

Detailed Movers

CUSTOMER AGREEMENT

Thank you for your interest in booking your job with Detailed Movers.

PAYMENT: Payment must be made in cash, American Express, Master Card or Visa. The minimum for credit card payments is \$1k. A 4% Service Charge will be added to all credit card payments. We do not accept personal checks. Tips, which are customary in moving work, must be in cash, and cannot be placed on a credit card. Please do try to tip your movers based on the quality and level of service delivered.

INSURANCE: With regard to damages, the base level required by New York State for moves is 30 Cents per pound, meaning if your 50 pound television is broken during the move, you can expect \$15 in compensation. Any coverage beyond that, you would need to get outside insurance coverage through another company. Renter's insurance generally has some coverage for moving. You can purchase 3rd party insurance at: <http://www.movinginsurance.com>. Also, we cannot be responsible for items packed by the customer, as in glassware and the like in boxes. Please understand that we have to stick to this policy, **regardless of whose fault the damage is**, so if you expect full coverage for damages, you need to get supplementary coverage. By confirming your move with a credit card you are agreeing to these terms. We can provide a certificate of insurance, which some buildings/landlords require to cover against damages to the property, but you must request it at least 48 hours in advance. Each certificate costs \$25 (meaning if both your starting and ending locations require certificates, that would be \$50). Please let us know as soon as possible if that is required. Last minute COI's, which would be those needed in under 24 hours, are \$50 each to process, if even possible. We have a form you will need to fill out and submit to us via email for us to process the certificate with our insurance company. We cannot come up with a certificate immediately on the job sight, as they have to be specific to the job and location, and our insurance company needs time to create them and send them out.

ARRIVAL TIME: Our arrival time is ESTIMATED, not exact. You must have flexibility, especially on afternoon jobs. Please be aware that while we try to leave cushion time between jobs, we can sometimes run late due to the variables beyond our control, such as customers with more inventory than estimated, elevator issues, traffic and weather events. While we try our best to keep on schedule, moving is not an exact science. We sometimes run late and sometimes early. We will call ahead to let you know about changes in our arrival time. We appreciate your patience.

CANCELLATION/RESCHEDULE: If anything about your move changes, such as locations or timing, please inform us as soon as possible. Moving deposits (usually in the form a credit card or Venmo held in lieu of final payment) are non-refundable less than 48 hours before a job. If cancelling after that time, you will be charged the minimum possible total for your job (based on the hourly minimum quoted). This applies no matter what the reason for the cancellation is, even if it is only to delay the move to another date, even if your lease falls through at the last minute. We still have the same expenses, still have to pay our employees for the day, and most likely turned down jobs due to the fact that we were booked on the job that is cancelling. Please make sure you can absolutely move on the date and time you are booking before confirming your job, and inform us as soon as possible, via email, if there is an issue.

YOUR POSSESSIONS/QUOTE: By far the largest problem we run into is arriving at jobs to find much more to be moved than was on the list sent to us by the customer. While on flat rate jobs, this will mean an adjustment in price, it also can mean we may not have a large enough vehicle or, perhaps more importantly, that we are going to be very late to the next customer. We often book multiple jobs a day. If you have more than you previously informed us of, we reserve the right to adjust the quote or limit the amount we will transport to the original agreement, so as not to cause an unreasonable delay on a following job. Please update us before the day of the move (preferably days before) if you find you are going to have more than you expected or that your original list was incomplete. Also note, that the 3 or 4-hour minimum on our rates does not mean that you can add to the job last minute or choose to hold the crew there to finish out the minimum hours on the quote as we adjust our days based on how jobs are predicted to last. In many cases, you may be quoted a 3 or 4-hour minimum, but we schedule on the assumption that we will actually finish your job in less time than that. Our rates are very competitive, so the minimum is reflective of the minimum we can afford to charge for a job, but not necessarily how long we expect the job to last. Please note that we do not bring boxes or packing material, and you should be completely packed before we arrive. We cannot take small loose unpacked items in the truck. Drawers should be empty with the contents packed in boxes, and the surfaces of furniture should be cleared.

STAIRS/DISTANCE CHARGES: On jobs in which we need to navigate stairs as opposed to only rolling your possessions on dollies between elevators or ground floors, we do charge “stair fees”, a single charge that is separate from the hourly rate. This means that if there is a 4-step stoop to get to or from the elevators in a building, everything must be lifted off the dollies and returned to the dollies to get past this obstacle. In some cases, when filling in the quote, you may not be aware that stairs need to be navigated to perform your job, or the number of flights of stairs you listed in your quote is different than the actual amount of flights. This may require the addition of or a change to the quoted stair fee. Please note that an increase in the amount being moved can also increase the stair fee. Such as to say, if you estimated 20 boxes needed to go up five flights of stairs, but on moving day, there are 50 boxes that need to go up five flights of stairs, this will require the stair fee to be adjusted. The movers will discuss this with you once they become aware of the changed situation, so it won't be a surprise you are confronted with at the end of the job. Also, on rare occasions, when it is required that the movers travel a long distance to get to and from the truck and your residence, there may be a “long-carry fee”. For instance, if we need to navigate a parking garage that is half a city block to roll everything up the parking ramp to get to the truck, this might entail adding a long-carry fee. This is rare, and would again be discussed with you either in the quote process or when the movers become aware of the situation.

IKEA/COMPOSITE WOOD FURNITURE: We cannot dismantle or re-assemble any furniture other than bed frames. IKEA AND flat-pack (furniture that comes in a box and is assembled by consumer) pieces, like wardrobes, are very complicated and are very difficult to deconstruct without damage. If your furniture, other than a bed-frame, needs to be disassembled to be moved, you will need to have this done before we arrive. (We can dis-assemble bed frames as long as you let us know in advance.) Furthermore, we cannot be responsible for composite wood/flat-pack furniture falling apart when moved. We do our best to protect it, but pressed-wood furniture is generally not sturdy, and often does not handle moving well. That said our insurance policy does not cover pressed-wood IKEA style furniture.

PARKING TICKETS: As there is often no legal parking at job sites, customers are encouraged to watch the moving vehicle during jobs to help avoid tickets. We will make our best effort to find legal parking, but this is not possible in many locations. CUSTOMERS ARE RESPONSIBLE FOR PAYING ALL PARKING TICKETS RECEIVED DURING THE COURSE OF THEIR MOVE. THE PARKING TICKET FINE WILL BE ADDED TO THE TOTAL BILL FOR THE MOVE AT THE END OF THE JOB,

DRIVING: Customers cannot ride along in the truck or van. This is per our insurance and is to protect the customer as well. Please be sure to arrange your own transportation between locations if necessary.

BE PREPARED: Beyond that, please be as prepared as possible for your move. You should be completely packed before the movers arrive. Again, this is a courtesy to our other customers who are as anxious as you are to have a smooth moving day and have timing considerations of their own.