WRITTEN BINDING ESTIMATE, ORDER FOR SERVICE, BILL OF LADING AND CONTRACT FOR RESIDENTIAL / COMMERCIAL SHIPMENTS.

Reliable Movers
12 Lake Avenue
Auburn, New York 13021
315-252-9214 / 315-863-5426
reliablemovers123@yahoo.com
DOT# 36291
US DOT# 1605981
MC# 837987

Order #
Date
This Estimate Expires:

Shipper:
Address:
City:
State: NY
Telephone:

Consigned To:
Address:
City:
State: NY
Telephone:

Shippers Destination:
Packing Date:
Loading Date:
Delivery Date: Same day

Conditions at Origin:
Conditions at Destination:

SAMPLE

SHIPMENT VALUATION, CARGO INSURANCE AND DAMAGE CLAIMS

Reliable Movers LLC maintains $20,000 in cargo insurance coverage. Standard carrier liability is $0.60 per pound, per article, where applicable under New York State regulations and the carrier's filed tariff.

FULL REPLACEMENT VALUE PROTECTION

Customers requesting Full Replacement Value Protection must notify Reliable Movers LLC before their move.

Full Replacement Value Protection is based on $6.00 per pound of the total shipment weight, with a minimum declared shipment value of $6,000. Customers may declare a higher shipment value. Additional charges apply for this protection.

INTERSTATE MOVES WITH TEMPORARY STORAGE

Customers moving out of state who require temporary storage may receive both an intrastate and an interstate moving contract.

The intrastate contract documents the initial pickup and storage arrangements. The interstate contract documents the transportation and delivery to the out-of-state destination.

Full Replacement Value Protection is addressed through the interstate moving contract and Declaration of Value. The applicable coverage period and valuation terms are governed by those documents and applicable law.

CARGO INSURANCE CLAIMS

All damage claims must be submitted through Reliable Movers LLC's claims process.

When a claim is submitted to and approved by our cargo insurance company, a $500.00 deductible applies. The insurance company deducts this amount directly from the customer's approved claim settlement, subject to applicable law.

Moving charges remain payable according to the contract, subject to applicable law.

Customer's Initials: _____

( ) Charge ( ) Prepaid (X) C.O.D.Written Binding Estimate Charge:

(for transportation and accessorial service)

Charge for Insurance Coverage: 0

Total Charge:

Prepayment Collect by:

BALANCE DUE: See bottom of fifth page for pricing

IMPORTANT NOTICE

THIS WRITTEN BINDING ESTIMATE, ORDER FOR SERVICE, BILL OF LADING AND CONTRACT COVERS ONLY THE LOADING, TRANSPORTATION AND UNLOADING OF THE GOODS SPECIFIED ON THE INVENTORY SHEET ATTACHED HERETO AND MADE A PART HEREOF, AND THE SERVICES SPECIFIED ON THE REVERSE SIDE HEREOF. IT IS OFFERED SUBJECT TO THE FOLLOWING PROVISIONS.

1. Binding Estimate may be revised by mutual agreement between the shipper and the mover any time on or before the day shipment is loaded or any time within the 30-day period that the binding estimate is in effect, whichever comes first.

2. Estimate total charges apply only for quantities and/or services or any part thereof set forth on the estimate. The binding estimate total charge will not cover delays caused by any impediment to the move which are not caused by the mover.

3. Transportation is limited to the origin and destination and additional stops. If any indicated on the estimate.

4. If at the time of the move the actual quantity (in cubic feet or constructive weight) of goods to be moved varies by more than ten percent of the quantity shown on the estimate, the binding estimate may be adjusted accordingly, the mover may submit an entirely new written binding estimate, or mover may choose to move shipment at full tariff rates.

5. If at the time of the move the shipper requests additional labor services from the mover that are not listed on the original binding estimate, an adjustment will be made by the -mover to the binding estimate to reflect the hourly labor rate specified below:

Van: $100.00 per van per hour.

OT Van: $200.00 per van, per hour.

ST Labor: $100.00 per man, per hour.

OT Labor $200.00 per man, per hour.

OT Packing: $30.00 per box. Box and materials are included in price

Storage: Billed in 30 increments regardless of if the 30 days is used. $250.00 - $400.00 per month based on unit size and climate.

Reloading fee from storage: Same price as the original moving in fee.

6. If at the time of the move the shipper requests additional accessorial service that are not labor related and that are not listed on the original binding estimate, an adjustment will be made by the mover to the binding estimate to reflect the mover’s published tariff rate in effect at the time of the move for such accessorial service.

7. If shipper requests or requires additional accessorial quantities or services after loading, at destinations which are not included and itemized on the binding estimate, charges for such will be assessed at the mover’s tariff level in effect at the time of loading.

Estimated weight will be used for items assessed on the cwt. Basis. On prepaid shipments or on shipments when prior credit arrangements have not been previously established, the mover will collect at time of delivery the applicable tariff charges which shall be in addition to binding estimate.

These services are as follows:

Unpacking

SAMPLE

Extra Pick-Up or Delivery

Labor Charges

Auxiliary Services

Waiting Time

Overtime Loading and Unloading

Storage-In-Transit and Warehouse Handling Charge

Servicing Appliances

Pickup or Delivery Transportation rates on Storage-In-Transit Shipments

8. Binding estimates will apply only when the following conditions exist at both origin(s) and destination(s) for the entire duration of the move(s).

A. There must be adequate heat, light and power.

B. Mover must have exclusive and uninterrupted use of the agreed upon number of elevators. Where required, shipper shall supply competent elevator operator (s).

C. Adequate loading and unloading areas (platforms) must be made available to movers. Loading and unloading areas (platforms) must be free and clear of trash, trash removal equipment, construction materials, other non-related furniture, or other similar obstructions.

D. Adequate parking area, and any adjacent sidewalk area, must be available. This binding estimate will be invalid should the parking area, and adjacent sidewalk area become unavailable for use due to construction work, a parade, or other similar obstruction, which did not exist, or was not anticipated, when the binding estimate was executed.

E. Construction, renovation or decorating work must not be in such a state as to impede the move. This includes, but is not limited to, carpet laying, tiling, painting and carpentry work.

F. The doors agreed upon prior to execution of binding estimate, to be used for loading and unloading must be available.

9. The binding estimate will not cover delays caused by fire alarms, bomb scares, directions of governmental agencies, or their subdivisions, extreme weather conditions, trade union jurisdictional disputes, strikes or other similar unforeseen delays, not the fault of the mover.

10. All furniture shall be placed once at destination(s).

11. Mover must perform physical survey of origin premises and inventory all merchandise to be moved. Merchandise to be moved shall be entered on a tally sheet, cube sheet or similar form, which shall become part of the binding estimate contract. Tally sheet, cube sheet, or similar form shall be signed by both shipper and mover.

12. All permits that relate to the merchandise being moved, origin, and/or destination premise(s) shall be secured by the shipper.

13. All permits, that relate to the mover’s vehicles, equipment or personnel shall be secured by the mover.

14. All prepayment for services, including but not limited to, elevator operator(s), utilities, security personnel, or other building personnel, shall be the responsibility of the shipper.

15. Cancellation, or any changes, must be made at least 72 hours for local moves or 168 hours for moves outside of the 50 miles radius of Auburn, NY prior to the major portion of the move. Any charges incurred by the mover because of shipper’s failure to notify mover of cancellation, or change(s) at least 72 hours for local moves, 168 hours (7 days) for out of radius moves in advance of the major portion of the move will be charged for at the mover’s applicable tariff rate. 25% of the booked moved price. Deposits are non-refundable. Reliable Movers reserves the right to cancel your move/contract at any time.

16. Shipper shall designate personnel who will be present at origin and destination during the actual move. Such personnel shall be authorized by shippers to make changes should changes be necessary, during the actual move. If shipper does not designate such personnel, or if such personnel are unavailable, mover will be empowered to take whatever action a reasonable mover would take.

17. Litigation- Attorney's Fees to Prevailing Party. In the event of any arbitration or court action conducted hereunder, the prevailing party shall be entitled to recover from the losing party all fees and expenses incurred by the prevailing party in connection with the arbitration or court action, including reasonable attorney's fees. In the case of arbitration, the arbitrator(s) shall determine which party is the prevailing party.

Moving Guidelines

Effective 2-13-2020 WE ARE NO LONGER ARE ACCEPTING PERSONAL CHECKS. All moves are to be paid in cash or with credit card due to numerous customers bouncing checks over the past year. It is almost impossible with the new laws to collect on these debts. There is a 3.7% transaction fee on credit cards. This is what the credit card company charges us for using their system.

Please box your TVs. If your TV is not in a box, the guys will pad and shrink wrap it. We are NO LONGER responsible or liable for tvs that are not boxed.

1. Box Preparation

All boxes must be closed, taped, and clearly marked with the room they are going into at the new location. Our crew will not wait during unloading while customers open or sort through boxes to decide where they belong.

If items are not packed when the crew arrives, they will not be moved, and the crew will not wait for packing to be completed. Please make sure everything is removed and packed from the tops of tables, nightstands, dressers, and other furniture before the crew arrives.

Clothing must be packed in boxes or wardrobe boxes. We will not move clothing left on hanging racks.

Please limit Amazon bags to 20 or fewer. These bags are difficult to stack securely in the moving truck and can take up unnecessary space.

2. You may leave the drawers in the dressers. We will move them the way they are. Please pack the contents of ALL dressers and armoires. Nightstands and desks also need to be emptied. You may leave all files in narrow 2-4 drawer filing cabinets. Credenza file cabinets need to be emptied.

3. We will break down bedroom furniture and reassemble it. This season we have come across many customers moving from large apartments/homes into small apartments taking the same number of furnishings. If you are boxed in the guys will not reassemble certain furniture because they cannot access it.

4. Wardrobe boxes may be purchased. If wardrobe boxes are not available, you may also buy extra-large boxes for wardrobes. Remove the hanging clothing 5-7 hangers at a time. Make one-fold in the middle of the clothing and place it in box. Do not over-stuff the box to prevent wrinkles. Heavy duty garbage bags are sufficient for bedding. Wardrobe boxes do not come with the standard packing job. You must specifically ask for them. We use the large box system.

5. The customer is responsible for all snow removal and salt. Stairs and driveway must be cleared prior to the truck arriving. Overtime charges will apply if snow removal is not done prior to arriving at pick up or destination.

6. The customer is responsible for preparing for protection of flooring within the house. We recommend going to Lowe's or Home Depot and buying Red Rosin Paper. It is located in the hardwood flooring section and usually runs for about $15.00 for a large roll. The paper can be laid with masking tape throughout the walk area of the house for added protection against hardwood flooring. If rosin paper is not available, we will be able to use two or three moving pads or neoprene floor runners to lay in the entrance of the home. Our employees cannot remove their shoes due to Workman's Comp and safety issues.

7. We are not responsible for the customers' packing of boxes unless the box is crushed or torn open. Please carefully pack glass and label box FRAGILE. Bubbles are available through our company at a lower cost than most retail stores.

Packing completed by us follows .60 per lb insurance.

8. We will pad and shrink wrap large pictures and mirrors (over 2 feet long) free of charge, no more than 5 pictures/mirrors. You are responsible for packing lamp shades and bulbs. Lamp shades are very fragile; many customers opt to take lamps in their own car.

We have plastic mattress covers for sale at 12.00 each. You must call or email me prior to your move if you need them, as the men do not carry these covers on the truck.

9. The customer is responsible for doing walk through of their home prior to the truck leaving to make sure everything has been loaded. When the truck arrives to be unloaded at the new home the customer should stand near the entrance to where the truck is being unloaded and tell each employee where each item is being placed within the house when the items are being carried in. The customer is also responsible for doing a walkthrough of the truck when the move is completed to ensure nothing has been left on the truck.

10. Payment is to be made cash or credit card. There is a 3.7 percent transaction fee on credit/debit cards.

11. For the safety of your animals and our employees please cage or remove your animals from the move site.

12. The customer is responsible for disposal of shrink wrap used on the job. Because we are considered commercial, our dump runs to the landfill are high, to keep your cost down we ask you to dispose of this.

13. If your move was bid by truck size, this is for one trip only, unlimited hours and men. Additional trips and extra stops are an extra charge.

Piano and gun safe moving is NOT included in this price. All pianos/gun safes have extra charges due to weight and manpower involved. Please read your contract and make sure your piano/gun safe is listed along with the charge on the bottom of the last page.

14. Only during certain moves will the head employee ask for half down prior to loading the truck and the other half when the job is completed. This is at the discretion of Mike or Jen (owners) when this happens. All out of long distance moves within NY operate like this.

SAMPLE

15. If an itemized inventory and single price is listed on your contract versus based on truck size, the guys must follow this inventory. Your price will change if your inventory changes drastically. Single prices are given through walk-through estimates or smaller shipments via phone. All phone conversations are recorded to ensure accuracy of inventory given by customers.

16. We have the right to substitute truck size. You may receive a larger or smaller truck.

17. Overtime charges will apply for assembly and disassembly of furniture and appliances that take more than 5 minutes per item. This includes removing interior doors, refrigerator doors, two or more-piece desks, exercise equipment, and oversized bed frames. Overtime charges are in 15 minutes increments.

Excessive distance and stair carry charge: There will be a charge for excessive distance which is defined as the walking area to or from home to the truck that is being loaded or unloaded.

A stair carry charge will be incurred if you do not have stair carry listed on your contract. This does not apply for two story homes.

Excessive distance is more than 50 feet. If you have excessive distance, please make sure this is listed on your moving contract or you could be charged for this.

Elevators are delayed due to residents or other movers using the same elevator.

Multi-level storage facilities --- for storage facilities that we cannot back directly up to the door and unload.

Ikea furniture. Particle board is NOT covered under insurance. Ikea furniture and adjustable beds may require excessive breakdown and reassembly; there may be an additional charge for this. The main employee will let you know if this should occur prior to breaking down.

18. We will no longer be liable for movement of granite. Granite is extremely delicate and needs to be crated prior to moving. We will move your granite piece(s) but will not cover any damage to it. Our men will cardboard, pad, and shrink wrap granite pieces and protect them to the best of their ability. Due to veins within the granite, it is not considered a stable piece thus subject to damage regardless of the handling procedures. Cold climate as well as humidity affect granite making it extremely fragile

19. We are not responsible for your purse, loose change, coins, jewelry, laptops, or valuables. Please take them with you. Please do not leave these items left in the open. You may pack them in boxes that are taped shut.

20. Payment for long distance moving within NYS is as follows. 1/2 balance of cash is due when the loading is completed. The remaining 1/2 balance is due prior to the truck being unloaded at the destination.

21. Over stuffing/overweight boxes. Since we base our prices on truck size, customers lately have been using extra-large boxes and over-stuffing them to avoid going into more space used within the truck. Some of these boxes are hitting 100lbs or more. When packing yourself, please use book boxes for books. They are smaller cartons (1.5 cartons). Please do not try to stuff your entire apartment into one box or tote. There will be an added fee if this happens. The average home should use an assortment of boxes. Small, medium, and large. Totes are acceptable. Your entire book collection in one tote is unacceptable. Boxes and totes weight max is 50lbs.

22. Moving large items- Some items such as your dressers, beds, or pianos will not fit into your new space because of hallway turns, stairs, or doorways. The guys will assess the situation and determine if the item will fit. The guys are trained to specifically deal with situations such as these. If they state, the item will not fit they will not move it. And this is based on the space, if it may damage your walls/trim, or the piece being moved. Please trust their judgment.

23. During peak season we schedule moves in the morning and the afternoon. 9am and 1:00 pm time slot. If your move is scheduled for the afternoon, keep in mind the guys who are coming from the morning and move to you. They may run ahead or behind schedule. The guys will call and give an approximate arrival time.

24. The 30-foot truck is a large and heavy truck. It can top 26,000lbs. We are not responsible for driveway or yard damage. The guys will ask for your permission to drive on the yard if need be. Cracking and scraping your driveway is not our responsibility. We average more than 300 moves a year and rarely if ever come across this issue.

25. Cancellation, or any changes, must be made at least 72 hours for local moves or 168 hours for out of state moves prior to the major portion of the move. Any charges incurred by the mover because of shipper’s failure to notify mover of cancellation, or change(s) at least 72 hours for local moves, 168 hours (7 days) for long distance moves in advance of the major portion of the move will be charged for at the mover’s applicable tariff rate. 25% of the booked move price.

26. Customer Conduct & Crew Interference

Reliable Movers has zero tolerance for violence, threats, verbal abuse, derogatory language, arguing, sexual harassment, or drug/alcohol use that creates an unsafe or uncomfortable environment.

Customers must allow our crew to work without constant hovering, micromanaging, repeated interruptions, or interference. Questions and reasonable instructions are always welcome, but behavior that delays the move or makes the crew uncomfortable will not be tolerated.

If necessary, our crew may stop work and leave the job. Additional or overtime charges may apply.

SAMPLE

27. Haggling - Our rates for local moving are listed on our website. Please do not try to haggle the employees for a lower rate. Haggling will not be tolerated. Payment is due when the services are completed. Payment will not be withheld or disputed for damages. We must follow the claim process for our insurance company.

28. Do not offer or bait my employees with extra tip money/compensation for ANY work not outlined in the moving contract. You are to contact the office for additional work. We may impose a fine up to $1000.00 for work completed without the office's knowledge or not defined in the moving contract.

29. Drugs- DO NOT PACK drugs, plants, or drug paraphernalia into your boxes or shipment. Drugs are NOT tolerated. If the guys have any inclination your shipment contains the above listed, your shipment will be terminated, and the fullest moving charges of your contract will apply.

30. If you need to change your move date after placing a non-refundable deposit, your deposit will be honored toward a new date for up to 60 days.

31. Any concerns regarding service, damage, or billing must go through our claims process. Posting inaccurate or misleading information publicly without giving us the opportunity to resolve the issue may result in legal action.

32. Treadmills must be fully disassembled as needed for moving **before our crew arrives**.

Customers are responsible for disassembling and reassembling their treadmill or hiring a qualified technician to complete this service.

Our movers can safely transport the treadmill once it is properly prepared for moving.

DO NOT PACK GUNS, AMMO, FLAMMABLE CHEMICALS, PROPANE, OR GAS. WE CANNOT MOVE ANY OF THE ABOVE-LISTED ITEMS.

Moving and estimating shipment size is not an exact science. Even with a walk-through estimate you may use more or less space that is quoted. With 29 years' experience we do our best to estimate the space you are going to use, but it is not guaranteed.

At any time, you may stop the movers if you think you are going over in space and want to keep on budget.

The truck is loaded utilizing all available space, loaded top to bottom, side to side. If you need a 2nd trip you will be charged according to space used.

Please do not ask my men to do extra work outside of the contract or to charge less for your shipment for a "tip or a larger tip".

Do not contact my men after your move-to-move additional items or have questions - call the office.

Items NOT covered in your move:

1. Jewelry - It would be best to pack and move jewelry yourself.
2. Documents/important papers - (marriage licenses, birth certificates, passports etc.)
3. Stamp or coin collections - also best to move yourself.
4. Pictures/paintings not properly packed in a box or crated.
5. Inner workings of electronics, appliances, etc., unless there is clear evidence of mishandling of the item. If the item was handled properly and something does not work after the move, we WILL NOT be held responsible.
6. Sentimental items - value cannot be placed on something of sentiment.
7. Contents of boxes not packed or unpacked by us unless there is clear evidence of damage to the exterior of the box. (In other words, if the box is dented, crushed, or ripped.)
8. Software data - The loss of data is not covered.
9. Sets of furniture or appliances - If there is a matching set and one piece is damaged, we will be liable to replace or repair (up to your coverage selection) the one piece and it does not have to match the other.
10. Particle Board - Any piece of furniture made of particle board or like material.
11. Dangerous goods or liquids - such as cleaning supplies, aerosols, propane, etc. If you pack a dangerous good and it leaks from the box onto one of your items, the mover will not be held responsible in any way.
12. Glass, granite, concrete or marble - if not properly boxed or crated.
13. Animal mounts - if not properly boxed or crated.
14. Rental Trucks or Storage facilities - We are not responsible for items loaded into or unloaded from rental trucks or storage facilities.
15. Plants, Animals. Fish tanks.
16. Photographs or Portraits - These will only be covered for the cost of the film and processing.

SAMPLE

17. Floor lamp bases. Most are made of cheap cement material and dipped into a plastic coating. They are not durable and can crack.

If tips are given, please do not add this on your moving credit charge. This causes tax issues for us. Tipping is appreciated but not required for my employees to perform their job as expected.

THE MOVER BY SIGNATURE OF ITS REPRESENTATIVE, HEREBY ACCEPTS THE BINDING ESTIMATE AND AGREES TO PERFORM THE SERVICES OUTLINES HEREIN AND TO COMPLY WITH SUCH OTHER ARRANGEMENTS AS ARE SPECIFIED.

_____

Signature and date

THE SHIPPER (OR HIS/HER REPRESENTATIVE) BY HIS/HER SIGNATURE HEREBY ORDERS THE SERVICES OUTLINED HEREIN TO BE PERFORMED ON HIS/HER BEHALF, AND FURTHER ACKNOWLEDGES THAT ALL ARRANGEMENTS REGARDING CONTACT WHILE EN ROUTE AND/OR DESTINATION AND METHOD OF PAYMENT ARE AS DESIGNATED BY HIM/HER.

_____

Signature and date

SAMPLE