

ARIZONA BEST MOVERS LLC POLICIES

We know, it's a lot to read. But it is very important information that we want to make sure every customer understands. Over the years we have run into all kinds of people who have asked us to do all kinds of things (even if it was a bad idea and we said so at the time). When we are on the clock we work for you, and will make every effort to do what you ask. However, please be advised that certain things you may ask for come with certain risks, and we cannot be responsible for the results of these requests... So as you read this, try to put yourself in our shoes- imagine what circumstances might have motivated us to add a particular policy. These policies are for your protection as well as ours.

ARIZONA BEST MOVERS LLC

1. GUIDANCE, WALK-THROUGH AND PAYMENT. THE CUSTOMER OR HIS REPRESENTATIVE MUST BE PRESENT DURING THE MOVE AT ALL TIMES. WE NEED YOUR GUIDANCE! IT IS CUSTOMER'S RESPONSIBILITY TO DO A FINAL "WALK-THROUGH" OF THE PREMISES TO ENSURE WE HAVE TAKEN EVERYTHING. OUR TIME RUNS CONTINUOUSLY UNTIL ALL TOOLS AND EQUIPMENT ARE BACK IN THE TRUCK AND PAYMENT IS COMPLETED. HAVING YOUR CASH OR CREDIT/DEBIT CARD READY WILL SAVE YOU TIME AND MONEY.

**PLEASE NOTE: WE ONLY ACCEPT CASH OR CREDIT CARD
THE CREDIT CARD PAYMENT YOUR NAME AND NAME ON THE CREDIT CARD SHOULD MATCH. YOU WILL BE ASKED TO SIGN FOR CREDIT CARD PAYMENT. WE CHARGE**

1. We require cash or credit or debit at the END of The move The delivery drivers for The moves cannot process/accept any forms of payment other than cash, For all moves we require TRUCK FEE to secure crew and truck for your move

2. Parking arrangements. Customer is responsible for requesting moving permits if ones may be required. We can only recommend getting permits for all moves as they guarantee parking the moving truck as close as possible to your doorway. Because you are familiar with the parking situation on your street, you must decide if you need one or if you can manage parking on your own. In most cases we require 20-40 feet to park the truck. Please get moving permits if you think movers may have trouble parking at your address or let us know, so we can take appropriate arrangements for you. If there is nowhere to park at the time of mover's arrival, the crew will start your moving clock while they will be searching for parking. Driver reserves the right to park anywhere at his discretion to better perform services, even if it is illegal and/or he has to double-park. Customer agrees to pay any parking fees or tickets assessed to the carrier for any vehicle under hire by the customer .

3. Loading/Unloading. If **ARIZONA BEST MOVERS LLC.** is only providing loading or unloading services, we are not responsible for any damages, which may occur in transporting the furniture and is released of all liability after loading the truck prior to unloading. We are only responsible for items in our immediate care, custody and control.

4. Payment for THE Move. you must pay in full at the completion of the job. , payment for the moves is due at the end of the job by cash or credit card.

5. Damages and claims. Any damage claims must be submitted in writing in our claims Description. Applicable notes about these damages must be made in writing on the claims Description on the day of your move before movers leave your premises. Our company standards do assume a full inspection of furniture by both our movers and customers, however, the final inspection is the responsibility of the customer. All of our customers must sign a Quality Control upon completion of a move. It reads "I have inspected my goods and premises, including but not limited to elevators, floors, and stairwells. There are no damages except as noted. The cab and the back of the truck are empty and the job is complete". For any insurance company, this document is critical in noting charges the same day, to ensure the damage occurred that day and that coverage could be provided. **Unless payment is made in full as is due we are not required to answer or process a claim.** Do not assume you may deduct the money from the final bill to compensate yourself in the event of damage. **This is ILLEGAL.**

6. Refrigerator move. We only move empty freezers/refrigerators. Please empty the contents for safe

moving. We are happy to load these last and unload them first.

7. Aquarium move. We only move empty aquariums. (This means empty of water, and also empty of all living creatures).

8. Grandfather clocks. You are responsible for removing the pendulum, chimes, and weights.

9. Waterbed. If you have a waterbed, we will be glad to move it. However, we are not waterbed technicians. We will follow your instructions, but you must make a final inspection before our crew leaves. We will not send men out for later adjustments. If you prefer to have a waterbed company move your bed, please do so.

10. Dresser Drawers, File Cabinets, Desk Drawers. Please empty all dresser drawers, file cabinets, and desk drawers. Remember that the furniture will have to be lifted and carried, so if it's overstuffed and extra heavy it will be more difficult to handle. If the furniture will have to be navigated through challenging obstacles, like a winding staircase, it's usually best to remove everything, even the drawers, as it may be necessary to flip the furniture on its side or upside-down to get it through.

11. Last-minute change of service. If the move requires work above and beyond the original order for services, **ARIZONA BEST MOVERS LLC.** reserves the right to fulfill other obligations before completing additional work. For example, you have originally ordered services for two (2) rooms move only. On the day of the move, you adding additional rooms to move, not mentioned at the time of the request, additional pick-ups/drop-offs, etc., which will significantly increase total move time. In order to make our schedule on time for the next move, we reserve the right to postpone additionally requested services till our next availability and/or after completion of other jobs that day.

12. Flat-screen TVs. These are susceptible to damage from extreme temperatures, slight bumps, and altitude changes. The original packaging is the best. In any case, please note that in the absence of physical evidence of external damage or negligence (visible damage) we are not responsible for TVs functioning after delivery. Please note item #5 in our **EXCLUSION OF LIABILITY.**

13. Weather conditions. **ARIZONA BEST MOVERS LLC.** reserves the right to reschedule the move at an agreed-upon time, without liability if there is inclement weather, including, but not limited to heavy/freezing rain, snow emergency, hurricane warning, weather travel ban, etc.

14. Crew size. **ARIZONA BEST MOVERS LLC.** reserves the right to choose the number of movers for each job, depending on our current schedule, availability

15. Appliances. **ARIZONA BEST MOVERS LLC.** is not responsible for damage to plumbing, electrical systems, or for water damage associated with the connection or disconnection of washers and dryers.

16. Heavy and oversized item move. Our personnel will move your appliances, and items over 300 lbs. if indeed the work can be done safely. Unfortunately, damage may result to floor surfaces. If you wish to take this risk **ARIZONA BEST MOVERS LLC.** will not be responsible.

17. Safe Pathways & Access to abode. Please ensure that your walkways are safe and if there are any access problems: long unpaved driveways, loose gravel, etc., please let us know. **ARIZONA BEST MOVERS LLC.** will not take a truck off the pavement or on steep grades. **ARIZONA BEST MOVERS LLC.** will not drive a truck over freshly graveled driveways, lawn sidewalk or other areas not designated for truck traffic. Doing so may cause ruts in the grass, cracking of the concrete, loss of vegetation, damage to underground sprinklers, drain fields, or other damage. **ARIZONA BEST MOVERS LLC.** is not responsible for any damage or towing charges, which may result, whether foreseeable or not. Any time spent positioning the truck(s) or time lost due to truck(s) getting stuck will be at the customer's expense.

18. Reschedule and Cancellation fee. Our reservations calendar is critical to our success at **ARIZONA BEST MOVERS LLC.** it controls the staffing of jobs, and our ability to provide accurate estimates. Changes to our reservations calendar has a ripple effect in our business systems and can affect other customers. That being said, we do understand that things come up. We have a well-thought-out set of cancellation policies designed to secure our calendar at busy times, and therefore ensure the satisfaction of all of our customers. Read our cancellation policy here

ARIZONA BEST

MOVERS LLC CANCELLATION POLICIES

19. Right of Refusal. ARIZONA BEST MOVERS LLC. will not do anything that we feel is unsafe. We reserve the right not to service you under dangerous, unsanitary, or abusive conditions the determination of which is at our sole discretion and we will not be liable to you or any other entity for direct or consequential damages. **ARIZONA BEST MOVERS LLC.** will not work in unfloored attics. Ceiling damage and personal injury may result.

ARIZONA BEST MOVERS LLC. no responsibility for ceilings.

20. Packing Materials and Packing Service. We carry a full line of packing materials including wardrobe cartons. We also offer a packing service. Please call (480-969-2773) for details. You may move your own glass, porcelain, ceramics, etc. yourself. If you wish, we will move them carefully, but will not be responsible for breakage and/or resulting damage to unpacked fragile items. If you wish to have fragile items packed so that they will be covered by basic insurance \$.30 per pound you will be charged for packing and materials. If you decline additional materials we will move the items but you will be asked to sign a waiver.

21. Kids and pets. For safety reasons and their protection, small children and pets must be out of the work area.

22. Unsafe/Unique Moving Circumstances. We are often asked to perform tasks that border on the impossible. **ARIZONA BEST MOVERS LLC.** will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, overcrowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather. **ARIZONA BEST MOVERS LLC.** is not responsible for any direct or indirect damage to items or surroundings, as a result of a specific customer request. We reserve the right to refuse a specific customer request if it is potentially dangerous to our crew or surrounding areas.

23. Flammables and Combustibles. ARIZONA BEST MOVERS LLC. will move no flammables or hazardous material due to safety laws and DOT regulations. As you prepare for your residential move, there are some things you should be prepared to move yourself or leave behind.

Moving companies are not legally permitted to transport any hazardous materials! This includes items that are **flammable, corrosive or combustible.** What does this mean for you? If you have a gas barbecue grill you will need to disconnect the tank and take it with you or the grill stays where it is. Your lawnmower and other power lawn tools must be emptied of fuel or they do not go on the truck. You should also be sure to disconnect gas hookups for grills, dryers, water heaters and anything else that you plan to have your movers take. **Moving companies cannot handle gas connections.**

Please contact your gas company for servicing. We do not disconnect gas appliances under no circumstances.

Non-allowable items include: Sterno (jelled fuel), Fire Extinguishers, Household Batteries, Matches, Aerosols, Chemistry Sets, Kerosene, Cleaning Solvents, Darkroom Chemicals, Gasoline, Ammonia, Pool Chemicals, Propane/Propane Tanks, Nail Polish, Nail Polish Remover, Motor Oil, Fireworks, Car Batteries, Charcoal, Charcoal Lighter, Liquid Bleach, Fertilizer, Paints (latex & oil-based), Paint Thinner, Pesticides, Firearms, Ammunition, Poisons (such as weed killer), Lamp Oils, Fuels.

Customers must make other arrangements to transport these items.

Please note: If you ship any of these goods without our knowledge, you immediately void any and all liability by our company for any and all loss or damages, and you will be held responsible for any damages, fines, warehousing costs, and delays incurred by our company resulting from the transport of these materials.

24. Aging and deterioration. When moving household items, **ARIZONA BEST MOVERS LLC.** has found deterioration occurs over time due to age/heat/dry rotting. Mattresses lump and disfigure upon disturbing, lampshades and wiring also become brittle and rotten, and floor lamp base concrete may crumble and fell out. If you wish, we will move them carefully, but will not be responsible for damage of deteriorated items.

25. Simulated wood products and pressed board. These products have poor structural integrity, which does not lend itself to moving or repair. We will move these items carefully but cannot be responsible for damage of simulated wood or pressed board furniture. These items are excluded from

any and all moving insurance coverage. A helpful tip from your friendly **ARIZONA BEST MOVERS LLC**. Furniture manufactured from pressboard and particleboard is designed to go into a box when it is moved from the manufacturer to the retailer then to the customer **unassembled**. It is not built to withstand the normal stresses of a move as an assembled unit. Most are not designed with the extra wood structural pieces to adequately brace the unit for movement out of or into a residence or office, nor the normal moving truck vibration, even in air-ride moving trailers. Usually chips or dents are not repairable. Surface impressions can be made on the furniture when writing on a single piece of paper – you can imagine how it must fare when stacked in a moving truck. Assembly instructions frequently suggest that connecting hardware pieces be glued in place. This does not significantly improve the structural integrity of the furniture but does make disassembly impossible without creating substantial, irreparable damage. For these reasons, **moving companies and third party insurers do not offer increased insurance coverage for these types of items**. We will do our best to transport these items for you in a safe and careful manner, but because pressed wood furniture is so unstable we are unable to offer increased cargo valuation or increased insurance on these pieces. If damage does occur you will be able to submit a claim only for the basic cargo valuation coverage of \$0.30 per pound. Full replacement value insurance excludes these items. **Pressed wood and particleboard furniture are moved at your own risk!**

26. How to Save Money. Pack everything into uniform-sized boxes with lids and mark them with the destination room. Stay close to the action. Move delicate items in your car. We are happy, to place them there and remove them. Disassemble your furniture before we arrive. Be as clear as possible with your directions to our crew.

27. Help with your move. Please note: Insurance regulations prohibit us from allowing you on the truck and if you choose to help with any part of the move, per our contract, we are excluded from liability for the entire move.

28. Self-storage. If you are loading or unloading into or out of self-storage, we are only responsible for damage caused while loading, transporting or unloading. It is the customer's responsibility to provide padding (blankets, thick towels, padded paper, etc.) to protect their goods. You can rent our blankets for \$10 each. \$18 per blanket is due on the day of your move, and \$8 will be refunded to you when you return them. We ask you to be present at the storage site to note the condition of your items. Our responsibility ends when the unloading is complete.

29. Tipping. if you feel you have been treated especially well, You can give it to your foreman who will split it with the crew, or to each mover, cash only.

EXCLUSION OF LIABILITY

1. **ARIZONA BEST MOVERS LLC**. liability for lost or damaged items is limited to \$0.30 per pound per article.

2. The condition of any item(s) boxed by the customer (PBO/packed by owner) and not inspected prior to move is not insured by **ARIZONA BEST MOVERS LLC**. and is the responsibility of the customer.

3. **ARIZONA BEST MOVERS LLC**. shall in no way be responsible for the working condition of electronic equipment, grandfather clocks, or any other piece of mechanical equipment (MCU/mechanical condition unknown). All items should be properly boxed and securely packed. If the following items are transported loosely, they are excluded from moving liability. These items include, but are not limited to:

ELECTRONIC COMPONENTS, APPLIANCES, TELEVISIONS, STEREOS, DVD PLAYERS, CD/MP3 PLAYERS, SEWING MACHINES, TYPEWRITERS, COMPUTERS, PLANTS, LAMPSHADES, GLASS, CERAMIC LAMPS, CERAMIC ITEMS MIRRORS (WITH OR WITHOUT A DRILLED HOLE), MARBLE, CERAMIC, PLASTICS, CONCRETE PIECES, STATUES, PICTURES, PAINTINGS, CURTAIN RODS, COMPUTERS, LAPTOPS, DISHES, CHINA, ETC. Standard liability is limited to and not to exceed \$0.30 cents per pound, per article.

4. **RIZONA BEST MOVERS LLC**. will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, over-crowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather. Occasionally it may not be possible to place items

where you would like them without possible damage to the items or premises. If this situation arises, our foreman will present you with a release form indicating that you accept responsibility for any ensuing damage. (and/or obtain your verbal agreement). You will be asked to sign a waiver if we agree to attempt any non-routine moving request..

5. **ARIZONA BEST MOVERS LLC.** shall not be responsible for loss or damage to accounts, bills, checks, evidence of debts, letters of credit, passports, tickets, documents, manuscripts, notes, mechanical drawings, securities, currency, money, bullion, precious stones, jewelry, or other similar valuables, paintings, statuary, or other works of art; or property carried gratuitously or as an accommodation. The process of removing drawers must be done in the presence of the customer or their agent.

6. **ARIZONA BEST MOVERS LLC.** shall not be responsible for damage resulting when moving household items that have deteriorated such as, but not limited to, lampshades, mattresses, electrical wiring, etc.

7. **ARIZONA BEST MOVERS LLC.** shall not be responsible for glass in any form or damage resulting from glass breakage unless special packaging has been purchased. This applies to porcelain and ceramic items, also.

8. **ARIZONA BEST MOVERS LLC.** shall not be responsible for plants or pets.

9. **ARIZONA BEST MOVERS LLC.** may use dollies to facilitate removal or placement of appliances, etc., and damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of **ARIZONA BEST MOVERS LLC.**

10. **ARIZONA BEST MOVERS LLC.** shall not be responsible for damage to waterbeds or any subsequent damage. We claim no expertise as waterbed technicians.

11. **ARIZONA BEST MOVERS LLC** shall not be responsible for damage to items requiring special instructions if customer fails to provide such instructions including, but not limited to, disassembly or assembly of said items and any special preparation required. It is your responsibility to provide special tools if needed.

12. **ARIZONA BEST MOVERS LLC.** assumes no liability or responsibility for any items and cargo placed in the customer's own vehicle or in rental equipment and which **ARIZONA BEST MOVERS LLC.** does not transport.

13. **ARIZONA BEST MOVERS LLC.** may use dollies to move heavy objects such as but not limited to pianos, appliances, items over 300 lb., etc. Any floor surfaces including but not limited to parquet, hardwood, ceramic, marble, entrance halls, etc. and any damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of **ARIZONA BEST MOVERS LLC.** If floor can be pulled by thumbnail, we are not responsible for damage. **ARIZONA BEST MOVERS LLC.** may use water or soapy water to facilitate removal or placement of appliances.

14. Water Connections. **ARIZONA BEST MOVERS LLC.** will not connect washer/dryer or ice makers. Please note: you or your representative must check or accept any plumbing connections. Please make sure the main water valve(s) are completely turned off before disconnecting them. Any assistance we give is as a courtesy only. Water and drain connections are the responsibility of the user. WE ARE NOT PLUMBERS.

15. **ARIZONA BEST MOVERS LLC.** cannot be responsible for the working condition of major appliances. Please note: if you are moving front/top load washer- you are responsible to arrange a third party appliance technician who will install shipping bolts for your washer before moving it! We do not carry THEM! A good place to check for part numbers and availability is at Repair Clinic. There is also a universal washing machine stabilization pack on the market called LitKit that doesn't use bolts but requires a bit more effort.

16. **ARIZONA BEST MOVERS LLC.** cannot be responsible for dents or scratches on major appliances. A thin metal that has an extreme affinity to dent and scratch covers them.