

# Primo Moving LLC

## Household Goods Carrier Tariff and Regulations

Tariff N:1

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## Section 1: Transportation Charges

Transportation Charges encompass the hourly rates for transportation services between loading and unloading locations.

### 1.1 Hourly Rates and Charges

Local Moving Rates (Monday - Thursday):

Rates for local moves during weekdays are as follows:

- 2 Men and a Truck: \$129 per hour
- 3 Men and a Truck: \$159 per hour

Weekend Rates (Friday - Sunday):

Rates for local moving during weekends are as follows:

- 2 Men and a Truck: \$149 per hour
- 3 Men and a Truck: \$179 per hour

Specialty Rates:

- First and Last Three (3) Days of Each Month: Weekend rates will be charged for bookings made during the first three (3) calendar days and the last three (3) calendar days of each month.

### 1.2 Additional Charges:

Additional charges are applied based on specific periods and circumstances:

- Peak Season (April 25 - August 24): Additional \$50 per hour
- Prime Peak Season (August 25 - September 5): Additional \$100 per hour

### 1.3 Other Charges:

- Overnight Storage: \$250 per truck per night.
- Minimum Charge: 2 hours of labor, with 15-minute increments after that
- Travel Fees: Calculated with a 1 hour minimum.
- Fuel Surcharge ( local moves over 20 miles): \$40 per day per truck
- Packing/Unpacking: Rates follow the labor hourly rate

## Section 2: Additional Services

### 2.1 Moving Bulky, Heavy, or Fragile Pieces

Bulky, extremely heavy, or fragile items are priced on a case-by-case basis. These items require specialized handling to ensure their safe and secure transport. Examples of such items include pianos, large furniture pieces, delicate antiques, artwork, and electronic equipment.

Primo Moving LLC retains the right to decline service for items due to their bulk, weight, or fragile nature.

### 2.2 Appliance Servicing

Please note that rates and charges do not include servicing or connecting/disconnecting appliances, such as freezers, refrigerators, computer equipment, washers, dryers, televisions, and similar articles. It is recommended to consult appliance manuals or seek professional assistance, if necessary, to ensure proper preparation before movers arrive.

### 2.3 Stair Carry

For moves requiring the transport of furniture or boxes up and down stairs on four (4) or more floors within a building will incur an additional stair carry charge. This charge is calculated as a per-hour surcharge of Fifty Dollars (\$50.00) multiplied by the number of movers assigned to your move and will be added to your chosen hourly rate.

### 2.4 Excessive Distance or Long Carry Charges

Primo Moving LLC does not impose additional fees for carrying articles an excessive distance or long carry charges. Charges for these services align with the appropriate hourly rates outlined in Section 1.

### 2.5 Packing and Unpacking

There are no additional fees for packing and unpacking services. The packing rate corresponds to the hourly rate listed in Section 1. Please note that customers are responsible for providing packing materials.

Primo Moving LLC offers packing materials for sale separately from the hourly charge.

### 2.6 Packed Items Responsibility

Customers are responsible for items packed by themselves. Boxes containing fragile or breakable items must be properly packed and labeled. Primo Moving LLC assumes responsibility only for items in our immediate care, custody, and control during loading or unloading and transportation.

If our contract specifies only loading or unloading of a customer-provided truck, we shall not be held accountable for any damages that may arise during transportation.

## 2.7 Use of Vehicle and Driver

Primo Moving LLC will not supply a vehicle without a driver. For safety and liability reasons, customers are not permitted to ride as passengers in these vehicles during the move.

## 2.8 Waiting or Delay

Primo Moving LLC reserves the right to impose additional charges for waiting time or delays exceeding allotted timeframes. These charges will apply solely if and when the Shipper (customer) or Consignee (recipient) causes the delay, and not due to any fault of the Carrier.

## 2.9 Parking Arrangements

Parking arrangements are responsibility of the customer. Parking permits are arranged by Primo Moving LLC only upon written request from customers received at least 5 business days prior to the move. The fee of \$240 per location, will be applied to the total cost of the move, covering permit pulling and signposting 48 hours prior to the move. Primo Moving LLC is not liable for removed signs or unavailable spots due to other vehicles. If spots are unavailable, the customers must arrange towing beforehand. In case of no parking is available, all parking fines incurred will be added to the final bill. If no parking spot is available, our driver will prioritize safety but reserve the right to park strategically for efficient service, even if it involves double parking or restricted areas.

## 2.10 Reschedule or Cancellation

Cancelation: Deposits are non-refundable for cancellations.

Rescheduling: Primo Moving LLC will make a good-faith effort to accommodate rescheduled requests based on availability. If a new date cannot be secured due to existing bookings, the original move will be considered canceled, and the deposit will be forfeited.

## Section 3: Rules and Regulations

### 3.1 Claims

Claims for any damage must be reported to the moving team while they are still on site. Detailed notes about damages must be listed at the end of the move on the bill of lading. The final inspection of your belongings and the final walk-through of the property are responsibility of the customer. Primo Moving LLC must be given a reasonable opportunity to inspect damaged items in their original packing.

### 3.2 Damages and Compensation

While our movers exercise care, damages may occasionally occur. If damages are in result of provided service, Primo Moving LLC reserves the right to repair the damage or provide compensation (actual cash value) for the damage. Customers must notify Primo Moving LLC immediately of any damage. Damage Report must be completed and signed before leaving your premises. If damage is discovered after the move, customers must contact our office within 3 calendar days. No damage claims will be honored until charges for moving services are paid in full. A Release of Liability may be required.

### 3.3 Regular Hours of Service

Primo Moving LLC's standard operating hours are from 7 AM to 6 PM Monday - Sunday, excluding legal holidays, unless otherwise specified in the schedule.

### 3.4 Payments

Full payment is due by credit card, debit card, or cash upon completion of service. Primo Moving LLC does not accept checks as a form of payment. A late fee of \$150.00 will be applied to any outstanding balance not received by the next business day following your move completion. This fee will accrue daily on any remaining balance.

### 3.5 Computing Charges

Primo Moving LLC rates are computed by multiplying the hourly rate (as detailed in Section 1) by the total time of service provided.

### 3.6 Computing Millage

Primo Moving LLC uses industry-standard truck route mapping services to calculate mileage for your move. This ensures efficiency while adhering to weight and height restrictions, and takes potential road closures into account for the most accurate distance estimate.

### 3.7 Governing Publications

The rates and charges outlined in this document are established in accordance with the terms and conditions of this tariff and the applicable Rules and Regulations promulgated by the Massachusetts Department of Public Utilities (DPU).

### 3.8 Bill of Lading, Contract Terms, and Conditions

Each customer is provided with a copy of Primo Moving LLC's Moving Services Agreement.

The terms and conditions of the Moving Services Agreement are hereby incorporated by reference.

### 3.9 Liability Limitation

Primo Moving LLC's liability for loss and/or damage of consigned goods is limited to state-mandated Actual Cash Value of 60 cents per pound. Primo Moving LLC shall not be liable for any special or consequential damages, including but not limited to loss of profits, income, utility, or market, whether or not Primo Moving LLC had knowledge of such potential damage.

### 3.10 Service Agreement Acknowledgment

By using our services, you acknowledge and agree to be bound by the terms and conditions outlined in our Moving Services Agreement.

## Section 4: Release of Liability

### 4.1 Delays

Primo Moving LLC strives to ensure services are performed on schedule, and is not liable for delays caused by unforeseen circumstances beyond our control, such as acts of God (e.g., severe weather) or the negligence of third parties.

### 4.2 Item of Particular Value

Primo Moving LLC does not assume liability for items of particular value, including documents, currency, credit cards, jewelry, watches, precious stones, or articles of extraordinary value. Primo Moving LLC is not responsible for the safe delivery of such articles if they come into possession.

### 4.3 Pressed-Board, Particleboard, and/or Engineered Wood Furniture

Primo Moving LLC uses best practices for safe furniture transport. However, furniture constructed of pressed board, particleboard, or engineered wood (e.g., IKEA furniture) is inherently susceptible to damage during relocation due to the material's composition. Our liability for such furniture may be limited.

### 4.4 Items Unable to be Assessed Before Handling

Due to the inherent fragility of electronics and appliances, it is often difficult to definitively assess their condition prior to handling. Therefore, Primo Moving LLC's liability for these items is limited to demonstrably physical damage sustained during the move. Moving such items unpacked or improperly packaged will void any liability claims.

Examples: Televisions, computers & laptops, stereos & DVD players, appliances, and other electronics (CD/MP3 players, sewing machines, typewriters).

## Section 5: Insurance

### 5.1 Replacement Value Protection

Primo Moving LLC offers Replacement Value Protection as the minimum required and complimentary coverage for all local moves. This limits liability for lost or damaged items to a declared released value, (i.e. the maximum compensation per article.) This declared value is calculated by multiplying your shipment's weight (in pounds) by \$0.60 per pound per article, as mandated by Massachusetts DOT regulations

### 5.2 Full Value Protection

Primo Moving LLC provides full value protection only for interstate moving, as required by the Federal Motor Carrier Safety Administration. For full coverage on intrastate moves, refer to an affiliate company that can provide coverage.

