



## **Pack & GO Moving LLC TARIFF NO.**

This tariff contains the description, regulations, and rates applicable to the furnishing of services and facilities for household goods services provided by Pack & GO Moving LLC with principal offices at 197 Grove Street Waltham, Massachusetts, 02453. This tariff is on file with the Commonwealth of Massachusetts Department of Public Utilities, and copies may be inspected during normal business hours at the Company's principal place of business. The Company's telephone number is: (857) 384-18-11.

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## 1.0 BASIC AGREEMENT & DISCLOSURES

Pack & Go Moving LLC is a private carrier of common household and office/commercial goods and may be referred to as the "carrier" in any and all documentation issued by Pack & Go Moving LLC. Pack & Go Moving has no van-line affiliations. Pack & Go Moving LLC maintains the right to utilize agents to fulfill shipments or portions of shipments whether intra-state or inter-state. Any client or customer of Pack & Go Moving LLC that will be shipping goods through utilization of the services provided by Pack & Go Moving LLC may be referred to as the "shipper" in any and all documentation issued by Pack & Go Moving LLC.

The shipper inherently 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 carrier will bring the move to completion at the full rates and expenses to the shipper found within this document (or otherwise amended in writing) regardless of any previous estimates.

### 1.1 Estimates

Pack & Go Moving 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 carrier moving crews 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 have an effect on final cost. Things to look out for are tractor-trailer restrictions, stairs, elevators, long-walk requirements, etc.

#### C. Logistics & Time Constraints

Shipper should notify carrier of any real estate closing dates and times as these may force increased labor or storage requirements upon the carrier for which costs will be deferred to the shipper.

#### D. Shipment Volume/Weight

The estimator will provide truck space requirements and/or estimated weights of total shipment based upon visual inspection and inventory of goods to be shipped. Please note that shipment volume and weight is opinion only. Second or third estimates are not discouraged.

#### E. Labor Requirements

Labor requirements are calculated based upon estimated shipment volume and weight. Please note that if estimated shipment volume and weight are 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/weight are off.

F. Associated Rates Estimator should disclose any associated rates that govern the shipment. This should either be in the fine print on any estimate documentation, or estimator may notate amendments to guaranteed rates. Please note that any alteration or notation to carrier documents by shipper are prohibited and shall have no effect.

#### G. Estimated Completion Costs

Authorized estimator or manager of carrier may offer estimated shipment costs in association with estimated volume/weight, labor averages and guaranteed rates. Please note that shipper 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.

Please note that if shipper changes any element of a shipment (including but not limited to: shipment origin, shipment destination, logistics, shipment volume/weight) final cost of move will likely vary from estimated completion costs. Carrier agents may advise shipper of how these changes may affect their final cost, but carrier provides no guarantees to accuracy of these informal estimates. Again, shipper is responsible for paying actual services rendered as any verbal or written estimates from any carrier are ultimately subjective opinions of the estimator performing the function.

Please note that it is customary in the moving industry to inspect only the origin address and the estimator is prohibited by this carrier to visit any destination point. The primary purpose of the in-home estimator is to take an in-home inventory for the shipper and to gather other essential details.

### **1.2 Free Basic Moving Supplies**

Carrier advertises free moving supplies on various marketing materials. This includes materials needed to wrap and protect furniture during the move. This does not include packing materials such as boxes and tape.

### **1.3 Relationship Between Carrier & Shipper**

The carrier serves the shipper as a means of transport between any given origin and destination address. The shipper in this relationship is the financially obligated entity for the shipment and agrees to pay any applicable tariff charges in association with any shipment between any origin and destination. Any other expenses such as materials, permits, ferry fees, parking tickets, tolls or any expense incurred as a result of the shipment is at the sole expense and liability of the shipper.

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Carrier expects shipper to be aware of local laws pertaining to the shipment of household or commercial goods and must notify or obtain any necessary permits the carrier may require to operate at the origin and/or destination address.

Once shipment is commenced, shipper authorizes carrier to take any necessary means to complete shipment in association with the terms of this document. Carrier commits to complete work as efficiently as possible. Shipper agrees to pay applicable charges in association with this document. Shipper understands that unexpected situations may arise and will not hold carrier liable. Shipper is fully liable for any actual expenses incurred to complete an operation.

#### **1.4 Deposit Requirements:**

Please note that the resources of this carrier including but not limited to laborers, truck and storage is limited and the demand for such services is often higher than this carrier is able to actually service. Due to the limited nature of the services this carrier provides, the carrier requires a minimum deposit of \$100. Please note that this deposit is refundable with a week's notice of cancellation.

#### **1.5 Cancellation of Services:**

Please note that in the event of cancellation less than a week in advance, the carrier is entitled to the initial deposit placed by the shipper. Please note that written notice should be given issued to the carrier at [packgomoving@gmail.com](mailto:packgomoving@gmail.com) that includes shippers full name and address with the currently scheduled move date.

#### **1.6 Common Complaints and Resolutions**

A.) "I THINK YOU (ESTIMATOR OF THE CARRIER) ARE PUTTING IN TOO MUCH TIME, IT'S NOT GOING TO TAKE THAT LONG!!! I CAN DO THIS WHOLE THING IN 3 HOURS"

The fear here, is that the estimator is charging too many hours for too little work. Estimators of the carrier often quote all moves based off the same averages. With that being said, all jobs are unique and come with their own challenges. This is where it does not hurt to ensure you will be charged ONLY for the time you need. This arrangement can be made in advance of your move. It also does not hurt to get second and/or third opinions from another estimator of the carrier, or the estimator of another carrier entirely. In our experience, shippers often severely underestimate the work involved and labor requirements to complete a move.

The smaller the job, the more likely we find it that a shipper will believe we are figuring too much time to complete a job.

B.) "THE ESTIMATOR MIS-QUOTED, MY BILL DOUBLED"

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The fear here, is that the estimator intentionally low-balled a job to get it. Please note that estimators of this carrier are not paid commission and have no inherent reason to "low-ball" a job. All jobs are generally quoted based off the same averages based upon the inventory provided by the shipper.

Problems most often occur when shippers are meeting with multiple carriers far in advance of a move and have not yet pinned down exact details of shipment; including but not limited to inventory, logistics, and/or other details. It is our experience while shipper is interviewing multiple carriers, shippers tend to focus too much energy on who to hire, and not enough energy on disclosing proper details for estimator to provide accurate estimates.

Please note that regardless of any estimate, shipper is liable for hourly rate to complete shipment. Please note that "mis-quotes" can be avoided by having second and/or third opinions by additional estimators from this carrier.

Factors that can have an effect on estimated cost vs actual cost are weather, unanticipated access difficulties, inventory discrepancy, shipper readiness.

Carrier can never refund services rendered in the event of an alleged "mis-quote" as agents and/or employees of the carrier cannot know the reasons for the difference between initial estimated costs vs actual costs which may include weather, unanticipated access difficulties, inventory discrepancies, shipper readiness that may have resulted in additional packing time, etc. Shipper is solely liable for hourly rates required to complete move.

The larger a job, the more variables that can come into play and effect accuracy.

### **C. "THE MOVERS WERE CARELESS AND/OR TOO QUICK WHICH RESULTED IN SCRATCHES TO MY FURNITURE"**

Please note that small scratches or gouges on furniture are a common risk to moving furniture from one location to another, even with moving pads, and does not represent negligence. The movers often do their work quickly as they are working for you by the hour.

The smaller the job, the less risk there is for damage. The bigger the job, the more risk there is for damage.

Damage risk CAN be reduced by breaking work into smaller segments (for example: doing all the boxes and small stuff on one day, and all the furniture on an entirely separate day). However, please note that this will increase overall cost significantly.

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D.) "60 CENTS PER POUND FOR MY TV THAT WEIGHS 10LBS BUT IS WORTH \$1,000?  
THAT IS HIGHWAY ROBBERY, YOU ARE A SCUMMY COMPANY!"

This issue is a result of the improper belief that if a licensed and insured moving company damages something, they are liable for the damages in full. This notion is incorrect on both state and federal levels. Moving household furniture and goods is risky. There is a natural risk that some items being shipped will be damaged and/or lost. Standard liability to moving companies is \$0.60/lb/item. Shipper is responsible for obtaining additional coverage through their insurance company prior to commencement of a move. This often consists of a detailed inventory along with a value report to be submitted by the shipper to their insurance company prior to the move so that an individual policy can be catered to the shipper.

E.) "IN MY INDUSTRY IF MY ESTIMATE WAS NOT ACCURATE I WOULDN'T HAVE A  
JOB!"

We often hear this after moving costs have varied greatly from an initial estimate. Please note that estimates are just that... estimates, and often connected to very specific parameters. In this particular industry there are MANY variables that can effect the outcome of final cost...

1. Inventory - We find that inventory can fluctuate greatly... when doing an initial walkthrough... shipper may remark that they intend to have a yard sale, estate sale, or donate/dispose of goods prior to the movers arriving. In some instances, estimator has not seen certain rooms (entire basements/attics/storage spaces) and cannot figure these items into the equation.

In some instances, shipper intentionally hides or omits items! We are aware that there are certain suggestions floating around the internet stating that it is wise to "make a job seem easier" in order to obtain a low moving cost from the mover prior to starting. We do not know which states require a mover to offer a flat rate, but in Massachusetts it is by the hour and we do not recommend hiding inventory and/or making a job seem easier in order to obtain a low estimate. A low estimate can have a high final cost. The estimator needs to take all factors into consideration when running his figures to provide the most realistic expectations for your final costs.

2. Logistics - Logistics include both origin address and destination address. Often when we meet in advance of a move, the estimator does not yet have access to information pertaining to where the shipment will be delivered to. This may or may not have an effect on the final shipment cost. Additionally, the carrier is utilizing public roadways that adds a certain amount of variation and fluctuation to final moving cost. Public roadways have varying levels of traffic based upon weather, holidays, rush hour, delays, detours, etc. As charges are both hourly and port to port, the estimator may only be able to rely on averages and/or GPS estimates.

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Furthermore, many of our clients are entering into real estate transactions when they are moving with us. Weeks or months in advance, shipper nor the carrier may have access to important logistical information such as closing dates and times that may force down-time and/or storage requirements.

3. Shipper Readiness - Our movers encounter great fluctuations in terms of shipper readiness when they arrive. They may show up one day to a home that is fully packed and ready to go. Everything is in a box, nothing is loose. All furniture is broken down and ready to go. Everything is packed neatly into the garage and ready to be loaded onto the truck. They may arrive to another house the next day, that has artwork on the walls. The lamps are still on the end tables in the living room. The beds have blankets on the them. Clothing is hanging in the closets. There are loose items in the hutch in the dining room that has not been packed. These two scenarios account for nearly a 100% difference in final cost... yet, our estimator needs to often commit to a single "estimate" for the shipper in advance of the move.

Please note that our estimator will often assume that you will be "reasonably prepared." This means... make sure boxes are packed and ready to go... nothing is loose... nothing hanging on the walls. We will take care of the furniture... and we don't expect it to be in the garage ready to go.

4. Unexpected issues - Any shipment can have unexpected issues. We may find that a single piece of furniture, for one reason or another, completely throws an estimate off.

This may be an exceptionally heavy piece of furniture, or a furniture that requires significant time and effort to dis-assemble and prepare for safe shipment. Please note that estimators cannot always predict these types of situations.

We may find that the access at either the origin and/or destination address is not suitable for the truck being used. Either a long-walk may be required, a shuttle, or the use of another truck all together. Again, these are issues that the estimator may not be able to predict.

Please note that our operations staff are open at all times to subtracting or adding hours prior to commencement of a move at the request of a shipper. Estimates are subjective opinions of those performing the function. The shipper is liable for actual services rendered.

G.) "I WENT WITH YOU BECAUSE OF THE ESTIMATE... THE FINAL MOVE COST WAS HIGHER... THAT IS ILLEGAL, THAT IS 'BAIT AND SWITCH!'"

The definition of bait and switch:

"The action (generally illegal) of advertising goods that are an apparent bargain, with the intention of substituting inferior or more expensive goods."

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Our estimators take a detailed inventory when they are in your home. All pre-move inspection reports have a disclosed hourly rate. Hourly rates are generally confirmed verbally, and in writing prior to commencement of a move. Hourly rates are listed on the contract/bill of lading signed prior to starting the move.

Bait and switch does not apply to the type of work we do. Surprises can be avoided by consulting with your estimator or calling us to discuss any concerns you have.

## **2.0 PACKING & DIS-ASSEMBLY**

In general, the carrier expects that everything will be ready to go by the shipper when the carrier moving crews arrive. Everything that can be boxed, should be boxed. Carrier cannot take loose items. Additionally, if sanitation standards are not met at the time of the move, the carrier has the right to refuse the move and refund the shipper.

### **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. Carrier can provide packing services, but this service should be implicitly agreed upon between the carrier and the shipper, 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.) Art-work 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 the carrier as they will be unprepared and not have the proper materials.

Shipper should remove from home (example: place in car), any valuables including cash, jewelry, firearms, alcohol, medications, etc. prior to the movers arriving. Shipper is solely responsible for transporting this items. Carrier is not liable in any way for the transport, damage, loss or theft of these items. Having these items in the home, or any items on the prohibited items list found in Section 6.5 shall be considered negligence on the part of the shipper and shipper shall be liable for any loss, damage (or damage to shipment due to inclusion of prohibited items) or theft in full.

### **2.2 Dis-assembly/Re-assembly**

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Generally, furniture should be taken apart and ready to go. If it is not, the movers may assist you in disassembling and re-assembling furniture. Please consider this advance warning that carrier is not liable for damage or loss resulting from dis-assembly and re-assembly of furniture. This carrier is a mover, not an installer.

Remember, employees and agents of the carrier 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.

**2.3 Safes, Pool Tables, Hot Tubs, Grandfather Clocks**

Carrier cannot move safes with a weight of 250lbs and up. For these types of items, carrier differs this work to a specialized safe mover. Carrier never guarantees the transport of a safe, even if inadvertently included on a pre-move inventory.

Carrier may move pool tables. However, some pool tables (not all) can only be transported if our movers take them apart. If this is the case, a specialist must be brought in after the move to re-felt the pool table and balance it at no liability to the carrier.

Carrier may be able to move some hot tubs. However, in general the carrier must differ this work to a specialist. Carrier shall never be liable for moving a hot tub even in the event of its inadvertent inclusion on a pre-move inspection report.

Grandfather clocks should be pre-packaged prior to our movers arriving. Carrier is not liable for the malfunction of a grandfather clock. Carrier cannot be liable for any damage resulting from disassembly and/or re-assembly.

**2.4 Hoists**

Some items may be required to come through a window/porch because they are too large to put through a staircase. Please note that it is a good idea to notify the carrier of this requirement prior to commencement of a move. Please note that carrier may make last minute accommodations if we encounter this requirement during a shipment, at full expense and liability to the shipper. Please note that there is a natural risk of damage to real property or the item being hoisted and shipper is solely liable for this risk. Hoists require special equipment and 3 movers minimum to service.

**2.5 Material & Equipment Costs**

Roll of Tape: \$5.00

Small Box: \$5.00 each

Medium Box: \$6.00 each

Large Box: \$8.00 each

Picture/Mirror Box: \$6.00 each

Dish Box: \$7.00 each

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Wardrobe Box Small: \$20.00 each

Wardrobe Box Large: \$25.00 each

Shrink-wrap: \$10 per ¼ roll

Mattress Cover: \$10.00

Ream Packing Paper (bundle): \$30.00

Hoisting Fee: \$40.00

Extra Heavy Item: \$120.00

**2.6 Mattress Bags**

Please note that mattress bags are REQUIRED for shipment. Shipper should have mattress bags for mattress and box spring when movers arrive. Carrier does not provide these items unless requested prior to move and confirmed by a member of our operations staff. Please note that a price quote for mattress bags during an in-home estimate does not mean the movers will have the mattress bags the day of the move. The pre-move inspection report provided to you is not a contract, only an estimate of services required along with estimated costs and associated rates. Any damage to a mattress or box spring moved while not protected by a mattress bag is at full expense and liability to the shipper. No exceptions.

**2.7 Carrier Supplied Materials**

Please note that carrier typically provides moving blankets, mattress bags, shrink wrap, two-wheelers and four-wheelers on the truck. Anything else must be requested one to two business days before your move. Any materials such as boxes, pack paper, wardrobes, etc MUST be requested one to two business days before your move.

**3.0 INTRA-STATE MOVING**

All services provided within the state of Massachusetts shall be based upon an hourly rate. Please note that shipper is responsible for any and all payroll hours that the carrier incurs due to a shipment. This generally means, charges are port to port. The main carrier port in Massachusetts is at 128 Bridge Street Newton, MA.

**3.1 Pricing**

All local moves are based on hourly rates with 15 minute increment charge policy and vary depending on crew size and calendar date.

Hourly Rates	2 Movers & Truck/hr	3 Movers & Truck/hr	4 Movers & Truck/hr	Additional Mover/hr	Additional Truck/hr
Regular	\$110	\$150	\$190	\$40	\$50
Regular Weekend	\$120	\$160	\$200	\$40	\$50
Peak	\$150	\$180	\$220	\$40	\$50
Peak Weekend	\$170	\$200	\$240	\$40	\$50

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\* All corporate and office moves are based on Peak and Peak Weekend rates.

\* Our packing and unpacking rates are structured on the same rates as above.

### **3.2 Minimums & Maximums**

Please note there is a 2 hour minimum per day for all services. There is a 14 hour maximum per day. If movers anticipate working longer than 14 hours port to port then a hold over may be forced at the shippers full expense and liability.

### **3.3 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 or trailer. This difference is due to additional travel time, as well as an efficiency factor that a same day move offers.

### **4.0 Rules and Regulations**

#### **4.1 Flat Rates**

Please note that carrier may offer a binding flat-rate quote for inter-state moves. This will generally include load up labor, transportation cost between Massachusetts and the destination address outside of Massachusetts (within the Continental United States) and the offload labor. Flat-rate quotes for services generally cover cost for a 18+ foot box truck.

#### **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.

### **5.0 INSURANCE & LIABILITY**

Pack & Go Moving LLC is a licensed and insured mover. Pack & Go Moving LLC does not provide insurance to the shipper. In the event of an accident, carrier liability is limited to the shipper declaration of value of shipment on the bill of lading. Shipper must secure their own insurance.

#### **5.1 Default Valuation**

\$0.60/lb/item Default shipper declaration of value is \$0.60/lb/item. This valuation is provided free of charge in any rate or estimate of services provided to shipper by carrier. By choosing this option (indicated as option A on bill of lading) the liability to the carrier is limited to \$0.60/lb/item. Example: 50lb table x \$0.60/lb = \$30 carrier liability

#### **6.2 Upgraded Valuation**

\$1.25/lb/item Upgraded shipper declaration of value is \$1.25/lb/item. This will increase carrier liability to \$1.25/lb/item. This comes at an adjustment cost to shipper of \$50 per estimated 1,000lbs. \$200 for each 10x10 sized shipment. \$400 for a 24 foot truck worth of goods, or \$1,000 for a 53 foot tractor trailer worth of goods. Example: 50lb table x \$1.25/lb = \$62.50 carrier liability

## **6.0 IMPORTANT DOCUMENTS**

There are several important documents that the shipper should be aware of.

### **6.1 Moving Tariff**

Moving tariff is a document periodically approved and on file with the Massachusetts Department of Public Utilities. The Massachusetts Department of Public Utilities may provide you a copy of this document. This document can change at any time for any reason and will govern your move. Please contact Pack & Go Moving LLC for an updated copy of this document. This document is important as it contains the guaranteed rates and terms of service applicable to shipments through this carrier.

### **6.2 Confirmation**

This is a document sent through email or mail that may contain confirmation of move dates, a summary of services, deposit information, guaranteed rates of service, and estimate of charges. The document is not required and often sent as a courtesy to the shipper. This document is not a contract or a bid and never to be construed as such. Although this document is not required, if you do not receive this document, you may want to confirm your move with the main office.

### **6.3 Bill of Lading**

This is an important document that authorizes the carrier, "Pack & Go Moving LLC" to transport goods from an origin address to a destination address. This document also serves as the contract between the carrier and the shipper. This document also serves as the transportation bill. On the reverse side of the bill is a copy of the Terms and Conditions of the shipment. The shipper must declare the value of their shipment on this document prior to commencement of the move. The shipper **MUST** sign this document prior to commencement of the move. The carrier cannot begin a shipment before this document is signed. In the event that a shipment begins without a bill of lading, such shipment shall be made at no liability to the carrier, and is at the sole risk of the shipper.

#### **Limitation on Service**

Service(s) may not be used for any unlawful purposes.

Pack & Go Moving LLC reserves the right to discontinue service(s) upon written notice, when necessitated by conditions beyond its control or when the customer is using its services in violation of the provisions of this tariff or in violation of the law.