

Phoenix Moving INC

Tariff # 1

This tariff contains the description, regulations, and rates applicable to the furnishing of services and facilities for household goods services provided by **Phoenix Moving INC.** with principal offices at **18 Lakeview Gardens, Natick, MA 01760.** 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 **508-315-9458.**

04/18/2022

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Local moving

Local moving — Transportation of shipments for distances of 100 constructive miles or less from our office (18 Lakeview Gardens, Natick, MA 01760).

Moving cost

The final cost of your move will be determined by multiplying the actual number of hours our moving crew had worked by the hourly rate indicated on your estimate, travel time, the amount of packing materials used, the amount of valuation coverage and any will be added to the final cost of your move, additional services listed below (if such services are provided). All jobs are subject to a 2-hour minimum labor + fixed travel time.

Rates

Regular (all days during calendar year, except days listed “Peak”, “Hi-Peak” sections below)

2 movers + truck - starting from 110
 3 movers + truck - starting from 140
 4 movers + truck - starting from 170
 Additional mover – 40 Additional truck - 40

Peak (all Saturdays and Sundays from May 1st to September 15th, if it’s not under “Hi-Peak” policy)

2 movers + truck - starting from 140
 3 movers + truck - starting from 180
 4 movers + truck - starting from 210
 Additional mover - 50 Additional truck - 50

Hi-Peak (last two and first two days of the month (from April 29th to September 2nd, all official Massachusetts Holidays)

2 movers + truck - starting from 180
 3 movers + truck - starting from 220
 4 movers + truck - starting from 250
 Additional mover - 50 Additional truck - 50

Labor time

Labor time starts upon the arrival of our crew at your location and ends upon the departure from your final destination. Labor time is calculated based on 15-minute increments at the rate indicated on the estimate. Any travel between the origin and the destination is considered to be part of the labor time.

Travel time

Please keep in mind that you will be billed for the travel time from our office (18 Lakeview Gardens, Natick, MA 01760) to your origin, and for the travel time from your final destination back to our office. Those charges are prorated based on 15-minute increments and are calculated by the reading of the GPS or Google Maps. In case if our truck is being delayed by traffic, the additional time incurred will not be added to the bill.

Arrival time frame

Please keep in mind that we do not provide a specific time of arrival. We offer 2-hour arrival time frames for all jobs scheduled in the morning and 3-hour arrival time frames for all the jobs scheduled in the afternoon.

Customer presence

The customer or an authorized representative must be present during the move at all times. It is customer's responsibility to do a final walk-through inspection of the premises to ensure we have taken and delivered everything. Our time runs continuously until all tools and equipment are back in the truck and payment is completed.

Wrapping materials

We provide free moving blankets for all moving jobs. However, we do not provide free packing tape to secure our pads around the furniture. It is up to you to decide if you want to use our tape or to purchase your own.

Packing materials

Our trucks carry a standard set of boxes: 5 small, 5 medium, 5 large, 5 dishpacks, 5 picture boxes, 5 wardrobe and 1 bundle of white paper. If you feel like there will be some packing for us to be done, please make sure to inform us ahead of time, otherwise we'll be limited to our supplies. All boxes and supplies used on your move are subject to addition charge, unless specified in your moving estimate.

Item	Price per item
Roll of tape	3.5
Small box	3
Medium box	4
Large box	5
Picture/mirror box	6
Dish pack box	7
Wardrobe box	15
Shrink-wrap (per ¼ of roll)	10
Mattress cover	7
Packing paper (bundle)	20
Moving heavy duty pad	15

Additional services

In the event unknown additional services are required to perform your move, these costs will be in addition to the amount stated in your moving estimate.

Service	Price
Hoisting fee (per item per flight)	30
Piano fee (per item per flight)	150
Grand piano fee (per item per flight)	300
Heavy item fee (over 300 lb)	150

Waiting time

If our crew arrives at your location as agreed, but you're not ready for us to start the job, you'll be billed for our waiting time. Please understand that you're holding up our team by not being ready for the move.

Parking

Two parking spaces (to accommodate a 34-foot-long moving truck) should be provided/secured by the customer. Parking spot must be located within 75 feet from the entrance. In case if a parking permit is needed, it is customer's responsibility to inform **Phoenix Moving**. All parking permits must be obtained by the customer unless otherwise indicated on the move plan. In case if there is no parking space available next to the origin/delivery location and the moving truck needs to be parked in a non-permitted space, it is customer's responsibility to cover the cost of any parking tickets issued to **Phoenix Moving**.

Damage claims

Goods must be inspected by the owner upon the delivery. All claims must be submitted within 90 days from the delivery.

Payment and payment forms

For local moves, you must pay in full at completion of the job. Payment for local moves is due at the end of the job by cash, check, or any type of major credit cards. 3% processing fee will be applied for all credit card payments. Payments for loading labor of rental trucks or self-moving containers is by cash or credit card only, no personal checks.

Storage in transit

Overnight Storage Fees: \$150.00 per night, per truck. Packing/unpacking jobs will follow the one truck hourly rate as listed above. If the Customer requests the shipment be held in storage before delivery to the point of destination, the following charges will apply.

Storage (per 30-day period or part):

Small (room or less)-100\$

Medium (studio size)-200\$

Large (1 bedroom size)- 300\$

Long distance moving

Long distance moving - Transportation of shipments for distances in excess of 100 constructive miles from our office (18 Lakeview Gardens, Natick, MA 01760).

Moving cost

Phoenix Moving will service any state within the continental United States. The final cost of your long distance move is being determined by the mileage, loading-up and offloading time, the amount of packing materials used, the amount of valuation coverage and any will be added to the final cost of your move, additional services listed below (if such services are provided), any tolls involved in the job. Applicable hourly Local moving rates apply for load-up and offload of moving trucks. Mileage will be calculated by the reading of the GPS or Google Maps. Mileage will be calculated from origin point to destination point. Travel will be billed at a rate of \$3.5/mile (from September 15th to May 15th) or \$4/mile (from May 16th to September 14th). Please note that where there is more than one desirable route with differing mileage, the Customer will be charged for the route with the least number of miles.

Payment and payment forms

We require cash, credit card, money order/cashier's check (**no personal checks**) at the time of delivery for any balance due on long-distance moves. **3% processing fee** will be applied for credit card payments. For all interstate moves we require 10% deposit on booking stage to secure crew and truck for your move, another 40% due at the pick up time and 50% balance due at the delivery after unloading.

Driving hours and mileage

Please keep in mind that due to DOT regulations, we are obligated to stop driving after 700 miles or 11 hours of driving, whichever occurs first. In case of traffic or bad weather conditions, we would be forced to postpone your delivery.

Parking

Two parking spaces (to accommodate a 34-foot-long moving truck) should be provided/secured by the customer. Parking spot has to be located within 75 feet from the entrance. In case if a parking permit is needed, it is customer's responsibility to inform **Phoenix Moving**. All parking permits must be obtained by the customer unless otherwise indicated on the move plan.

In case if there is no parking space available next to the origin/delivery location and the moving truck needs to be parked in a non-permitted space, it is customer's responsibility to cover the cost of any parking tickets issued to **Phoenix Moving**.

Damage claims

Goods must be inspected by the owner upon the delivery. All claims must be submitted within 90 days from the delivery.

Cancellation and rescheduling

Any reschedules must be confirmed with your sales representative at least 5 business days prior to the move. Please note that rates are subject to change based on the availability and dates. Please note that rescheduling of the move will be accompanied by a \$30.00 service fee.

Disposal services

Phoenix Moving is not a junk removal company, but we can definitely take care of the unwanted items. Any disposal services must be approved and confirmed by our staff prior to the move.

All disposal services are subject to additional charges (unless otherwise specified on the estimate). Charges will be applied as follows:

- a) \$20.00 per article — Small items (chairs, end tables, small bookshelves, boxes, etc.).
 - b) \$30.00 per article — Medium items (tables, recliners, rockers, cribs, etc.).
 - c) \$50.00 per article — Large items (desks, dressers, bed frames,).
 - d) \$100.00 per article — Oversized items (i.e. mattress, armoire, love seat, sofa, etc.).
3. **Phoenix Moving** reserves the right to decline any requests on disposal services without any further explanations.

Replacement value protection

Please note:

All charges must be paid in full before any claim filing can be placed by customer.

Goods must be inspected upon the delivery by the owner.

All claims must be submitted within 90 days upon the delivery.

Upon completion of the job, it is the customer's responsibility to inspect the truck to make sure nothing has been left behind.

CUSTOMER'S DECLARATION OF VALUE

Option A— Limited Liability

As a licensed common carrier, we are required to provide limited liability coverage at no charge to the customer. Under this option maximum liability is limited to \$.60 per pound per article, in the event of damage or loss.

Option B — Depreciated Value Protection with Deductible

With Depreciated Value Protection a claim settlement will be either the cost to repair or a cash payment of the depreciated value of an article.

Phoenix Moving will repair the damage to client's satisfaction, pay him for the lost or damaged articles (less the \$500 deductible), or replace the lost or damaged article for any amount over the \$500 deductible. The \$500 deductible applies to the entire shipment rather than each individual article. This level of coverage costs \$40.00 per \$1,000 of declared value. The minimum of \$5,000 declared value is required for this option. Option B applies only to a full replacement valuation under \$20,000.00. Example \$5000 coverage -\$200

The maximum amount that can be covered with this plan is \$20,000. However, it is the customer's responsibility to choose the proper amount of coverage. If the full declared value is not taken, a penalty will be incurred based on the ratio between the actual value and the declared shipment. For example: if \$20,000 worth of goods were moved, yet only \$10,000 worth of coverage was purchased, the payment for any damage would be adjusted downward by one half.

Important Note: Valuation coverage is not insurance. Valuation is a tariff level of the carrier's liability in the event of the loss or damage of your goods while under due course of transit by **Phoenix Moving**. This type of coverage is unique to carriers alone and therefore it is important for the customer to understand what valuation does and does not cover. Option B applies only to declared lump sum of under \$20,000.00.

Option C— Full Replacement Coverage, with no deductible

Phoenix Moving will repair damage to client's satisfaction, reimburse him for the replacement cost, replace lost or damaged articles. This level of protection costs \$50.00 per \$1,000 of client's declared value of the entire shipment. The minimum of \$5,000 declared value is required for this option. Option C applies only to a full replacement valuation under \$20,000. Example: \$5000 coverage - \$250.

Coverage option A, B and C do not apply to:

Any article of extraordinary nature or value, unless a special agreement has been stipulated to do so. Including but not limited to jewelry, furs, stocks, bonds, cash, antiques and art collections.

Loss or damage resulting from wear and tear, moths or vermin, dampness of atmosphere or extremes of temperature.

Acts or omissions of the shipper, such as neglecting to prepare for time of shipment.

Internal electronic or mechanical items, whether packed or unpacked by **Phoenix Moving** or the shipper.

Loss or damage consisting of breakage to fragile items, such as china, glassware, etc., unless packed and unpacked by **Phoenix Moving** or unless caused directly by fire, theft, collision or overturn of transport vehicle.

Marbles — Due to the fragility of such items in most cases for reasons beyond our control, **Phoenix Moving** will not take responsibility in terms of any type of coverage.

Press-Wood (Particle Board) items. Due to the fragility of such items, they must be properly disassembled by owner. Otherwise, **Phoenix Moving** will not take responsibility in terms of any type of coverage.

All Electronic Items — **Phoenix Moving** is not responsible to any internal damage to electronic or mechanical items, whether packed or unpacked by **Phoenix Moving** or the shipper.

Non-Allowable items

Please note that following items are not allowed on the truck for safety reasons:

- Aerosol cans
- Alcohol
- Ammonia
- Ammunition
- Car batteries
- Charcoal
- Charged scuba tanks
- Chemicals / Chemistry sets
- Cleaning solvents
- Darkroom
- Fertilizer
- Flammables
- Fire extinguishers
- Household batteries
- Liquids in any
- Loaded guns
- Matches
- Nail polish / remover
- Paint thinners -Paints / varnishes -pesticides -Poisons
- Pool chemicals
- Propane tanks
- Rubbing alcohol
- Sterno fuel

