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Commonwealth of Massachusetts
Department of Public Utilities



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REGULATIONS AND SCHEDULE OF
CHARGES APPLICABLE TO CERTAIN
INTRASTATE HOUSEHOLD GOODS
MOVES WITHIN THE STATE OF
MASSACHUSETTS

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SECTION 1

1. TRANSPORTATION CHARGES

Transportation Charges include the hourly rates as listed below. Transportation only includes transportation between loading and unloading locations.

1.1. HOURLY RATES AND CHARGES

Moves will be conducted on a “straight time” basis, with a minimum hourly charge as set out below plus travel time. The clock starts at the appropriate hourly rate when the movers arrive at the job site and begin providing service, and the clock stops when the movers finish providing service on location.

Hourly Rates – Discounted Rates (Monday – Thursday)

Hourly rate per two movers and a truck	--	\$90.00/hour
Hourly rate per three movers and a truck	--	\$120.00/hour
Hourly rate per four movers and a truck	--	\$150.00/hour
Additional mover:	--	\$30.00/hour

Hourly Rates – Standard Rates (Weekends, last week of the month)

Hourly rate per two movers and a truck	--	\$100.00/hour
Hourly rate per three movers and a truck	--	\$130.00/hour
Hourly rate per four movers and a truck	--	\$160.00/hour
Additional mover:	--	\$30.00/hour

Hourly Rates – Peak Rates (Holidays and peak moving days)

Hourly rate per two movers and a truck	--	\$120.00/hour
Hourly rate per three movers and a truck	--	\$160.00/hour
Hourly rate per four movers and a truck	--	\$200.00/hour
Additional mover:	--	\$40.00/hour

Two Trucks Hourly Rate:

Starts at \$200.00/hr., minimum of 4 persons. Each additional mover will be an additional \$30.00 an hour, and each additional truck will be an additional \$50.00 an hour.

Travel time:

Travel fees will be calculated based upon the flat rate from our parking lot to the client's address and from the end destination back to our parking lot.

Overnight Storage Fees:

\$150.00 per night, per truck. Packing/unpacking jobs will follow the one truck hourly rate as listed above.

1.2. MINIMUM HOURLY CHARGES

Customers will be charged a two-hour minimum, and then in fifteen-minute increments thereafter.

1.3. CANCELLATION POLICY

If customers cancel within 24 hours of their move, Move and Improve, Inc will charge a single hour of the appropriate hourly rate.

SECTION 2

2. ADDITIONAL SERVICES

The following charges shall be assessed in addition to the hourly rates quoted in Section 1.1 of this tariff.

2.1. MOVING TRUCK

Move and Improve, Inc will offer to provide a box truck for the move at a flat rate of \$200.00 per day. This cost includes fuel, mileage, and insurance for the truck. Trucks provided by Move and Improve, Inc are not to be driven by the clients. Clients will not be allowed to ride as a passenger in these vehicles.

2.2. BULKY ARTICLE CHARGES (per item)

2.2.1. FIRE PROOF FILE CABINETS AND SAFES

To move these items along with other household goods is a flat charge of \$120.00. A fire proof cabinet or safe alone is \$200.00 for the first hour, then at the appropriate hourly rate as set forth in Section 1.1. The two-hour minimum does apply when moving any of these items alone, and additional time will be charged in fifteen-minute increments.

2.2.2. OTHER BULKY ITEMS

Any bulky articles not listed above will be charged the same as the appropriate hourly rate.

2.2.3. RIGHT TO DECLINE TO MOVE ITEMS

Move and Improve, Inc reserves the right to decline, at its sole discretion, to move particular items because of their bulk, weight or fragile nature.

2.3. PIANO CHARGE

2.3.1. UPRIGHT PIANOS (48 inches or taller)

To move these items along with other household goods is a flat charge of \$120.00. To move an upright piano alone is \$200.00 for the first hour, then at the appropriate hourly rate as set forth in Section 1.1. The two-hour minimum does apply when moving an upright piano alone and additional time will be charged in fifteen-minute increments.

2.3.2. SPINET, CONSOLE, STUDIO, OR PIANOS

These items are charged the same as upright pianos as stated in Section 2.3.1

2.3.3. GRAND AND BABY GRAND PIANOS

To move these items along with other household goods is a flat charge of \$200.00. To move a grand or baby grand alone is \$250.00 for the first hour, then at the appropriate hourly rate as set forth in Section 1.1. The two-hour minimum does apply when moving a grand or baby grand piano alone, and additional time will be charged in fifteen-minute increments.

2.4. ELEVATOR OR STAIR CARRY

Move and Improve, Inc does not charge customers an additional fee for elevator or stair carry. The charges are the same as the appropriate hourly rate set forth in Section 1.1.

2.5. EXCESSIVE DISTANCE OR LONG CARRY CHARGES

Move and Improve, Inc does not charge customers an additional fee for carrying articles an excessive distance, long carry charges, articles, or special serving. These charges are the same as the appropriate hourly rate set forth in Section 1.1.

2.6. PACKING AND UNPACKING

We do not charge an additional fee for packing and unpacking. The packing rate is the same as the hourly rate listed in Section 1.1. Packing materials must be provided by the customer. Move and Improve, Inc does offer moving supplies for sale; however, these must be purchased separately and are not included in any hourly charges, flat rate charges for bulky items, or not to exceed quotes for long distance moves. We are not responsible for items packed by the customer. Boxes containing fragile or breakable items must be properly labeled. We reserve the right to decline any moves consisting of extremely large or fragile items.

2.7. ARTICLES, SPECIAL SERVICING

The rates and charges in this tariff do not include servicing or connection of appliances such as freezers, refrigerators, computer equipment, washers, dryers, televisions, and similar articles.

SECTION 3

3. RULES AND REGULATIONS

3.1. CLAIMS

3.1.1. All claims for loss, damage or overcharge must be written and should be attached to the Bill of Lading. Claimant must immediately notify carrier of all claims for concealed damage. Move and Improve, Inc must be given reasonable opportunity to inspect damaged items in original packing.

3.1.2. Although our movers will be careful with your possessions, from time to time damages may occur. If damages are caused by our service, we reserve the right to repair the damage(s) in question. If we determine that damages cannot be repaired, we reserve the right to either replace or compensate (actual cash value) for the damage. If there is damage, notify us immediately. Our movers will complete a Damage Report before they leave your site. If you discover damage after the move, call the office within 96 hours of your move. No damage claims will be honored until the charges for moving services are paid in full. You will be asked to sign a Release of Liability acknowledging this.

3.1.3. In consideration of the rate charged it is mutually agreed and understood that the liability of Move and Improve, Inc with respect to loss and/or damage of the consigned goods is limited to 60c per pound. Move and Improve, Inc shall not be liable in any event for any special or consequential damages including but not limited to loss of profits, income utility or market whether or not Move and Improve, Inc had knowledge that such damage might be incurred.

3.2. BILL OF LADING, CONTRACT TERMS, AND CONDITIONS

Each customer will be provided with a copy of Move and Improve, Inc's Moving Services Agreement. The terms and conditions of the Moving Services Agreement are hereby incorporated by reference.

3.3. GOVERNING PUBLICATIONS

Our rates and charges are governed by the terms and conditions of this tariff, and the Rules and Regulations of the Massachusetts Public Service Commission.

3.4. RELEASE OF LIABILITY

3.4.1. ITEMS OF PARTICULAR VALUE

We do not assume any liability whatsoever for documents, currency, credit cards, jewelry, watches, precious stones or articles of extraordinary value including accounts, bills, deeds, evidences of debt, securities, notes, postage stamps, stamp collections, trading stamps, revenue stamps, letters or packets of letters, alcoholic beverages, firearms, coin collections, articles of peculiarly inherent or intrinsic value, precious metals or articles manufactured there from. We will not accept responsibility for safe delivery of such articles if they come into our possession with or without our knowledge.

3.4.2. PRESSED-BOARD, PARTICLEBOARD AND/OR ENGINEERED WOOD

Furniture manufactured from pressed-board, particleboard and/or engineered wood (such as IKEA furniture) are designed by the manufacturer to be transported unassembled in cartons to the retailer, and then to the customer (end user). It is not

designed to withstand the normal stress of a move as an assembled unit. Surface impressions can be made on the furniture when writing without adequate support underneath the paper. We will exercise reasonable care in moving this type of furniture, but cannot guarantee that it will be delivered in the same conditions it is in prior to the move. As such we do not assume any liability whatsoever for furniture manufactured with such materials.

3.4.3. ITEMS UNABLE TO BE ASSESSED PRIOR TO HANDLING

The following items are excluded from moving and storage liability due to our inability to assess the conditions of these items prior to handling. If these items are transported loosely, they are excluded from moving and storage liability. These items include, but are not limited to: electronic components, appliances, televisions, stereos, DVD players, CD/MP3 players, sewing machines, typewriters, computers, laptops and etc.

3.5. ITEMS OF PARTICULAR VALUE

Move and Improve, Inc does not assume any liability whatsoever for documents, currency, credit cards, jewelry, watches, precious stones or articles of extraordinary value including accounts, bills, deeds, evidences of debt, securities, notes, postage stamps, stamp collections, trading stamps, revenue stamps, letters or packets of letters, alcoholic beverages, firearms, coin collections, articles of peculiarly inherent or intrinsic value, precious metals or articles manufactured there from. Move and Improve, Inc will not accept responsibility for safe delivery of such articles if they come into Move and Improve, Inc's possession with or without Move and Improve, Inc's knowledge.

SECTION 4

4. INSURANCE OPTIONS

4.1. REPLACEMENT VALUE PROTECTION

When Replacement Value Protection is requested by the customer, Move and Improve, Inc will be liable to the maximum declared released value for replacement of the articles lost or damaged while in Move and Improve, Inc's custody. Replacement Value Protection is the minimum coverage under which your goods can be released and is provided by Move and Improve, Inc at no additional cost. The maximum liability for your shipment is established by multiplying the weight by \$0.60 per pound per article – as required by DOT regulations in Massachusetts.

Example: A dresser weighing 150 lbs:

\$0.60 per pound per article: \$90.00

Example: A stereo weighing 10 lbs:

\$0.60 per pound per article: \$6.00

4.2. FULL VALUE PROTECTION

Full value protection is only provided by Move and Improve, Inc for interstate moving as required by the Federal Motor Carrier Safety Administration. For full coverage on intrastate moves we refer you to an affiliate company that will provide that coverage.