

The following literature contains important information you and your family should know, regarding the responsibilities and obligations between you and RoadRunners Moving & Storage. It is important that you read, understand, and agree with these Terms & Conditions, prior to hiring our services.

1. The Written Estimate

Our estimation of the costs and fees associated with your move listed on the front of this document, are (unless otherwise stated) **non-binding** to you, the client. For example, if the resources or time required to complete your move is actually less than we've estimated, you will pay less than the estimated cost. Contrarily, this estimation is binding to RoadRunners Moving & Storage by law, not to increase in price by more than 10%. There are however, eventualities that **may increase our quoted price, or be subject to additional charges in excess of 10%**, legally, if circumstances pertaining to your move occur that could not be accounted for when preparing our estimate. These include:

1.1 You or persons authorized by you, request RoadRunners Moving & Storage to perform additional services not included in our estimate.

1.2 We experience delays or disruptions caused by you, or sources beyond our reasonable control, that significantly increase the necessary resources or time allowed to complete the agreed upon work.

1.3 The physical dimensions of staircases, elevators, or doorways, prove insufficient for the passage of your goods without structural alterations, or extensive disassembly.

1.4 We incur fines, fees, or other miscellaneous charges in order to carry out services on your behalf.

Delays caused by circumstances described in clauses 1.1, 1.2, and 1.3, will be billed in accordance with clause 6.1 at the hourly rate. All fines, fees, or other miscellaneous charges, are subject to a \$30 administration fee in addition to their actual cost.

How well you prepare for your move will have a substantial effect on the time it takes to complete. Being properly prepared will not only help to finish your move in the estimated time, it will keep the potential for mishaps to a minimum. There are many excellent articles available online at <http://moving.about.com>; or you can visit our website at <http://runtheroad.ca> for more information on the subject. One easy to do and very effective time saver on move day is to clearly label your boxes with the location you would like them to be placed inside of your new home such as "Living Room" or "Master Bedroom". Many people overlook the importance of this simple detail, resulting in unnecessary delays.

2. Your Responsibilities During The Move

RoadRunners Moving & Storage is a full service moving company qualified to handle practically every aspect of your move. Our level of participation in your move is entirely up to you, and is something you should take the time to consider and budget for. **Please note that unless it is mentioned on the front of this document, or otherwise agreed to by us in writing, you are solely responsible for the following:**

2.1 Being present or represented during your service.

2.2 Suitable packaging and boxing of all items to be moved.

2.3 Disassembly, reassembly, and preparation of all fixtures, fittings, furniture, electronic equipment, appliance, or other goods, to a level adequate for its safe transport.

2.4 Obtaining all necessary documents, licenses, or permits, required for the completion of your move.

2.5 Reserving the necessary service elevator and loading zone (or suitable parking space where the end of the trucks ramp is positioned for convenient access to your home) at both the loading and unloading locations.

2.6 Ensuring we have an exclusive and unobstructed access to your residences.

2.7 Providing security for your goods during the loading and unloading process if necessary.

2.8 Inspecting your residence after loading and unloading to ensure no property has been overlooked.

RoadRunners Moving & Storage will not be held liable for any eventuality arising from your failure to adhere to these responsibilities; and additional charges may apply for delays or fines incurred in accordance with clauses 1.1, 1.2, 1.3, 1.4, and 6.1.

If you decide to pack yourself, some items in your home may require additional packaging or protection by us to ensure that they can be transported safely. These items will be brought to your attention before any actions are taken. Whether or not you decide to protect these items properly is entirely up to you; however, **RoadRunners Moving & Storage will not transport any good without its suggested packaging, unless a damage waiver is signed by you.**

3. Items Prohibited From Transport & Storage

RoadRunners Moving & Storage cannot transport hazardous goods by law. They are extremely dangerous, especially in a poorly ventilated and highly flammable environment like the inside of a truck. These items include the following classes of material: Explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives, and radioactive materials. Many common household items are considered hazardous materials such as nail polish remover, paints, paint thinners, lighter fluid, gasoline, propane cylinders, and automotive repair and maintenance chemicals. **These items are strictly prohibited from transport.**

4. Deposits

A deposit is necessary for the reservation of our services and must be paid in order to secure your service date.

The deposit amount required for reservation will be equal to one times the hourly rate, (or in the case of a flat rate, 10% of the quoted price) or \$100. Whichever is greater.

5. Cancellation & Rescheduling Policy

A fee for the cancellation or postponement of our services may be charged according to how many days notice you provide.

5.1 A \$30 administration fee will be applied each time a service is rescheduled.

5.2 More than 10 days notice of cancellation; Your deposit will be returned minus a \$30 administration fee.

5.3 Between 5 & 10 days notice of cancellation; 50% of the total deposit plus a \$30 administration fee will apply.

5.4 Between 5 & 1 day(s) notice of cancellation; 100% of the total deposit plus a \$30 administration fee will apply.

5.5 Less than 24 hours notice of cancellation; The minimum service fee of four hours at the full hourly rate will apply.

6. Billing & Payment

6.1 Billing is calculated per minute. A total service time of 4h and 51m would be calculated as 4.85h multiplied by the hourly rate.

6.2 If your service includes storage, pre-authorization for monthly payments with Visa or MasterCard is required.

6.3 Unless payment has been otherwise arranged and agreed to by us, in writing, payment is due in full after the completion of your services by Visa, MasterCard, Certified Cheque, or cash.

6.4 Any outstanding balance or overdue amount will be subject to a \$30 administration fee, and incur interest charges calculated at 35% per annum compounded daily.

7. Insurance Policies

No matter how careful we are or how much precaution we take, the occasional knick, scratch, ding, or dent is unavoidable. In the unlikely event that we damage your possessions or home during a service, **we will take full responsibility for all the associated costs involved in the repair of the damaged area or item**, provided the damage occurred as a result of our negligence, or a breach of contract. This is not a policy that many companies would employ, and is a testament to our quality of service!

7.1 Released Value Protection

All the services we provide include a basic insurance called **Released Value**. The amount of coverage included with this type of insurance is \$0.60 per pound per article. For example, if we damage a 600 lb antique armoire worth \$3000, you would receive \$360 in compensation (\$0.60 x 600 lbs). Although there are no charges for Released Value insurance and it is included with all of our services, you must still confirm that you accept this coverage and decline any additional insurance by initialling below.

Initial: _____

7.2 Declared Value Protection

This type of insurance offers a greater amount of coverage compared to Released Value Protection, but at a cost, equal to \$7 per \$1000 of declared value. Both the cost and coverage amounts are determined by a value you declare your goods to be worth per pound. For example, if the goods for which you want coverage are determined to weigh 10,000 lbs, and you declare that those goods are worth a (minimum) value of \$5 per pound, the cost to purchase Declared Value Protection for these items would be \$350. This is explained by the following formula:

$$(10,000 \text{ lbs} \times \$5 \div \$1,000 \times \$7) = \$350$$

In this example, our liability for damage to your goods would be \$5 per pound. This means that your 600 lb antique armoire worth \$3000, is now insured for \$3000 (\$5 x 600 lbs). In all cases, our liability is equal to the per pound value amount declared by you.

We recommend having at least three adults available to receive your goods. One positioned near the entrance to check your goods off of an item list as they are brought into the home, a second to direct us to the items proper placement, and a third to inspect the cosmetic and structural condition of that item.

7.3 Any missing or damaged items must be brought to our attention prior to our departure, to be considered a valid claim.

We reserve the right to repair or replace damaged goods in lieu of making a cash settlement.

8. Exceptions From Value Protection

RoadRunners Moving & Storage cannot provide insurance for certain items regardless of your insurance policy. The following is a non-exclusive list of non-protected items.

8.1 Damage caused by moving goods into or out of tight spaces, or areas described in clause 1.3 at your request, contrary to our professional advice, and where doing so is likely to cause damage to your home, we will not be held liable.

8.2 Particle board, chipboard, or flat-pack furniture; or furniture that has previously been repaired

8.3 Items boxed or otherwise packed by you are not covered under insurance, unless the damage is caused as a result of our negligence or breach of contract.

8.4 The working mechanical condition of any electronic device or appliance is not covered under insurance unless the item is dropped or otherwise mishandled by us; subject to clause 8.3.

9. Overnight Fee

A fee will be applied if it becomes necessary for your goods to be stored in transit overnight. Overnight storage is used to assist clients in emergency situations where it has become impossible to deliver goods due to closing delays, road closures, severe weather, medical emergencies, etc.

10. Travel Time

A fee for travel is calculated separately from any labour fee, and billed at an hourly rate in accordance with clause 6.1. The amount of time billed for travel is based on a GPS assisted estimate of the required travel time to and from your residences from our dispatch location. Travel time from your current residence to your new residence is not a part of this fee, and is included as part of the hourly labour rate.

Signing below indicates that you understand this document in full, and agree to be bound by the Terms & Conditions listed herein.

Name: _____

Signature: _____