cost
- Carrier liability is limited to \$0.60 per pound per article

Option 2: Full Value Protection

- Available upon written request
- Valuation based on declared value
- Cost: \$15 per \$1,000 declared value

All valuation elections must be completed in writing prior to commencement of services.

Section 6: Estimates

Flex Storage will provide:

- **Binding Estimates:** Issued after visual or virtual survey
- **Non-Binding Estimates:** Based on estimated time and resources; final charge reflects actual service time

All written estimates will be provided at least 24 hours in advance of move, unless in case of emergency or short-notice move as permitted by law.

Section 7: Deposits and Cancellations

- **Deposit Requirement:** \$200 advanced payment
- **Free Cancellation:** No penalty for cancellations/reschedules made more than 48 hours prior to scheduled service
- **Late Cancellation:** If within 48 hours, deposit is forfeited as a cancellation fee

Section 8: Claims and Dispute Resolution

- Written claims must be submitted within 30 days of delivery
- Carrier will acknowledge claim within 15 days
- Claims will be resolved within 30 days
- Binding arbitration will be made available for unresolved disputes per DPU standards

Section 9: Consumer Rights

All customers shall receive:

- "Your Rights and Responsibilities When You Move in Massachusetts" brochure in confirmation emails as well as on the website.
- Contact information for the Massachusetts DPU to file complaints

Section 10: Tariff Availability

This tariff is available for public inspection at the company's primary place of business during normal working hours and shall be furnished to the Massachusetts DPU or any customer upon request.