

Changing the Way People Feel About Movers

Get Your Move On, LLC Plush Installation, LLC

Household Goods Tariff



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Part 1: Definition of terms

Number in parenthesis immediately following the term indicates section of the tariff the term is fully detailed or referenced in.

- **Carrier:** (2.1) Moving/Installation company – Get Your Move On LLC / Plush Installation LLC
- **Shipper:** (2.1) Client/Customer contracting with Get Your Move On LLC / Plush Installation to provide services
- **Motor Carrier:** (2.2) A company that transports passengers or property for compensation. The carrier only transports property
- **FMCSA:** (2.2) Federal Motor Carrier Safety Administration. Federal agency governing and overseeing motor carrier companies
- **Installation:** Action of professionally placing an item in a space to a greater extent of just placing an item.
- **Receiving:** (2.2) A delivery of goods/belongings the carrier received on behalf of a client/customer/shipper
- **Shipment:** (2.3) Quantity of a client's (shipper's) belongings being shipped/moved by the company
- **Origin:** (2.3) Address at which the carrier picks up the shipper's belongings
- **Destination:** (2.3) Address at which the carrier delivers the shipper's belongings
- **Estimate:** (2.3) Also known as survey. A listed account of shipper inventory and requested services, including Origin, Destination, Logistics, Time, shipment volume/weight, labor and associated rates, providing an approximate cost of requested services
- **Volume:** (2.3) Amount of space in cubic feet a shipper's belongings being shipped occupies. Used for determination of pricing
- **Weight:** (2.3) The number of pounds a shipper's belongings being shipped totals. Used for determination of pricing and obtaining of accurate weights is a federal requirement for all motor carriers
- **Port of Operations:** (2.2) Physical location company/carrier operates out of
- **Bait and Switch:** (2.7) The action (generally illegal) of advertising goods that are an apparent bargain, with the intention of substituting inferior or more expensive goods. Term does not apply to motor carrier industry or this carrier legally.
- **Readiness:** (2.7) Indicated level of being prepared for an action or event
- **Packing:** (3.1) The action of placing goods into protective materials for transport
- **Agent(s):** (3.2) Any employee of the carrier performing assigned work duties. **Dis-Assembly:** (3.2) The action of taking apart an item in a controlled manner so the parts may be placed back together at a later time
- **Hoist:** (3.4) The action of raising an item by means of ropes or pulleys
- **Intrastate:** (4.1) travelling which is contained within the borders of a single state
- **Power unit:** (4.2) for carrier, applies to a straight/box truck (10' – 26') utilized for transport/shipping
- **Interstate:** (5) travelling which crosses over border lines of a single or multiple states
- **Continental United States:** (5) The united states excluding Alaska and Hawaii. Carrier can travel within this area
- **Shuttle:** (5.4) A vehicle and/or mode of transportation that travels between 2 places. On part of carrier, a smaller vehicle needed/used for transport into areas out trucks cannot access
- **Overflow:** (5.5 & 6.3) An item or items that will not fit into it originally intended space. Carrier refers to this in terms of both shipments and storage
- **Sub-Contractor:** (5.6) a business or person that carries out work for a company as part of a larger project
- **Hold:** (6.1) Maintaining possession of shipment prior to its arrival at its intended final destination
- **Access:** (6.3) Being granted the opportunity/permission to enter an area (warehouse/power unit) to view or handle belongings
- **Insurance:** (7) a practice or arrangement by which a company or government agency provides a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a premium. Carrier does **NOT** offer insurance to shippers
- **Valuation:** (7) an estimation of something's worth, carried out by a professional appraiser
- **Liability:** (7) the state of being responsible for something, especially by law
- **Real Property:** (7.3) fixed property, principally land and buildings
- **MCU:** 7.4 Mechanical Condition Unknown. Carrier is not responsible or obligated to test mechanical function of items. Carrier is not liable for non/misfunction of mechanical/electronic items being moved.
- **Prohibited:** (7.5) Items or practices not allowed
- **Claim:** (7.6) make a demand for reparation under the terms of an another's liability policy
- **Non-Binding Estimate:** (8.1) Type of estimate generally provided by the company. An approximation of costs for all services requested and to be rendered by the carrier to the shipper. (See full details in section 7.1)
- **Binding Estimate:** (8.1) While not generally provided by the company, it reserves the right to do so on an individual basis. This provides an exact quote of costs for all services requested and to be rendered to the shipper by the carrier
- **Fraud:** (8.4) wrongful or criminal deception intended to result in financial or personal gain
- **Bill of Lading:** (9.4) a detailed list of a shipment of goods in the form of a receipt given by the carrier to the shipper
- **Arbitration:** (10) use of a non-partial, outside/third party (arbitrator) to settle disputes

Part 2: Company Information and Disclosures

2.1: About this document

This Document provides information about the company (hereafter referred to as the carrier) and includes all of our rates, charges, and service terms for moving a customer's household possessions. This document, by regulation is available for a customer's review both in hard copy and electronically.

The most current version will always be made available to customers and is always on file in hard copy at our main operating port at 1430 E. Hadley Street, Ste #110, Phoenix, AZ 85034.

The most current version of this document will always be displayed at <http://www.getyourmoveonllc.com/movingtariff.pdf>. This document can change at any time for any reason. Carrier will always charge current rates and is not responsible for circulation of old copies of this document.

2.2: A Word about This Company

We are a culture-based company founded in 2005 by Derek Greene, that specializes in intrastate and interstate moving, and related services for both residential and commercial, with in house storage capabilities. We also as a separate service provide professional installation of specialty and designer pieces.

Get Your Move On LLC. is a member of the American Moving and Storage Association, a national organization of members of the moving industry and affiliated services. They provide an excellent resource for consumers to help guide them through a move. You can view more information on them at <https://www.moving.org/home/moving-101/>

Get Your Move On LLC / Plush Installation LLC operates under the federal mandates of the FMCSA (Federal Motor Carrier Safety Administration). All moving companies should be abiding by all rules and regulations set forth by the FMCSA. For more information on motor carrier regulations and the FMCSA itself, please view: <https://www.fmcsa.dot.gov/>

Get Your Move On LLC. is a "Certified Pro Mover" through AMSA (American Moving and Storage Association). This certification is granted to moving companies who operate under the highest standards and ethics. This certification ensures the consumer that they are working with a high quality, ethical, honest moving company that abides by all the required governmental mandates and all measures of excellence of the American Moving and Storage Association. For more information on this accreditation, please view: <https://www.moving.org/contact/promover-certification/>

Get Your Move On LLC / Plush Installation 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 Get Your Move On LLC / Plush Installation LLC. Get Your Move On LLC / Plush Installation LLC has no van-line affiliations. Get Your Move On LLC / Plush Installation 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 Get Your Move On LLC / Plush Installation LLC that will be shipping goods through utilization of the services provided by Get Your Move On LLC / Plush Installation LLC may be referred to as the "shipper" in any and all documentation issued by Get Your Move On LLC / Plush Installation LLC.

Main Port of Operation:

Get Your Move On LLC / Plush Installation LLC
1430 E. Hadley Street, Ste #110
Phoenix, AZ 85034

TYPICAL OFFICE HOURS:

Monday through Friday 9:00am-5:00pm

Company holidays: Thanksgiving Day & Christmas Day (closed)

Additional holidays when closed are communicated on company website and on voicemail system.

RECEIVING HOURS:

Monday through Friday 9:00am to 4:00pm

Please note that operations run independently from office hours and we accept moves 7 days per week/24 hours per day except on major holidays (and, possibly days leading up).

Please note that all calls coming into the carrier are recorded for training, and compliance purposes.

The client/customer (hereafter referred to as 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.

2.3: Estimates

Get Your Move On LLC / Plush Installation 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 straight truck or 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 estimate is to take an in-home inventory for the shipper and to gather other essential details. Shippers that would like a detailed inspection by a Class-D driver of both origin and destination access for trucking purposes should consider the services found in Section 3.7. Please note that the services found in Section 3.7 are not standard.

2.4: Relationship Between Carrier and 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.

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.

2.5: Deposit Requirements

Please note that the resources of this carrier including laborers, trucks and storage is limited and we may not always be able to provide service based on client's preferences. All scheduled jobs are done on a first come first serve basis, and once scheduled, jobs are locked in and completed as scheduled.

Due to the limited nature of the services this carrier provides, the carrier requires a minimum deposit of 50% of total estimated move cost for interstate moves to hold specific move dates, moving crews and other resources. Please note that this deposit is non-refundable, however may be transferable to other available move dates. This carrier does not charge a deposit requirement for intrastate moves but reserves the right to alter this ruling on a case by case basis. Carrier causes of cancellation or alteration of jobs may allow a deposit to be refunded, but reserves the right to alter this ruling on a case by case basis.

Please note that deposit should be in the form of a credit card (Mastercard, VISA, Discover, American Express) as carrier shall use this information for petty charges such as materials, storage, or cancellation fees. Please note carrier shall accept personal checks for initial deposits so long as the fund is clear prior to the move date, but credit cards are preferred if timing does not permit for a check. No credit card processing fees are charged for deposits.

2.6: Cancellation of Services

Please note that in the event of cancellation, the carrier is entitled to the initial deposit placed by the shipper. The carrier may be entitled to additional charges for any materials that may have been dispensed to the shipper free of charge with the shipper commitment to utilize moving services of the carrier and any charges the carrier may have incurred delivering any materials prior to the scheduled move date.

Please note that written notice should be given issued to the carrier at work@getyourmoveonllc.com that includes shippers full name and address with the currently scheduled move date. This notice should be given no earlier than 2-3 business days in advance.

Please note that if the carrier dispatches the moving crew in association with a scheduled move date for which the shipper gave little to no notice of cancellation, the shipper shall be liable for any and all labor for that moving crew with a 3-hour minimum per day. This labor shall be charged to the shipper's credit card on file as carrier cannot be liable for the labor costs incurred due to short notice and carrier is subjected to a loss of revenue since those limited resources were reserved solely for the shipper and could not be diverted to a new client.

2.7: 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 LIED; MY BILL DOUBLED"

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 estimated based on the same averages as well as 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 a 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 allowing carrier to provide professional packing services, completing packing one day and loading of belongings into the truck on a separate day. However, please note that this will increase overall cost significantly.

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 as per FMCSA/Federal regulations. Shipper is responsible for obtaining additional coverage through their insurance company prior to commencement of a move or purchasing of additional valuation protection from the carrier prior to the commencement of their 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 affect 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 unknowingly omits items and/or vital information. 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.

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 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 assume that you will be fully prepared unless otherwise noted in the estimate. 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 to discussing logistics prior to commencement of the move 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.

F.) "THE MOVERS DID NOT MOVE MY DRESSER (OR ANY OTHER ITEM MARKED ON YOUR PRE-MOVE INVENTORY REPORT) ... THE WORK WAS NOT COMPLETE, SO I SHOULD NOT HAVE TO PAY MY BILL!"

Please note that though a piece may have been missed during the move, the charges on an invoice are for the time worked and/or distance traveled. Though a particular piece may not have been moved, the hours invoiced were worked regardless of missing a piece. While issues such as this will be resolved, and mostly at no additional charge to the client, all balances must be paid before any outlying issues will be addressed.

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."

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. This tariff which governs your move is available at all times to the shipper for review at <http://www.getyourmoveonllc.com/moving-tariff.pdf>.

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Part 3: Packing and 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.

3.1: 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 unless specifically estimated as pack and move on the same 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. This will add to the time needed to complete the job, and will include charges for any materials used to prepare items for moving

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 these 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.

3.2: Dis-Assembly/Reassembly

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.

The carrier agents will disassemble and re-assemble furniture as needed to the best of their ability. If the shipper is able to provide the instruction manuals for any dis-assembly/re-assembly that is needed, the carrier agents will follow them.

Please note that the carrier agents are not professional assemblers of furniture and the carrier does not carry any liability for damaged or improper reassembly. Please be aware that the act of simply dis-assembling furniture will often lessen the integrity of hardware fittings and damage or unsecure reassembly is common. If the shipper has concerns with dis-assembly and/or re-assembly, they should contact a professional for this service.

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. By allowing our movers to assist in disassembly you inherently agree to the terms found in Section 6.4 below.

For Plush Installation, this is a more specialized installation service. While inherent risks still exist with dis-assembly and re-assembly, its agents are more specifically trained in this area, and in assembly of new furniture at the shipper's request.

3.3: Specialty Items

Specialty items may require additional charged for labor, specialty skilled labor, and equipment. This information will be provided during the estimate

- Safes
 - For **intrastate** moves, carrier can prep and move safes in the range of 800lb – 1000lb
 - For **interstate** moves, carrier can prep and move safes up to 500lbs
 - For safes outside the weight limits for interstate and intrastate, a third-party vendor will need to be utilized by the shipper or sub contracted by the carrier to prep and move the piece.
 - On interstate moves. The lesser weight limit is due to the weight limits of the power unit/truck for non-commercial, interstate travel. Should transport of a safe cause weight limits to be exceeded, and extra costs required to accommodate the piece, the shipper shall be responsible for payment of additional charges.

- Pool Tables
 - All pool tables moved by the carrier will be dis-assembled and prepped for moving and then re-assembled at the final destination as needed by the shipper.
 - Issues discovered by the carrier during dis-assembly/re-assembly will be reported to the shipper when discovered and are not the liability of the carrier. Common issues discovered are cracked slate, non-malleable (stretchable) felt, warped/cracked wood fittings, etc.
- Fish Tanks
 - Fish tanks over 55 gallons cannot be moved by carrier unless professionally crated by a third party contracted by the shipper or sub-contracted by the carrier, prior to moving
 - Fish tanks must be completely emptied of all live anomaly, water, gravel/rock, equipment, and accessories prior to being moved by the carrier
- Hot Tubs/Saunas
 - Carrier cannot perform and dis-assembly/re-assemble of any hot tub or sauna.
 - Carrier can move parts of saunas/hot tubs that have been previously dis-assembled prior to the move
- Grandfather/Grandmother Clocks
 - Mover can dis-assemble/re-assemble such clocks, prep and move them, however, should the clock need recalibration after delivery and re-assembly, the carrier cannot perform this function. It is the responsibility of the shipper to contract a professional for this service
- Pianos
 - Mover can dis-assemble/re-assemble pianos, prep and move them, however, should the piano need retuning after delivery and re-assembly, the carrier cannot perform this function. It is the responsibility of the shipper to contract a professional for this service

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.

Carrier may move pianos of varying sizes. However, some pianos (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 recalibrate and tune the piano if needed

3.4: Hoists

Some items may be required to come through a window 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. The option to utilize a hoisting method to complete a task is solely at the discretion of the company/movers. Hoists require special equipment and 3 movers minimum to service.

3.5: Materials & Equipment Costs

DISH PACK:	\$8.25
1.5 (small box):	\$2.75
3.0 (medium box):	\$3.25
4.5 (large box):	\$3.75
6.0 (extra-large box):	\$4.75
LAMP BOX:	\$6.25
WARDROBE:	\$15.50
NEWSPRINT:	\$55.00
PAPER PADS:	\$3.25
TAPE:	\$3.75
SHRINK WRAP:	\$45.00
BUBBLE WRAP:	\$130.00
MIRROR CARTONS:	\$12.00
CARPET SHIELD:	\$65.00
MOVING BLANKETS (STG):	\$25.00
MOVING BLANKETS (GYMO):	\$35.00
MATTRESS BOX (QN/KNG):	\$15.50
MATTRESS BOX (TWIN):	\$12.00
MATTRESS BAGS:	\$4.00

3.6: Mattress Bags/Boxes

Please note that mattress bags/boxes are REQUIRED for shipment. Shipper should have mattress bags/boxes 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

Please note that all mattresses and/or box springs are shipped in our trucks in a vertical position. If you have a specialty mattress and/or box spring that specifically require flat/horizontal placement for shipping it is the shipper's responsibility to inform the carrier of this. Failure to inform the shipper of this fact releases the shipper of any and all liability for damage to these items. No exceptions.

3.7: Carrier Supplied Materials

Please note that carrier typically provides moving blankets, 8 Wardrobe boxes, Rubber Bands, two-wheelers and four-wheelers on the truck. Anything else must be requested one to two business days before your move. Please note that estimator may have written notes on a survey/pre-move inspection report. Please note that carrier will NOT send any of these materials by default as circumstances often change between the survey/premove inspection and the actual move. Any materials such as boxes, newsprint, additional wardrobes, mattress bags, etc. MUST be requested one to two business days before your move.

GYMO / Plush HHG Tariff

Part 4: Intrastate Moving

All services provided within the state of Arizona 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 from arrival at origin to departure from destination, plus a one-time travel fee (for Get Your Move On LLC), or Port to Port/Dock to Dock (for Plush Installation).

4.1: Movers/Installers, Drivers (Class-D only)

Get Your Move On: Minimum hourly rate for movers/drivers is set at \$145.00/hour (for 2 movers/driver(s) and 1 truck) with a 2-hour minimum on all jobs. Hourly charge is based on job time – from start of work at origin to end of work at destination. Each additional mover beyond 2, adds an additional \$35/hour onto the hourly rate. I.e.:

- 2 movers/driver(s) = \$145/00 hour
- 3 movers/driver(s) = \$180.00/hour
- 4 movers/driver(s) = \$215.00/hour

Plush Loading & Installation: Minimum hourly rate for Installers/drivers is set at \$135.00/hour (for 2 installers/driver(s) and 1 truck) with a 1 hour minimum on all jobs. Hourly charge is based on amount of time needed to load items onto the truck at the warehouse and Port-to Port/Dock to Dock – from time crew leaves port/dock to the time that crew returns to the port/dock. Each additional installer beyond 2, adds an additional \$40/hour onto the hourly rate. I.e.:

- 2 movers/driver(s) = \$135/00 hour
- 3 movers/driver(s) = \$175.00/hour
- 4 movers/driver(s) = \$215.00/hour

4.2: Power Units/Trucks

Power Unit is a term that applies to any straight/box truck (10ft to 26ft).

Get Your Move On:

- Each additional truck(s) beyond the minimum of 1 will add \$55/hour to the hourly rate
- One-time travel charge: As the hourly rate does not begin until work begins at the origin address and ends at the completion of work at the destination address, there is a one-time travel charge that is equal to \$40.00 more than the hourly rate. I.e.:
 - Hourly rate for a truck and 3 movers = \$180.00/hour leads to a one-time (not hourly) travel charge of \$220.00
 - This is to cover the costs of getting the crew from the port to the job site and to get them back to the port at the end of the job, fuel, maintenance, and upkeep costs of the truck(s).

Plush Installation:

- Each additional truck(s) beyond the minimum of 1 will add \$55/hour to the hourly rate
- Hourly rate (port to port/dock to dock) includes all affiliated truck(s) charges for fuel, maintenance, and upkeep.

4.3: Office Personnel

The time of office personnel may be billed at \$35/hr./each under rare circumstances. These charges may apply to facilitation of 3rd party services, false claims, forced labor, and/or unreasonable service requests and/or demands.

4.4: Minimums and Maximums

Please note there is a 2-hour minimum for all Get Your Move On Services and a 1-hour minimum for all Plush Installation 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 shipper's full expense and liability.

4.5: Discounts

Please note that carrier may offer discounts (or discounted rates). Discounts will be provided in writing. Please note that weekend or holiday moves may void discounts. Please note that a change in move date may void discounts.

4.6: Arrival Windows

Please note that carrier provides one-hour to four-hour arrival windows. These windows may be approximate. As drivers are using public roadways that may affect schedule, carrier cannot guarantee arrival windows.

Typical AM starting is firm at 8am, and PM arrival windows will have a 4-hour arrival window. Any shipment load-up or shipment off-load starting in the afternoon will have a 4-hour arrival window as if will likely be following travel or completion of a prior job, and all contingencies cannot possibly be anticipated.

4.7: Additional Local Services

Carrier may perform services in addition to packing and moving within Arizona. Additional services operate at the same hourly rate set on the job and same 2-hour minimum or at the overall minimum of \$145/hour for a truck and 2 men for services concluded after the initial job completion. These services may include but are not limited to:

- Wall/Floor Protection
- Over-Flow Service
- Shuttle Service
 - *In some instances, a smaller truck or vehicle may be required to shuttle between an origin and/or destination address and the main moving trailer. Reasons may include difficult or impossible access to home with trailer. Gated communities that may not allow large trailers, or weather-related conditions. In this instance, the additional costs for the smaller shuttle vehicle will be the responsibility of the shipper.*

4.8: Holding Charges Disclosure

Please note that the shipment split over two days or multiple days versus a single day, will require a hold fee to keep the shipper's belonging in the truck(s) within our warehouse. The holding fee is \$150.00 per night/day per truck and is nonrefundable is dates of a job change.

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Part 5: Inter-State Moving

Please note that the carrier will service any state within the Continental United States. Please note that applicable hourly intrastate rates apply for load-up and offload of moving trucks/trailers. Inter-state travel shall be billed at a rate of \$5.00/mile per truck.

5.1 Flat Rates

While generally, the carrier only offers Non-Binding Estimates for Interstate moves, the carrier reserves the right to offer a binding flat-rate quote for inter-state moves. This will generally include load up labor, transportation cost between Arizona and the destination address outside of Arizona (within the Continental United States) and the offload labor. Flat-rate quotes for services generally cover cost for a full 16-18' or 24-26' straight/box truck or part of that truck (either weight or cubic footage).

5.2 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.

5.3: Minimums and Maximums

Please note there is a 2-hour minimum for all Get Your Move On Services and a 1-hour minimum for all Plush Installation 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 shipper's full expense and liability.

5.4 Shuttle Services

All shipments leaving the state of Arizona should be on a 16-18' or 24-26' straight/box truck. It is important to disclose any access issues at your destination point to the carrier. Some rural areas, heavy urban areas, gated communities, etc. require the movers to bring a small truck to shuttle goods back and forth from the tractor-trailer to the destination address.

This service is extra and not a part of any standard flat rate quote. Flat-rate quote does not include shuttle truck should it become necessary unless it is specifically stated in writing.

Shuttle services are to be calculated by employee or agent of the carrier and is non-negotiable. Shuttle services increase the labor and equipment costs of a move considerably and averages approximately \$1,500.

5.5 Overflow

As stated above, most out of state moves go on a 16-18' or 24-26' straight/box truck. In VERY rare instances, upon loading the truck, it may be found by the carrier and the shipper that not all goods from the origin address fit in the trailer and some goods may have to be left behind to be picked up at a later time. If this is the case, the carrier is not liable for any extra expenses incurred to get the overflow to its destination point. Flat rate quotes are often bound to a certain amount of space. Carrier may offer flat-rate for entire truck. But, if it does not fit, another truck will have to be dispatched and employee or agent of carrier will have to calculate cost of that additional trailer. This calculated cost is nonnegotiable.

5.6 Sub-Contracting & Agent Policy

Carrier maintains the full right to contract agents for any portion of any operation deemed impractical to be performed by the staff or equipment of the carrier. The contracting of agents to fulfill certain portions of an operation is not to be construed as "sub-contracting the operation" as entire shipment will fall under Get Your Move On or Plush Installation bill of lading for transport and shipper is solely responsible for any charges associated with use of these agents.

Agents may be required for long-hauls (inter-state freight drivers) or offload labor in a state outside of Arizona. No verbal communication or exchange between a shipper and employee/agent of carrier can diminish this right.

Please note that sub-contracted agents carry their own liability for services rendered and issues that may arise in relation to these services. Carrier hold no liability for issues related to a sub-contracted service.

5.7 Scheduling

Carrier can often guarantee a pick-up date. Carrier can only offer a targeted delivery date. Due to the nature of inter-state transportation, carrier cannot guarantee delivery dates. Many factors can affect delivery dates; weather, DOT checkpoints, break-downs, traffic, scheduling conflicts, etc. Carrier cannot be liable for any expenses associated with missed delivery dates including but not limited to food, hotels, etc.

Part 6: Warehouse & Storage

Carrier maintains warehouse space at 1430 E. Hadley Street, Suite #110 & 130, Phoenix, AZ 85034. Carrier maintains right at all times to utilize available storage space and makes no guarantees to availability.

The carrier maintains exclusive rights to load goods into storage and carrier maintains exclusive rights to load goods out of storage at rates dictated in this tariff.

Shipper is fully responsible for moving labor required to put goods into and out of warehouse and/or storage vaults/containers in association with rates found in this document. To maintain the safety and security of all of our client's belongings, shippers are forbidden from entering our warehouse without prior scheduling and without escort/supervision of company personnel.

Our warehouse is a full-service storage facility. A shipper (with ample notice, minimum of 72 hours), a shipper may be approved to enter the warehouse only with an escort and oversight by an employee or agent of carrier in accordance with rates found in this document. Please note that the shipper may be liable for \$35/hr. per associate for each of the approved escorts time.

Carrier under no obligation to allow any shipper into warehouse at any time or for any reason except for inspection or other requested services pre-approved by the carrier prior to a shipment, and this will incur additional charges to the shipper for needed/associated labor. This is to maintain safety and security of the belongings of all current occupants. Carrier cannot release goods to shipper until all current account charges are paid in full in accordance with rates found in this document.

Important: items are packed "high and tight" in our warehouse and shipment is often inaccessible. Do not place any goods into our warehouse in which you may need during the storage term (example: important documents, seasonal clothing, cable boxes, etc.) as you will incur an hourly charge to access and locate these items for removal, and additional charged should you need these items delivered to you.

6.1 Hold Charges

Cost of holding a straight truck (10'-26') or trailer is \$150 per night per truck. Please note that carrier may be unable to hold straight trucks for an extended period of time and may have to offload straight trucks into warehouse or a storage vault after one night at full expense of the shipper. All loaded vehicles are help in our climate controlled, secure and (video) monitored warehouse.

6.2 Rental Trucks

Acquisition and/or procurement of third-party rental trucks will be billed to shipper at a rate of \$250.00 (based on Penske's rates) per day in addition to typical holding fees.

6.3 Long-term storage and receiving

Get Your Move On:

All long-term storage is help in our climate controlled, secure and (video) monitored warehouse. Long term storage is kept in 3 manners, Vaulted, Palletized, and Racked.

- Vaulted: Each vault is approximately 5' wide x 7' deep x 8' tall, totaling 280 ft³, and holds approximately 1 small bedroom's worth of furniture, as a cost of \$75 per vault per month
- Racked: "Overflow" pieces that are either too large or too heavy to fit into storage vaults are wrapped and stored on the company's warehouse racking at a cost of \$25 per piece per month.
- Multiple small items that do not fill a full storage vault can be palletized and wrapped and stored on the warehouse floor or racking at a cost of \$45 per pallet per month.

Plush Installation:

- Receiving of deliveries/items and inspection of items is at a cost of \$15.00 per box.
 - Please note if an item comes in multiple boxes, the charge is per box, not per piece
- Storage of individual items is done on our warehouse racking at a cost of \$1.00 per piece per day
 - Please note, if 1 item comes in multiple boxes, the charge is per the piece, not per box
- Crated items will not be opened and inspected unless requested by the client for an additional charge of \$45 per crate. Inspection on a crated item is top view only.

Access

- Access for purposes of inspection or location and removal of items requires 72 hours notice to assure appropriate staff is available and allotment of time to make vaults/items accessible.
- Shipper/Client is responsible for the costs of the staff time to make vaults/items accessible, and to assist in opening/unpacking vaults for client to inspect or locate/remove items from storage at a cost of \$35 per hour per staff person necessary.

6.5 Billing

Storage bills are due monthly for the month Forward. Please note that storage bills will be issued to you by email.

Storage billing is pro-rated and pre-paid funds are refunded to the client following removal of their belongings from storage based on date of removal.

Hourly rate for personnel required for storage access is due at time access is completed.

Storage payment can be made via cash, check, or credit card. Credit card payments set up on autopay are preferred.

6.6 Late Payments

Please note that a fee of \$25.00 per week will be applicable to late payments

6.7 Non-Payment

Please note that any storage unit account with this carrier that remains unpaid for 30 days will be considered a default on said storage contract. Please note that the carrier retains the right to seize, dispose or auction any goods contained within a defaulted storage contract as per Arizona Warehouseman Lien Laws. Please note that seizure, disposal or auction of goods contained within a storage space does not release the shipper from their financial obligations for services rendered through a storage contract. Shipper shall be responsible for any legal costs associated with collection of unpaid balances on a defaulted storage contract.

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Part 7: Insurance, Valuation & Liability

Get Your Move On LLC / Plush Installation LLC is a licensed and insured mover. Get Your Move On LLC / Plush Installation 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.

Please note that if a damage claim is handled internally by Get Your Move On LLC/Plush Installation LLC, the same Non-negotiable process used by our valuation carrier (as outlined in section 6.2) is followed. No claims will be implemented if a shipper has an unpaid balance for services rendered.

7.1 Default Valuation \$0.60/lb./item

By federal regulation, default shipper declaration of value is \$0.60/lb. 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 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

7.2 Additional Valuation Protection \$100.00 per \$10,000 coverage

Upgraded shipper declaration of value is \$10,000 per \$100.00 of valuation protection purchased. Additional valuation protection purchase is at a minimum of \$200.00 for \$20,000.00 in coverage. The shipper can purchase as much additional valuation as they see fit in declaration of the value of their belongings.

I.E.: The shipper declared value of three belongings at \$100,000.00, by purchasing \$1000.00 of valuation protection
Declared value of \$100,000.00 = \$1000.00 (\$100.00 for \$10,000.00 x 10)

*Please note that the Valuation Coverage carrier is a separate and independent entity/company from Get Your Move On LLC/Plush Installation LLC. The valuation carrier company utilized by Get Your Move On LLC/Plush Installation LLC is

Sedgwick
Memphis, TN 38120
<https://www.sedgwick.com/>
sedgwick@sedgwick.com

Valuation coverage process: The Process is NON-Negotiable to the shipper: Valuation carrier will begin at step one and proceed through the steps as needed.

- Step one: Repair of damaged item to pre-move/damage condition
- Step two: Comparable replacement cost based on current market value if repair is not possible
- Step three: Reimbursement of current market value of damaged item if a comparable replacement is not possible

Current Market Value = Value of item based on sale/availability in today's market. Takes into consideration purchase price, and age of item as standard depreciation will apply.

7.3 Real Property Damage

Any damaged caused to any real property due to the gross negligence of the mover will be repaired and the costs covered by the company independently or with its general liability insurance.

When moving furniture, real property may become damaged. Floors may be scratched; rugs may be dirtied. Hinges on doors may be damaged. There may be weather related damages.

Moving trucks are heavy equipment. Operation of this equipment on residential property poses a natural risk to the property. Driveways may be damaged under the immense weight of a moving truck.

Lawns, lamp fixtures, etc. may be damaged when trying to maneuver truck into a proper loading or offloading position.

Carrier does not assume liability for real property damage as it is considered high risk due to the nature of moving. Repair of any damage incurred due to a moving operation becomes a cost of moving at sole liability to the shipper.

Please note that tree branches, live wires, etc. on the public roadways leading to the shipper's origin or destination and/or over any drive way on the shipper's origin or destination property should be no less than 15 feet off the ground so that they do not block the driving path of our legal height vehicles which may be as high as 13'6. Please note that wires or tree branches hanging lower than 15 feet may pose a dangerous hazard to our vehicle, real property or individuals. Please note that it is the responsibility of the shipper to ensure that tree branches and wires maintain proper height requirements and carrier is not liable in any way for damage to equipment, property or individuals as a result of the shipper not maintaining proper height of wires, trees, and/or other overhangs.

Carrier recommends padding doorways/frames and walls in common moving areas prior to the movers arriving to prevent scratches, gouges or holes. Mover can provide materials, equipment, and labor to address this at the request and expense of the shipper.

7.4 Liability Exceptions

- A. Carrier is not liable for any lost or damaged goods and/or boxes packed by owner. No exceptions.
- B. Carrier is not liable for pre-wrapped (blanketed, shrink-wrapped, packaged, etc.) furniture.
 - Example: accepting goods from another carrier or third-party storage.
- C. Carrier is not liable for damage incurred due to requested dis-assembly or re-assembly of goods. Carrier not liable for hardware loss or damage (Example: screws to a piece of furniture). If shipper does not have furniture ready to go and chooses to have movers service pieces, carrier is not liable for connections or damage resulting from dis-assembly or re-assembly. Our movers encounter numerous types of furniture by countless manufacturers and are not specialists. If hardware is left up to movers to hold onto or transport, loss is on the shipper, even in the event of alleged negligence. Even if an employee, agent or mover has assured they will keep hardware safe, it is on the shipper if this hardware gets lost. People have good intentions, but hardware DOES get lost. This is the advance warning to the shipper.
- D. Carrier is not liable for goods made of particle-board. No exceptions. Particle-board furniture does not transport well and breakage is very possible/likely.
- E. Carrier is not liable for goods shipped loose.
- F. Carrier not liable for loss, theft, or damage of prohibited items (listed below in Section 6.5). Please note that prohibited items are prohibited for a reason. Inclusion of prohibited items may result in fines, seizure of shipment, or damage to shipment. Carrier retains right to eject or dispose of any prohibited items that may be found on shipment. Carrier retains right to open and inspect any boxes/cartons packed by owner.
- G. Carrier is not liable for costs or procurement of specialists (pool table specialists, hot tub specialists, safe specialists, etc.) that may be required or found to be required either pre-start of move or while move is already in progress to complete shipment or part(s) of shipment. Carrier not liable to transport any one particular item whether on any inventory report or not if movers deem transport is not possible and/or dangerous/unsafe. Carrier not liable for any specialists or "other movers" brought in after move to complete transport.
- H. Carrier not liable for weather-related damage. Carrier not obligated to guarantee cover or blanket-wrapping of furniture if raining and/or snowing. Shipper may request new moving date if rain or snow is in the forecast. But, if you choose to move in the rain or snow (or are otherwise forced due to legal real estate obligations) our movers will do their absolute best, but damage in some form or another is likely. This is advance notice to the shipper. No exceptions.
- I. Carrier not liable for any real property damage (as described above in Section 6.3).
- J. Carrier not liable for common moving scratches, dust, dirt, rubs and/or chips (generally due to settling of goods on truck against other pieces of furniture). These minimal types of damages are common/expected to some degree in moving and are generally quite easy for shipper to repair and are nearly unavoidable by carrier.
- K. Carrier not liable for malfunction of electronic equipment, please note that a short circuit or mishandling of electronic equipment when packing can cause electronics to no longer work. All electronics should be properly packaged before moving. Carrier not liable for mis-packed goods. Carrier not liable for goods packed by shipper. Electronics are not checked by carrier prior to being moved and classified as MCU (Mechanical Condition Unknown) and not under the carrier's liability.
- L. Carrier not liable for malfunction of appliances such as refrigerators, dishwashers, washing machines and dryers.
- M. Carrier not liable for any dis-connection and/or re-connection of appliances. Movers may not assist shipper with dis-connections and re-connections. This is your warning: if goods are not ready to go and shipper has movers from this carrier service them, damages and liability are on the shipper.
- N. Carrier not liable for any furniture that may become damaged in third-party storage.
- O. Empty storage trailers and units in warehouse are routinely checked and inspected for cleanliness. When a shipment is placed into storage in the warehouse, said storage unit or trailer becomes unavailable to routinely inspect as it will be occupied and tightly packed. Carrier is not liable for any leaks, mold, fungus or water damage that may occur and/or develop during the duration of the storage term and shippers are responsible for insuring their own items for this sort of damage while in storage. Shippers are welcome to inspect storage units and/or trailers prior to storage term prior to start of a shipment. You may alternatively obtain your own storage space for us to deliver into.
- P. Carrier is not liable for high value items such as glass, jewelry, antiques, artwork, etc. or items worth \$100/lb. or more. All jewelry, cash, medications, etc. should be removed prior to the movers arriving. We are entering your home and do not want to be liable for any loss or alleged theft. This is advance warning to the shipper, if you leave your valuables lying about the carrier cannot be liable in any way for loss or theft. Glass should be taken from all hardware and packed prior to movers arriving. Mirrors, paintings, artwork, etc. should be properly packed prior to movers arriving. Movers will have no choice but to pack mirrors and glass for you if they are not ready when they arrive, and they will not be properly prepared to provide such services. Carrier cannot be liable for paintings, glass, mirrors, pictures that are not properly packed prior to the mover's arrival.
- Q. Carrier not liable for any part (damage, loss, etc.) of shipment in storage that shipper has had access to during storage term.

7.5 Prohibited Items/Services

Firearms, medications, hazardous materials, flammables, cash, jewelry, gas, fuel, liquids of any kind, live plants, alcohol, explosives, items of personal or sentimental value, perishable items, or any other items deemed illegal in nature. Carrier not liable for important documents or any other items accidentally placed into storage. Shipper is solely liable for labor required to find or obtain items out of storage.

Carrier cannot disconnect/reconnect any electrical, gas, or water from/to any item being moved. The shipper is responsible to have these connections undone prior to the pieces being moved. Or they shall be left behind. This is including, but not limited to Washing Machines, Driers, Refrigerators, Stoves/Ranges, Ovens, Electronics, Water Hoses, Etc.

7.6 Claims Procedure

Shipper should do a walk-through prior to the movers leaving. Any accidents or significant damages should be written on the bill of lading in the designated area prior to the movers leaving.

The Mover shall not be liable for the loss or destruction of, or damage to the goods/articles tendered and moved and or stored hereunder, or any part thereof, unless claim is made, in writing, to Get Your Move On LLC / Plush Installation LLC within thirty (30) days, or the minimum time afforded by local ordinance, where applicable.

Please note that outside of this limited time-frame for a claim submission, employees or agents are unable to obtain a copy of your contract and will be unable to assist the shipper. A verbal report to the carrier or any agent or employee of the carrier does not constitute a submission of claim. Employee or agent of the carrier cannot submit a claim on your behalf.

Claims for shipments with destinations outside of the state of Arizona, but within the continental United States should be submitted in writing within 3 months from the date of delivery. Please note that claims submitted outside of this time-frame will be considered invalid and employees or agents of the carrier will be unable to obtain a copy of your contract and will be unable to assist the shipper.

Once claim is acknowledged, the carrier has 120 days to offer a resolution to your claim. Please note that a resolution is not always possible and will not always be financial in nature. Carrier is not obligated to refund shipment charges. Carrier liability limits apply. Carrier liability exceptions apply. **WARNING: DO NOT HARASS OR THREATEN EMPLOYEES OR AGENTS OF THIS CARRIER.** Please note that threats of claims, lawsuits, bad reviews, or using your position of power in association with an attempt at financial gain at the expense of the carrier is extortion and all employees and agents of this carrier are required to report such threats to management and/or governing agencies.

To file a claim

Online: Visit our website www.getyourmoveonllc.com and submit an email report of your claim to any of the addresses noted in the "contact us" tab.

USPS: Mail a written notice of your claim to

Claims
Get Your Move On LLC / Plush Installation LLC
1430 E. Hadley Street, Ste. #110
Phoenix, AZ 85034

Via phone: Call our offices at 480-695-6621 to verbally report a claim. By contacting us by phone, you acknowledge and agree to the recording of said phone call for all intents and purposes and the recording can be utilized to verify any statement of facts.

Part 8: ACCOUNT MANAGEMENT

Carrier is on an electronic filing system. Any phone calls you make to employees of carrier should include your full name and address, along with a brief update on where you are in your shipment. You should indicate whether you are a prospective client or if you are a shipper with a reserved move date.

8.1 Binding & Non-Binding Estimates

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. Furthermore, 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. All movers are legally obligated to collect no more than the charges shown in their tariffs regardless of prior rate quote. Your non-binding estimate move will be charged based on the actual weight of your property being moved plus charged for any additional services you contracted for. Final charges will be based on actual weight and services provided, subject to 49 U.S.C. Section 375.407 (you may be charged 110% of the non-binding estimate) based on the non-binding estimate of weight indicated on the non-binding estimate document.

For example, if you described your property to a sales agent and the same gave you an estimated weight of 2,000lbs for your property at a rate of 0.40 per lb., then you would be charged \$800 for that portion of weight, not including additional services. If the actual weight of your property was determined to be 3,000lbs then you are required to pay for the additional weight. However, to receive your property you only have to pay 10% more than the non-binding estimate. The remaining balance must be deferred for 30 days.

NOTE: Please be aware that until your shipment is weighed the mover cannot accurately determine the actual weight of your property. Situations may arise where the actual weight of your property was significantly higher than the original non-binding estimated weight.

Binding estimate: While the company generally only provides Non-Binding estimated, it reserves the right to provide binding estimates as it sees fit.

When you receive a binding estimate, you cannot be required to pay any more than the estimated amount at delivery. If you have requested the mover provide more services than those included in the estimate, the mover must not demand full payment for those added services at time of delivery. Instead, the mover must bill for those services later, as explained below. Such services might include destination charges that often are not known at origin (such as long carry charges, shuttle charges, or extra stair carry charges).

- NOTE: Under 49 USC 13707(b)(3)(C) payment for all post contract optional services is required before delivery and prior to unloading.
- A binding estimate must be in writing, and a copy must be made available to the shipper before the move and prior to loading the transportation vehicle.
- NOTE: 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.

If your mover agrees to service the shipment, your mover must do one of the following three things: (1) Reaffirm the binding estimate. (2) [Rescission] Negotiate a revised written binding estimate listing the additional household goods or services. (3) Add an attachment to the contract, in writing, stating you both will consider the original binding estimate as a non-binding estimate. You should read more below. This may seriously affect how much you may pay for the entire move.

Once your mover loads your shipment, your mover's failure to execute a new binding estimate or to agree with you to treat the original estimate as a non-binding estimate signifies it has reaffirmed the original binding estimate. Your mover may not collect more than the amount of the original binding estimate, except as provided in the next two paragraphs.

Your mover may believe additional services are necessary to properly service your shipment after your household goods are in transit. Your mover must inform you what the additional services are before performing them. Your mover must allow you at least one hour to determine whether you want the additional services performed. Such additional services include carrying your furniture up additional stairs or using an elevator. If these services do not appear on your mover's estimate, your mover must deliver your shipment and bill you later for the additional services.

If you agree to pay for the additional services, your mover must execute a written attachment to be made an integral part of the bill of lading and have you sign the written attachment. This may be done through fax transmissions. You will be billed for the additional services 30 days following the date of delivery.

8.2 Collection of Account Charges

Please note that within the state of Arizona, the shipper is liable for paying any service (hourly, truck, etc.), storage, material charges or any other associated fees in full prior to final release of goods regardless of any previous estimate. This means account balance is due in full before the truck arrives and/or is opened. Please note that if delivery address is outside of the state of Arizona, carrier may require the shipper to pay account balance in full prior to the shipment leaving Arizona as a certified bank check or money order and carrier may only collect 100% of the binding estimated charges.

Please note that collection of charges may be estimated by the movers. Please note that as service is hourly and movers are collecting before offload, carrier reserves right to compile a final invoice of charges to be delivered or post-marked to the shipper within 30 days at which point the payment terms are as found in Section 7.3 below.

Please note that failure to pay account charges as outlined above will result in the carrier being forced to suspend shipment and to divert shipment to storage (either storage owned by the carrier or a third-party storage unit under the name and authority of the carrier) until account balance is paid in full. Any labor costs that the carrier incurs due to failure of the shipper to pay account balance must be billed to the shipper and any storage costs must be billed to the shipper.

The carrier accepts cash, personal check, certified bank check, money order or credit card and the shipper is expected to have said payment form ready for the movers on the day of their move in the total invoiced amount of the move minus the initial deposit. There is a 3% service charge for all credit card payments (except for deposits). These charges are for the additional cost affiliated with the company's processing of a credit card and are in no way additional profit or revenue to the company. No exceptions.

Please note that credit card service charges will not apply to initial deposits. Please note that personal checks may be used for initial deposit. Please note that carrier will not service move if deposit does not clear. Please note that all payments to the carrier are non-refundable. Please note that shippers may pay account balance in full ahead of the move date; however, shipper must understand that this payment is non-refundable as carrier will not hold funds for the shipper and they will become part of day to day operating expenses. Please note that the final charges for services rendered will be in accordance with this tariff or as otherwise specified on the "bill of lading" and is non-negotiable.

8.3 Account Balances

Carrier does not extend credit to the shipper except where required by state or federal law. In instances where carrier is required to extend credit, carrier will allow a 30-day free credit period for uncollected balances for services rendered that remain on account after final release of goods.

There will be a service charge of 2% added to account for each 30-day period that account remains unpaid by shipper. Please note that carrier reserves any and all rights to collect unpaid balances and/or forward uncollected balances to a collection agency.

8.4 Account Fraud & Prevention

Please note that all calls you make to the carrier may be monitored and/or recorded. Please note that carrier may keep detailed call records. Please do not lie or make false statements to agents or employees of the carrier. Do not intentionally omit vital account details when communicating with agents or employees of the carrier in an attempt to defraud the carrier for financial gain. (Example: Seeking a refund from an agent or employee when other agents or employees already gave you a refund or failed to collect in full for services rendered)

Please note that all payments made to carrier are non-refundable. Agents and employees of the carrier cannot refund a payment to the shipper once a payment has been made. Please note that employees and agents of carrier may be required to report suspected account fraud to management and/or governing agencies.

8.5 Closed Accounts

Closed accounts may be filed away into our shipment records or disposed of. Please note that there should be no reason to pull the documents in a closed account later than thirty days after the completion of a shipment as carrier requires any claims for loss or damage to be filed in writing within 30 days of completion of shipment (or 9 months to applicable inter-state shipments). Carrier is not liable for any reason if report is not filed within that period. Please note that there is a \$35 fee subjectable to the shipper contained on the bill of lading should the documents be pulled from carrier records for any reason by any party and a \$35/hr. service charge may be applied to certain requests.

8.6 Abuse, Hostility and Harassment

Please note that the carrier does not tolerate abuse, hostility or harassment from the shipper or shippers' associates (friends/families/lawyers/etc.) to its employees or agents. Please note that carrier may refuse service at any time for any reason, even if a shipment has already commenced. If carrier finds itself in possession of the goods of a hostile shipper, these goods may be diverted to its private warehouse or a public warehouse and a lien shall be placed on that shipment until account balance has been paid in full. Shipper responsible for any warehousing costs incurred as well as any costs incurred in association with this tariff. Upon payment of all charges in accordance with the applicable rates found in this tariff document, goods will be released to shipper. Please note that carrier retains right to record telephone lines.

8.7 Relatives & Friends

Please note that employees or agents of the carrier may be unable to communicate with friends or family of the shipper in regards to private contract information. Friends or family may not understand contract terms and conditions. Thus, carrier may refuse to speak with anyone who is not specifically on the bill of lading for a shipment

GYMO / Plush HHG Tariff

Part 9: IMPORTANT DOCUMENTS

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

9.1 Moving Tariff

This Document provides information about the company and includes all of our rates, charges, and service terms for moving a customer's household possessions. This document, by regulation is available for a customer's review both in hard copy and electronically.

The most current version will always be made available to customers and is always on file in hard copy at our main operating port at 1430 E. Harley Street, Ste #110, Phoenix, AZ 85034.

The most current version of this document will always be displayed at <http://www.getyourmoveonllc.com/movingtariff.pdf>. This document can change at any time for any reason. Carrier will always charge current rates and is not responsible for circulation of old copies of this document.

9.2 Pre-Move Survey/Estimate Report

This document serves as a pre-move inventory conducted by an in-home estimator or agent of the carrier. This document contains the guaranteed rates of the carrier. This document serves to notify appropriate operations personnel which power units and trailers are recommended for the shipment, as well as recommended moving staff for any particular shipment. This document is not a bid or a contract. This document contains estimated charges for the purpose of scheduling and preparing shipper for expected costs.

9.3 Confirmation

This is a document sent through email or mail that may contain confirmation of move dates, a summary of services, deposit information, guaranteed line rates of service, applicable discounts, 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.

9.4 Bill of Lading

This is an important document that authorizes the carrier, "Get Your Move On LLC / Plush Installation 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. The company completed Bills of Lading electronically in site on tablets and a final copy is sent to the shipper electronically via email at the end of the job. Should electronic means fail, a hard copy of the bill of lading will be provided to you by the carrier.

9.5 Claims Submission Form

This is a document that can be provided by our employees or maintained on our website which includes all the standardized disclosures and requests that the carrier will need to fulfill a claim of loss or damage for a shipper.

9.6 Mutual Release

A mutual release document shall be signed prior to any refund from the carrier to the shipper. This document effectively states that the carrier releases shipper from any future claims and liability in association with a specified shipment. The shipper shall release the carrier from any future claims or liability in association with the specified shipment. This document is often sent after a claim has been processed and the carrier is preparing to refund a shipper. Please note the shipper must send the signed mutual release back to the carrier within 30 days. Failure to return the signed mutual release within 30 days will forever release carrier from any and all liability in association with the specified shipment. Please note that this policy is to prevent liabilities from building up over time due to non-response and there are no exceptions to this policy.

9.7 Understanding Valuation and Insurance Options

This pamphlet publication is provided by the Federal Motor Carrier Safety Administration (FMCSA) and is provided to you the shipper by the carrier during the estimate and/or in electronic copy when receiving your estimate. It details the definitions and working of valuation protection and how the claims process works.

9.8 Your rights and responsibilities when you move

This pamphlet publication is provided by the Federal Motor Carrier Safety Administration (FMCSA) and is provided to you the shipper by the carrier during the estimate and/or in electronic copy when receiving your estimate. It informs you the shipper of your responsibilities during the process of setting up and completing a move, and of what to expect from a moving company and your rights during this process.

9.9 Consumer Handbook - A Practical Guide to interstate moving

This pamphlet publication is provided by the American Moving and Storage Association and is provided to you the shipper by the carrier during the estimate and/or in electronic copy when receiving your estimate. It lays out the process of a move from planning through execution for the consumer, assisting them in making smart decisions, preparedness, and legalities on part of the carrier and shipper.

GYMO / Plush HHG Tariff

Part 10: Arbitration Process

10.1 Summary of dispute settlement program

Get Your Move On LLC / Plush Installation maintains a dispute settlement program / Arbitration program via its membership in the American Moving and Storage Association.

The American Moving and Storage Association (AMSA) is the national trade association that represents carriers and agents in settlement programs so that our members can offer you a fair and effective way to resolve disputes that may arise over loss and damage claims on household goods shipments. The arbitration procedures provided under this program have been developed by the AMSA as a less costly alternative to the court system in settling disputes involving loss and damage claims that may occur during your move.

Under the program, movers must agree, under the circumstances that are described, to offer neutral arbitration as a means of settling loss or damage disputes that may arise on household goods shipments. To maintain a fair and neutral position, our program is administered by the National Arbitration Forum. The Forum is an independent, nongovernmental organization that is not affiliated with the American Moving and Storage Association or with any household goods moving company. The forum is one of the world's largest neutral administrators of arbitration and mediation services, with a select panel of former judges, law professors and experienced senior attorneys providing dispute resolution worldwide.

Please read this carefully; it explains what arbitration is and how the AMSA program works. Before your move, it is important for you to be aware of the program and to understand your rights when using it in the unlikely event that the need arises.

10.2 When is arbitration appropriate?

Disputes eligible for arbitration are unresolved claims that may occur as a result of loss or damage to an interstate shipment of household goods for an individual shipper (also referred to as a C.O.D. shipper).

If you (the shipper) and your mover (the carrier) cannot resolve a dispute with your claim, typically involving the amount of the settlement offer, you may request that arbitration procedures be used to resolve the claim. Before arbitration can begin however, you must be sure that you have exhausted your remedies through the mover's regular claims process and that the mover has made its final offer.

In accordance with Federal law and the terms of your Bill of Lading contract, a claim for loss or damage must be filed with your mover within nine months of delivery (a shorter period may apply if you elect to institute a court action). The carrier must acknowledge your claim within 30 days of receipt, and within 120 days must pay, deny, make a settlement offer or advise you of the status of the claim and the reason for any delay in disposition. Claim disputes involving other types of interstate claims may be arbitrated under the program if both parties agree to do so.

10.3 What Are the Legal Effects of The Program?

"What are the legal effects of the program?" Congress provides guidelines for dispute settlement programs in Section 14708 of Title 49, United States Code, under the authority of the U.S. Department of Transportation.

These guidelines are reflected in the program rules. You should carefully consider the legal effects of the following provisions before you decide to use the program:

First, arbitration under this program is optional and voluntary for you, but not always so for your mover. Your mover must agree to your request for arbitration of disputed claims of \$5000 or less, if no settlement can be reached. However, if you request arbitration of a disputed loss or damage claim over \$5000, your claim will be submitted to arbitration only if both you and your mover agree to arbitration. Once both you and your mover have signed the official forms and submitted the dispute to the Forum for resolution, a neutral Forum arbitrator will render a final decision.

Second, you may be entitled to reasonable attorney's fees if you prevail in a court action that is instituted after the arbitration process has begun, if:

- a) Your original loss and damage claim was submitted to the carrier within 120 days after the date the shipment was delivered, or the date delivery was scheduled, whichever was later, and
- b) A decision resolving the dispute was not rendered through arbitration within the time period established by the arbitrator for resolution of the dispute; or the court proceeding is to enforce a decision already rendered through arbitration that is instituted after the period for the performance of such decision has elapsed.

Finally, to discourage shippers from filing non-meritorious claims in court, the statute provides that the mover maybe awarded reasonable attorney's fees if the shipper brings such court action in " bad faith" either:

- a) After the resolution of a dispute through the arbitration program; or
- b) After the shipper has instituted an arbitration proceeding but before the period for the resolution of the dispute as established by the arbitrator has ended or before a decision resolving the dispute is rendered.

10.4 How do I request arbitration?

You may request arbitration by writing to the American Moving and Storage Association, Attention: Dispute Settlement Program,

1611 Duke Street, Alexandria, VA 22314.

Your request to AMSA may also be sent by fax to 703-683-7524. Your letter of request must be sent to AMSA within 60 days after your mover has made its final settlement offer or denial of your claim to you in writing. Along with your name, address and telephone number, the following information should be included in your request for arbitration:

- The name of your mover and the identification number of the shipment,
- Any assigned loss and damage claim number,
- The name you shipment moved under (if other than your own), and the dates and locations where the shipment was picked up and delivered,
- The dollar \$ amount of your loss or damage claim.

10.5 Settlements are often achieved before the arbitration process begins?

Therefore, you do not need to include the administrative fee or detailed documents supporting your position with your initial request. Instead, they will be due later if your case cannot be settled and proceeds to arbitration with the Forum. After we receive your information, AMSA will promptly notify the carrier of your request for arbitration and, if the dispute falls within the program guidelines, forward to you the required forms and program rules.

You will then have 20 business days to complete the forms and return them to the Forum, along with your portion of the administrative fee. Then the carrier submits its documentation and its portion of the administrative fee and the arbitration process begins. The arbitrator makes most decisions within 30 days of receiving all the necessary forms and documents. If you would like to receive more information on the Dispute Settlement Program, you may write to the AMSA at the address shown above and request a copy of the program rules and sample forms or log on to our web site at www.moving.org for more information.

10.6 What Can An Arbitrator Award And What Is The Legal Status of That Decision?

The arbitrator may grant any remedy or relief the arbitrator feels is just and appropriate within the scope of the agreement between you and your mover and within the rules of the program.

In general, the amount of any award may not exceed your mover's liability under the bill of lading. In reaching a decision, the arbitrator will consider the applicable laws and the provisions of the tariff, as well as applicable practices of the moving industry. Under the rules of the program, the arbitrator only has jurisdiction to consider claims for loss or damage to the household goods transported, or such other disputes arising out of the transportation of your household goods that are mutually agreed upon, in writing, by both you and your mover. The arbitrator has no jurisdiction to consider any other claims, including, but not limited to: consequential or incidental damages, mental anguish, loss of wages, punitive damages, alleged fraud, violations of law or any claim that cannot be arbitrated under law, such as allegations of criminal activity. The arbitrator's decision is legally binding on both parties and can be enforced in any court having jurisdiction over the dispute. Under the rules of the program, there is a limited right to appeal the arbitrator's decision; however, courts will not usually revise findings of fact or law in a binding arbitration award.

10.7 what can an arbitrator award and "how much does arbitration cost?"

The Forum's administrative fee that you will be asked to share with your mover is based on the amount of the claim that is in dispute.

<u>When the amount of the Claim is:</u>	<u>The Administrative fee is:</u>
\$10,000 or less	\$450.00
Over \$10,000 up to \$20,000	\$550.00
Over \$20,000 up to \$30,000	\$600.00
Over \$30,000 up to \$40,000	\$650.00
Over \$40,000 up to \$50,000	\$700.00
Over \$50,000	\$700.00 plus one (1%) percent of the amount over \$50,000

For example, if the amount of the disputed claim is \$7500, the applicable administrative fee would be \$450. This fee would be shared equally between the parties with the carrier and the claimant each paying \$225. If the claim in dispute was higher, \$75,000 for example, a \$700 fee would apply plus 1% of the amount over \$50,000. In this example, the fee to be shared by the parties would be \$950 (\$700 plus 1% of \$25,000); the fee for each party would be \$475.00. Unless otherwise agreed to by both parties, you and your mover pay equal shares of the fee. The arbitrator may apportion the fee as part of the final award by determining which party shall pay the cost or a portion of the cost of the arbitration proceeding, including the cost of initiating the arbitration process. In other words, the arbitrator may decide to refund all, a portion or none of your initial fee, depending on the circumstances of your dispute.