

Mr. Murray's Moving INC

Mr. Murray's Moving INC is a moving company that specializes in packing and residential/commercial moving. Our physical address is 103 Webster St. Worcester, MA 01603 and our mailing address is 19 Ashton St. Oxford, MA 01540. The company's phone numbers are (508) 753-3659 and (508) 523-4967.

Services:

We provide expert care for household and commercial items. We charge by the hour, all travel time and gas and supplies as needed. All rates are listed below.

- **Deposit- A minimum of \$350 for single day or \$500 for multiple day moves. (See below)**
- **Moving- \$35/hour per truck and \$50/hour per person. \$350 minimum for 2.5 hours and under.**
- **Overnight storage- \$100/night per truck.**
- **Specialty items- Larger or complex items may be subject to a separate charge. (See below)**
- **Packing- \$50/hour per person.**
- **Gas- Market price.**
- **Supplies- Charged as needed. Market price. (See below)**
- **Tolls- As needed.**
- **All estimates are free.**

Deposits are collected at the time of booking. We collect a \$350 deposit for a single day move and \$500 for a multiple day move. All deposits are non-refundable and non-transferable. We retain the deposit if a customer changes their move date or cancels. Upon completion of a move, we return the deposit and deduct the amount off the total of the invoice.

Special items are categorized as larger, heavier or more difficult pieces. This can be an appliance, gun safes, safes, boilers, lawn mowers, snowblowers, pianos, commercial water heaters, commercial hoods, commercial equipment, etc. Prices depend on weight and shipping location. All gas-powered items must be emptied. WE DO NOT TRANSPORT HAZARDOUS MATERIALS.

Supplies are calculated as needed. We do not charge the customer an additional fee for any supplies we provide during a pack or move. We charge the customer for the exact price of the item we purchased.

Expectations:

Our expectations for each move is communicated by phone and email at the time of booking. We reserve the right to cancel any move that is deemed hazardous to our crews health and safety. This includes but is not limited to:

- Bug or rodent infestation
- Aggressive animals
- Unsafe or unlit structures
- Drug paraphernalia
- Weather conditions (ice or snow covered pathways and parking area)
- Unclear walkways, tripping hazards.

Upon booking, we gather what items are to be moved and provide a time frame of how long the job may take. This information helps us determine how many crew members and tools might be needed to complete the job. Any items added on after phone and email confirmation will void the estimate given as it will change the time and may prevent us from completing the job.

Customers must be 18 years old or older to book. We also require an adult over the age of 18 at all pick up and drop off locations. They will be responsible for any communication or any problem that may arise.

Customers are responsible for providing our crews with parking and elevator reservations. Any parking passes needed are up to the customer to provide. We can provide our trucks' information to any entity that requires it.

All furniture should be emptied of all its contents and placed into boxes or totes. **PLEASE REMOVE ALL VALUBLES FOR YOUR OWN TRANSPORT.**

- All boxes should be sealed with clear packing tape. All totes should have their appropriate lids and be able to close securely.
- Any fragile items should be wrapped appropriately with bubble wrap, clothes or paper to avoid damage while being moved. Weight should be evenly distributed to avoid heavier items breaking lighter items.
- Please do not overpack boxes. We do not take anything in bags, or anything packed improperly.

- We do not move TVs without a box. If you don't have the original box, it came in, you can order one online.
- We do not remove anything mounted to a wall or structure.
- If you are moving to a storage facility, we recommend having coverings (moving pads, old blankets) for any wood furniture to avoid scratches.
- We can supply coverings or TV boxes upon request at a cost. Please let us know at the time of booking if you need these items as we do not carry them on trucks.

Payments:

Payments must be paid at the end of service by cash, check, debit or credit. A receipt will be provided through email or mail upon request.

- All debit, credit or bank payments are made through Quick Books. We will process payment upon completion of the job via a tablet through our Quick Books application or the customer will receive an invoice by the email provided after the service is completed.
- Checks may be made payable to

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- If any invoice exceeds 30 days of nonpayment from date of services rendered, interest in the amount of 5% will be added to the remaining balance.
- After 3 months of nonpayment, we will seek legal action to resolve the matter.