

INTRASTATE MOVING TARIFF

REAL DEAL VAN LINES, INC.

US DOT# **2370807**

DPU# **31720**

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SECTION 1: SPECIAL/ADDITIONAL CHARGES FOR SERVICES

Item No. 101 Additional or Special Services: Real Deal Van Lines offers price and service options. The total costs of the move may be increased if shipper has additional or special services. Before shipper agrees to have the shipment moved under a Bill of Lading, they should have a clear understanding with Carrier of what the additional costs will be. Shipper should always consider that they may find other carriers who can provide the required services without requiring additional charges.

NOTE: All special services are to be performed at the discretion of the carrier; special services may be refused to be offered at the discretion based upon, but not limited to, concerns over safety, not having proper equipment or tools, poor weather conditions, other hazardous conditions, etc.

Item No. 102 Rigging, hoisting or lowering: This service is not always available. The carrier will only move property by means of rigging, hoisting or lowering/raising at their discretion based on the factors of providing a safe environment and practicality of the job. Rigging, hoisting, lowering/raising are subjected to an additional charge of \$150 per item. This rate may be changed based on time of year, coupons, promotions or specials.

Item No. 103 Disassembling and Reassembling: Items will only be disassembled and reassembled if the carrier's employees, agents or subcontractors have the proper tools on hand to do the job and doing so will not cause risk to property or person. Also, the carrier or its employees, agents, or subcontractors will not be required to reassemble any property where the materials such as screws, nails, fasteners of any kind are missing, whether the fault of the carrier or the shipper. Since Real Deal Van Lines charges hourly rates, disassembly and reassembling may increase the cost of the total bill. Shipper should tell carrier during inventory if they believe certain items may need disassembling and reassembling so appropriate tools can be provided and an accurate estimate given.

SECTION 2: VALUATION

Item No. 201 Release Value: This option is provided at no additional cost and provides minimal protection. Under this option, the mover assumes liability for no more than 60 cents per pound (\$1.32 cents per kilogram), per article. Loss of damage claims are settled based upon the pound (kilogram) weight of the article multiplied by 60 cents per pound (\$1.32 cents per kilogram). Carrier will apply depreciation to any claim made under this option.

Item No. 202 Additional Insurance: Additional insurance is available at a cost of \$50 for every \$1000 insured. If interested in this option, shipper must contact the main office prior to the start of the move.

SECTION 3: CLAIMS FOR DAMAGES OR MISSING PROPERTY

Item No. 301 Filing of Claims/Complaints Procedures: The carrier shall not be liable for the loss or destruction of, or missing goods, or damage of goods tendered hereunder or any part thereof unless claim is made in writing supported by proof of ownership, together with substantiation of value, and weight. Moreover, as a condition precedent, all outstanding monies due to the mover must be paid in full before a claim can be submitted to the company.

It is solely the shipper's responsibility to inspect and indicate damaged or missing items on the inventory logs at time of delivery. Valuation of claim will be based on those indications subject to the limitations of liability as described on the Bill of Lading. Liability for the moving company will be in accordance with the liability option the shipper contracts for.

Item No. 302 Depreciation factor on claims for lost or damaged items: On all claims made for lost or damaged items the depreciation of that item is taken into account and deducted from the claims payout at the selected valuation of coverage.

Item No. 303 Claims Procedures:

1. The carrier shall not be liable for the loss or destruction of, or missing goods, or damage of goods tendered hereunder or any part thereof unless claim is made in writing supported by proof of ownership, together with substantiation of value and weight. It is solely the shipper's responsibility to inspect and indicate damaged or missing items on the inventory logs at time of delivery. Valuation of claim will be based on those indications subject to the limitations of liability as described on the Bill of Lading.
2. **Claim form received, process and decision:** Once we receive your claim form, we will gather all the shipping documents relating to your move and review the liability options you selected. We will then go through each of your items claimed damaged or missing one by one. To save time, please send in any photographs you may have of the damaged items at the same time you send in your claim form. If you do not send in photographs and the claims department determines that they need them, then they may send a request to you asking for them. Please also note that we are not responsible for any costs associated with photographs, documentation, estimates, mailing or telephone calls or other expenses you may incur while your claim is being processed.
3. **Claims decision and release letter mailed to customer:** Claim decision must be made within 30 days of receipt of claim. A notice of our decision will be mailed to the customer. This decision may include the department's reasoning and amount offered for the claims. Along with the decision notice, the department will send a claims release document indicating the amount to be paid to the customer. Once we have received back the signed claims release document we can finish the processing of your claim.
4. **Signed Release:** Once signed release is received, payment will be mailed.

SECTION 4: ESTIMATES

Item 401 Non-binding estimate: All estimates are non-binding estimates, unless otherwise specified in writing. A non-binding estimate is not a bid or a contract. It is provided by the mover to give you a general idea of the cost of the move. But it does not bind the mover to the estimated cost. It is not a guarantee that the final costs will not be more than the estimate. The actual cost will be in accordance with and within the mover's published tariffs. Your final total will be based on the hourly rate, number of labor hours, travel time, and charges for any additional services you contracted for.

Item 402 Flat-Rate estimate: When you receive a flat rate, binding estimate, you cannot be required to pay any more than the flat-rate amount for the services contracted for in the binding estimate. If you have requested the mover provide more services than those included in the estimate, the mover will add those charges at the time of delivery. Such services might include hoisting, disassembly or destination charges that often are not known at origin (such as long carry charges, shuttle charges or extra stair carry charges).

NOTE: Payment for all post contract optional services is required before delivery and prior to unloading. If shipper is unable to pay at the time the shipment is delivered, the mover may place your shipment in storage at your expense until you pay the charges.

If, before loading your shipment, your mover believes you are tendering additional household goods or are requiring additional services not identified in the binding estimate, and you and your mover cannot reach an agreement, your mover may refuse to service the shipment.

SECTION 5: LIMITATION OF LIABILITY

Item 501 Articles packed by owner and other limitations of liability: The carrier cannot control whether proper packing methods are used. The carrier is not liable for any packing or unpacking done by the shipper. This includes boxes, particle board, furniture and electronics. The carrier is not liable for any damage to internal electronic or mechanical items, whether they are packed or unpacked by the carrier or by the shipper. The carrier cannot be held liable or negligent for any damage to the interior or exterior of any residence including, but not limited to walls, floors, ceilings, landscaping etc.

Item 502 Acceptance of shipment: Acceptance of shipment at pickup or delivery by a representative of the shipper or consignee, such as agent, maid, building superintendent, employee of shipper, employer of shipper, real estate agent, shall be considered to constitute acceptance of the property and terms and conditions here within of the shipment by the shipper or consignee.

SECTION 6: CARRIER'S LIEN/OPERATIONS

Item 601 Carriers lien and auctions: The carrier shall have a lien against any and all property tendered to it, and shall be authorized to sell the property at auction if the shipper does not accept delivery of the property and pay the applicable charges within 30 days of the date of

delivery was attempted and refused. If delivery is refused, it will be assumed that the shipper abandons all rights to the property unless the carrier is otherwise notified in writing. All fees including legal fees, collection fees, auction fees shall be applied to the total outstanding balance due by the shipper to the carrier.

Item 602: Impractical Operations: Nothing in this tariff shall require the carrier to perform any service at any point or location where through no fault or neglect of the carrier, the furnishing of such services is impracticable because 1. The conditions of the roads, streets, driveways or alleys would subject operations to unreasonable risk or loss or damage to life or property 2. Loading or unloading facilities inadequate 3. Any force majeure, war, insurrection, riot, civil disturbance, strike, picketing or other disturbance would subject the operation to unreasonable risk or loss or damage to life or property or jeopardize the ability of the carrier to render pickup or delivery

Item 603 Dangerous articles: No goods which are or may become inflammable, explosive, corrosive, noxious, hazardous, dangerous or damaging shall be tendered to the Carrier without Carrier's express consent in writing.

Item 604 Items not accepted: Unless otherwise provided, the following property will not be accepted for shipment: banker bills, coin, currency, deeds, notes, drafts, or valuable papers of any kind jewelry, postage stamps, stamp collections, revenue stamps, letters or packages of letters, precious stones or perishable articles. Should such articles come into the possession of the carrier without his knowledge, responsibility for safe delivery will not be assumed.

SECTION 7: PACKING MATERIALS CHARGES

Item 701 Packing materials: The packing material descriptions reflect the materials used in packing. Unpacking is not included in the charges and can be purchased at an additional charge. Riddance and disposal of materials used in packing is the responsibility of the shipper. Final determination of materials used cannot be determined until services have been completed. Carrier is authorized to use necessary packing materials. Carrier can provide a rate decrease or increase on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, weather etc.

SECTION 8: CHARGES

Item 801 Hourly rate charges Labor Time: Except as otherwise specified in this tariff, carrier will charge shipper for labor services based upon an hourly rate charge. Labor time shall be calculated for all labor services computed to the nearest quarter hour. Except as otherwise specified in this tariff, labor time shall include driving time from load to unload, packing time, loading time, unloading time and waiting or delay time.

Item 802 Hourly rate charges travel time: Except as otherwise specified in this tariff, carrier will charge shipper for travel time based upon an hourly rate charge. Travel time is the time calculated to the nearest quarter hour from the base location to the address of the load and then from the address of the unload back to the base at the finish of the job. Travel time is a fixed, predetermined amount of time agreed upon by the shipper prior to move date and included in the

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estimate. Example, if labor time is \$99/hour and one hour of travel time is quoted, travel time will be \$99.

Item 803 Deposits: Upon booking, a one hour deposit must be paid in the form of personal check or credit card prior to the date of scheduled move. This deposit will be subtracted off of the final total. Example: if shipper is given a quote of \$99/hr then a one hour, \$99, deposit must be taken prior to the date of scheduled move.

Item 804 Packing material charges: The packing material descriptions reflect the materials used in packing. The descriptions are not indicative of the items actually packed with the materials. Packing and unpacking are charged as part of labor hours at the hourly labor time rate. Riddance and disposal of materials used in packing is the responsibility of the shipper. Final determination of materials used cannot be determined until services have been completed. Carrier is authorized to use necessary packing materials. Carrier can provide a rate change up to 70% on top of the rates listed below based on time of year, availability of vehicles origin and destination, promotions, specials coupons, road conditions, weather, etc.

Materials	Rate
Book Boxes (1.5 CuFt.)	\$4.50
Linen Boxes (3 CuFt.)	\$5.50
China Boxes (5 CuFt.)	\$8.50
Picture/Mirror Boxes	\$7.50
Wardrobe Boxes (10 CuFt.)	\$15.00
Bubble Wrap (Per Ft.)	\$.50
Mattress Bag	\$11
Tape	\$3.00
White Paper	\$25.00
Shrink Wrap	\$20
Carpet Runners	\$25
Moving Pad	\$13

SECTION 9: HOURLY RATE SCHEDULE

Note: Carrier can provide a rate change up to 70% on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions and weather, etc.

Note: Travel time is a fixed predetermined amount of time to account for travel to the starting point and from the destination back to the base. Travel time is measured to the quarter hour and charged based on the hourly rate. Labor time is charged based on the hourly rate and does not include tolls, additional packing supplies purchased, disposal/assembly of furniture, hoisting or disassembly.

Crew Size	# of Trucks	Rate
2 Men	One Truck	\$169
3 Men	One Truck	\$229
4 Men	Two Trucks	\$349