

Liberty Moves Orlando LLC

TARIFF No. 1-2026

Interstate moving company rates, services, policies, and contractual provisions.

Effective August 1, 2026

Company Legal Name: Liberty Moves Orlando LLC

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A current copy of this Tariff ("Tariff") is available to Shipper at any time upon request. This document can change at any time and for any reason. Carrier will always charge current rates and is not responsible for circulation of old copies of this document.

IMPORTANT NOTICE: This document governs all sections of this tariff unless otherwise provided within an individual section. Except as otherwise provided herein, the rates named in this tariff include one pickup and loading at the point of origin and one delivery and unloading at the point of destination.

Pursuant to 49 U.S.C. § 13702, transportation rates in this tariff apply only on the movement of household goods, as defined in 49 CFR § 1310.1(c), in common carriage by motor vehicle over irregular routes and in interstate commerce pursuant to the operating authority issued to the carrier by the United States Federal Motor Carrier Safety Administration.

Carrier is authorized under this tariff to provide services based on either binding OR non-binding estimates.

Shipping documentation: All Bills of Lading, Orders for Service, and other shipping documents used by the carrier are applicable to this Tariff and incorporated by reference. In the case of a conflict between this Tariff and any other shipping-related document, this Tariff shall control.

Brokers: Subject to federal law, Carrier is authorized to undertake moves that were booked by licensed brokers. Under the terms of the agreement between the broker and Carrier, Carrier shall adopt the broker's estimate as their own. Rates charged by the broker shall be at a different rate than Carrier's tariff and shall be based upon the broker's tariff rates which are incorporated by reference into this document.

Carrier may use an Owner/Operator to carry Shipper's goods. An Owner/Operator is an independent contractor but does not affect the relative rights and obligations of Shipper and Carrier to each other.

NOTICE OF AVAILABILITY OF THE PUBLISHED TARIFF

Please note that, as required by federal law governing interstate domestic carriers of household goods, specifically 49 CFR § 375.213(a)(3) and 49 U.S.C. § 13702(c)(1), this tariff is available for inspection and viewing upon reasonable request made by shippers or representatives of the United States Department of Transportation, Federal Motor Carrier Safety Administration.

To make arrangements to inspect and view this tariff and its provisions, please contact Carrier and Carrier will accommodate a reasonable request.

Unless otherwise provided, all rates and charges provided herein will be assessed against the party requesting the service unless written authorization to the contrary has been received.

All rates, charges or other amounts published in this tariff are stated in U.S. currency, and all charges are payable in lawful money of the United States.

1.0 AGREEMENT FOR MOVING AND/OR STORAGE SERVICES

Carrier is a private carrier of common household and office/commercial goods and is frequently referred to as the “Carrier” throughout this governing Tariff and other documentation provided by Carrier. Carrier reserves the right to utilize agents and third-party carriers to fulfill orders for interstate or intrastate moves. Carrier’s customers shipping goods through Carrier are frequently referred to as the “Shipper” throughout this governing Tariff and in other documentation provided by Carrier.

Shipper inherently and expressly agrees to all terms and conditions contained in this Tariff (“Agreement”). The terms and conditions of this Agreement shall control, regardless of any previous estimates or other documents received by Shipper.

1.1 ESTIMATES

Carrier may provide estimates based on Shipper’s stated inventory and/or Carrier’s visual estimate. The estimate may be verbal or provided in writing. The estimate may be delivered to Shipper via electronic means. The estimate will be based off Shipper’s stated inventory list. Carrier may also provide estimates via its qualified estimators through an in-person or video inspection of shipper’s goods. Regardless of the source of the estimate, the estimate is only an opinion, and the actual price for services rendered may differ greatly from the total estimated cost. Shipper is responsible for payment of services rendered, NOT for the estimate provided.

The estimate will be based off a number of factors, including, but not limited to, the size (bulk) and/or weight of the shipment, the address of origin of the shipment, the address of destination of the shipment, extraneous factors such as truck and trailer restrictions, stairs, elevators, long-carry requirements, etc. It is Shipper’s responsibility to notify Carrier of moving and time constraints, such as real estate closings, lease terminations, availability of freight elevator usage times, parking restrictions, building restrictions, etc. Shipper may incur additional charges and/or expenses due to labor or storage requirements needed to fulfill such moving and time constraints.

Please note that the Shipper’s final charges will be based upon the actual services rendered notwithstanding any discrepancy in moving documentation attributable to human error, and regardless of any previously written estimates. Additionally, if Shipper changes any element of a shipment (including but not limited to: shipment origin, shipment destination, logistics, shipment volume/weight, etc.), then the final cost of Shipper’s move will likely vary from the Carrier’s estimate. Carrier agents may advise Shipper of how these changes may affect the

final cost, but Carrier provides no guarantees as to the accuracy of these informal estimates. Again, Shipper is responsible for paying actual services rendered, because any verbal or written estimates from any carrier are ultimately subjective opinions of the estimator.

Carrier staff will disclose any associated rates, costs, and fees that are applicable to Shipper's shipment. These rates, costs, and fees will either be in the fine print of Shipper's estimate documentation or will be identified in an amendment to the governing rates outlined in this Tariff or in the Bill of Lading. If Shipper alters Carrier's documents in any way, that shall have no effect on the price for services rendered or on this Tariff or the Bill of Lading.

Carrier may provide binding and non-binding estimates for its moving and storage services. In the case of a non-binding estimate, Shipper must be prepared to pay ten percent more than the estimated amount at the time of delivery. Shipper must have available 110 percent of the estimate at the time of delivery. If Shipper orders additional services from Carrier after Shipper's goods are in transit, Carrier will collect the charges for those additional services when Shipper's shipment is delivered. Shipper may also have to pay additional charges at delivery for impracticable operations performed by Shipper's Carrier. Any remaining charges beyond 110% of the non-binding estimate, plus any additional services, will be billed to Shipper after 30 days from the date of delivery. By law, a non-binding estimate must be based on the weight of the shipment as determined by a weigh ticket. You will be given copies of each weigh ticket Carrier obtains when you are presented with the Bill of Lading upon delivery. Shipper has the right to observe all weighing of its shipment. Shipper may waive that right to observe weighing in writing.

In the case of a binding estimate, Carrier bases its rate upon volume and distance, along with the operation requirements necessary to complete the move. Volume estimates are determined by the Shipper's inventory of the items to be moved, home size, furniture volume, and walkthrough information (whether in person or through video). Carrier will not charge Shipper for an amount over the binding estimate, unless Shipper adds additional items to its shipment or requests or requires additional services, including, but not limited to, usage of a second moving truck or inclusion of an additional stop. In these instances, Carrier may give Shipper a new binding estimate in writing or agree in writing to convert the binding estimate to a non-binding estimate before Shipper's goods are loaded onto the moving truck. If there are unforeseen difficulties at the point of destination with Shipper's move, including, but not limited to, truck or trailer restrictions at delivery location, stairs, elevators, or long-carry requirements, Carrier may bill Shipper for these additional expenses after 30 days from delivery. Charges for services required as a result of impracticable operations (defined as conditions making it physically impractical to perform pickup or delivery with normal equipment and labor, including pickup or delivery to unpaved road, requirement to traverse more than 15 stairs between pickup or delivery location and moving truck, requirement to carry goods further than 250 feet from entryway to pick or delivery location to moving truck, freight elevator usage window of less than 4 hours, or requirement to use specialized equipment to transport goods) are due at delivery, but will not exceed 15% of all other charges due at delivery. Any remaining charges will be billed to Shipper after 30 days from the date of delivery. Shipments under a binding estimate need not be weighed.

If Shipper is unable to pay 100 percent of the charges on a binding estimate (plus up to an additional 15% for additional charges) at the time of delivery, Carrier may place Shipper's shipment in storage at Shipper's expense until the required charges (including the cost of the storage) are paid. Carrier may charge a fee to prepare a binding estimate.

In the event Shipper does not remit the deposit and book the move within thirty (30) days of receiving the estimate, Carrier reserves the right to require a re-estimate of Shipper's shipment before Shipper can book a move.

1.2 RELATIONSHIP BETWEEN CARRIER AND SHIPPER

Carrier, as Carrier, serves Shipper, as Shipper, as a means of transportation between Shipper's point of origin and destination. Shipper is the financially obligated entity for the shipment and agrees to pay any applicable tariff charges in association with any shipment between Shipper's point of origin and destination. Any other expenses incurred, such as materials, permits, ferry fees, parking tickets, tolls or any expense incurred as a result of the shipment are at the sole expense and liability of the Shipper.

Shipper must be aware of local laws pertaining to the shipment of household or commercial goods and must notify Carrier of any necessary permits the Carrier may require to operate at the origin and/or destination address or obtain the necessary permits themselves.

Once shipment is commenced, Shipper authorizes Carrier to take any necessary means to complete the shipment in association with the terms of this Tariff. Carrier commits to complete work as efficiently as reasonably 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 the shipment.

1.3 DEPOSIT REQUIREMENTS

Carrier requires a 10% deposit of the total estimated move cost on moves at the time the move is booked. Carrier requires an additional 40% deposit of the total estimated move cost at the pickup and before any truck is loaded. Carrier reserves the right to require a deposit up to a total of 80% of total estimated move cost be paid prior to the Carrier arriving at the pickup location to hold specific move dates, moving crews, trucks, and other resources.

Please note that any deposit should be in the form of a credit card as Carrier shall use this information for ancillary charges for items such as, but not limited to, packing materials, tape, boxes, storage, or cancellation fees. Carrier may accept other forms of payment for initial deposits, but credit cards are preferred.

Unless otherwise agreed to in writing, all payments made to Carrier are non-refundable including but not limited to partial deposits or full payment of estimated move costs. Carrier is unable to refund payments once rendered by the Shipper whether in advance of actual services or at the time services are rendered.

1.4 RESCHEDULING/CANCELLATION OF SERVICE:

Unless otherwise provided in the Bill of Lading, in the event of cancellation by Shipper, Carrier may be entitled to additional charges for any materials that Shipper has received at the expense of Carrier, including, but not limited to, packing materials provided to Shipper that Shipper has not returned to Carrier.

Shipper must provide written notice to Carrier of a move cancellation at the email address of the moving coordinator with whom Shipper scheduled his or her move. This notice must be given no later than 48 hours prior to the scheduled move in order to qualify for a refund of any deposit. If the Carrier dispatches the moving crew in association with a scheduled move date for which Shipper gave little to no notice, the Shipper shall be liable for any and all labor for that moving crew, with a five (5) hour minimum per day and this labor shall be charged to the Shipper's credit card on file, as Carrier cannot be liable for the labor 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.

2.0 PACKING, DIS-ASSEMBLY, & MOVE PREPARATION

VERY IMPORTANT: Carrier expects that everything will be ready to pack on the truck when the Carrier and its moving crew arrives. It is Shipper's responsibility to box everything that can be boxed, to ensure proper packaging of fabric or cloth items, such as furniture and mattresses, and to ensure proper packaging of other fragile items such as glass items or lamps. Carrier cannot take loose items. Carrier reserves the right to either leave behind an improperly packaged item or properly pack the item with proper packing materials, if available, to ensure safe transport of the items, which shall be done at the sole expense of Shipper. In the event Carrier is forced to move an improperly packaged item, Carrier assumes no liability for the transport of that item.

2.1 PACKING/UNPACKING

All packing should be done prior to the truck arriving. EVERYTHING being shipped should be removed from the walls, cabinets, closets, etc. and packed in boxes and ready to transport to the truck. Carrier can provide packing services, but this service must be explicitly agreed upon between Carrier and Shipper in advance of the scheduled move, and Carrier's packers should be scheduled to come prior to moving day. It is Shipper's responsibility to order packing services if Shipper requires packing services. If Shipper orders packing services, they will be itemized and included in the Carrier's estimate. The following examples, while not an exhaustive list, are all Shipper's responsibility to take care of and ensure prior to moving day:

1. Dishes, glasses, etc. must all be wrapped in wrapping paper and boxed;
2. Mirrors must be bubble-wrapped and/or boxed;
3. Paintings must be bubble-wrapped and/or boxed;
4. Any fragile glass pieces must be removed from furniture (ex: curio cabinet or dining room hutch) and bubble-wrapped and/or boxed;
5. Artwork must be bubble-wrapped and/or boxed;
6. Televisions, computer monitors, computers and other electronic items must be boxed or safely packaged for transport;
7. Fabric or cloth furniture must be shrink-wrapped or safely packaged for transport;
8. Mattresses must be shrink-wrapped or safely packaged for transport.

Please note that, if household goods are not properly prepared when Carrier's movers arrive with the truck, Carrier's movers will be forced to prepare them for Shipper, which will be done at no liability to the Carrier, as Shipper's belongings will be unprepared and Carrier may not have the proper packing materials. The cost to Carrier of packing unpacked items is solely the responsibility of Shipper.

Shipper should remove and personally transport any valuables and sensitive or personal belongings, including but not limited to, cash, cash, bonds, stocks, cryptocurrency, important papers, heirlooms, jewelry, ammunition, firearms, alcohol, medications, valuable antiques and artwork, gems and minerals, etc. prior to the movers arriving. Shipper is solely responsible for transporting items of this nature. Carrier is not liable in any way for the transport, damage, loss or theft of items of this nature. Having these items in the home, or any items on the prohibited items list found in Section 5.6 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.
If it is valuable to you or on the list of prohibited items, transport it yourself.

Carrier is not responsible or obligated to unpack Shipper's goods unless Shipper orders unpacking services in advance of the move and that service is itemized and included in the Carrier's estimate.

Carrier's calculates the cost of packing or unpacking (when ordered) using \$175.00 per hour for two movers, \$225.00 per hour for three movers, and \$275.00 per hour for four movers.

2.2 ITEMS PACKED BY SHIPPER

Carrier is not responsible for any loss or damage to items packed by the Shipper. Shipper represents and warrants that it has not included in any boxes packed by it items that are of unique or significant value, including the items on the prohibited list of items. Shipper may be asked by Carrier to sign a separate, written representation to this effect.

2.3 DIS-ASSEMBLY & RE-ASSEMBLY

Shipper must take furniture apart if need be prior to movers arriving. If furniture requires dis-assembly and re-assembly, the movers may assist Shipper in doing so. However, Carrier is not liable for damage or loss resulting from dis-assembly and re-assembly of furniture, including cribs and bunk beds. This Carrier is a mover, not an installer.

Carrier and its movers and agents are household and office goods movers. Every piece of furniture is unique, and Carrier cannot guarantee that the dis-assembly and/or re-assembly process will not cause damage or a total loss to the piece of furniture. By allowing Carrier's movers to assist in dis-assembly or re-assembly, Shipper inherently agrees that Carrier will not be liable for any loss, damage, or injury arising from or related to such conduct. Shipper assumes the entire risk.

Carrier shall not be responsible for de-installing or re-installing any appliances (including , stoves, ranges, refrigerators, microwaves, washers, and dryers), beds (including cribs and bunk beds, and beds with reclining features), or equipment (including electronic items like televisions, home theater systems, monitors, computers, network hardware). Shipper is advised to hire professional de-installers/installers.

For any dis-assembly and re-assembly performed by Carrier, Shipper will be charged an hourly rate and may be required to sign a waiver of liability or acknowledgment pertaining to dis-assembly or re-assembly.

2.4 SAFES, POOL TABLES, HOT TUBS & GRANDFATHER CLOCKS

Carrier cannot guarantee it will assist in moving safes, even if a safe is inadvertently included on a pre-move inventory. For safes, Carrier will determine if it can be safely moved by Carrier's agents. If Carrier determines it cannot safely move the safe, Carrier will not move the safe and will inform Shipper to retain a specialized safe mover to complete the move of the safe.

Carrier may move pool tables. However, some pool tables can only be transported if Carrier's movers take them apart. If this is the case, Shipper will need to retain its own specialist to re-assemble the pool table, to re-felt the pool table, and to balance and re-level the pool table after the move at no liability to Carrier.

Carrier will not be able to move hot tubs or jacuzzies. 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 must be pre-packaged by Shipper prior to Carrier's movers arriving. Carrier is not liable for the malfunction of a grandfather clock, even if pre-packaged by Shipper. Carrier shall not be liable for any damage resulting from dis-assembly and/or re-assembly.

Carrier may decide not move anything weighing over 1,000 pounds.

2.5 FABRIC/CLOTH FURNITURE & MATTRESSES

Fabric and/or cloth furniture and mattress(es) must be either shrink-wrapped or otherwise packaged safely and ready for transport prior to Carrier's movers arriving. Shipper is responsible for ensuring the safe packaging of these items, which must be done prior to Carrier's movers arriving. Carrier may provide packaging services if requested and retained by the Shipper in advance of moving day. If Shipper does not request and pay for this extra service prior to move day, and if Shipper requests Carrier to move unprepared fabric and/or cloth furniture or mattress(es), Carrier may do so itself on moving day, and Shipper is solely responsible for and required to pay any additional charges that result from the extra packing service. The prices for the extra packing services are non-negotiable and in accordance with the terms set forth in this tariff. In the event Carrier is required to provide previously un-requested packing services, Carrier shall not be liable for any damage resulting from packaging or moving of the fabric and /or cloth furniture or mattress(es), as Carrier will be un-equipped and without the necessary materials to ensure proper and safe packaging of the items. If Shipper requires additional packaging services, Shipper must request the extra services in advance of move day, with no less than three (3) business days' notice to Carrier. Carrier reserves the right to refuse packing and shipping of un-prepared fabric and/or cloth furniture or mattress(es).

2.6 HOISTS

Some items may be **required** to be moved through a window because they are too large to fit through a staircase. Shipper must notify Carrier of this requirement prior to commencement of a move. Carrier may make last minute accommodations if it encounters this requirement during a shipment, at full expense and liability to Shipper. Please keep in mind that there is a natural risk of damage to real property and/or to the item being hoisted, and Shipper is solely liable for this risk. Hoists require special equipment and a minimum of three (3) movers to operate.

2.7 AVAILABLE & REQUESTED MATERIALS

Carrier's movers will arrive with a limited amount of packing and moving materials. In the event Shipper requires materials in order to properly and safely package Shipper's items, those materials, including but not limited to boxes, packing paper, wardrobe boxes, shrink wrap, etc., must be requested no less than three (3) business days prior to moving day. If Shipper fails to request necessary packing materials within this time period, Carrier may not have the necessary materials to properly package the items. Carrier may transport these unprepared items at its sole discretion and at the expense and liability of Shipper. Carrier assumes no liability for transport of improperly packaged items.

2.8 MATERIAL & EQUIPMENT COSTS

Packing materials: The packing material descriptions reflect the materials used in packing. The descriptions are not indicative of the items actually packed with the materials, as a variety of items may be packed with the

indicated materials. Unpacking is not included in the charges and can be purchased at an additional charge. Riddance and disposal of materials used in packing is the responsibility of the Shipper. Final determination of materials used cannot be determined until services have been completed. The shipper will be notified of final charges prior to delivery and while in transit. Carrier is authorized by Shipper to use necessary packing materials. Items packed by Shipper may be placed into additional containers to ensure efficient cargo space on the transit vehicle. All charges including additional services will be charged based on the full tariff rates. Carrier can provide a discount up to 80% on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc.

Packing Materials	Item charge
Book Box (small)	\$3.00
Medium Box	\$4.00
Large Box	\$5.00
Dishpack	\$10.00
Wardrobe Box	\$15.00
Mattress Bag	\$20.00
Picture Box/Mirror Box	\$10.00
TV Box and packing	75.00
Packing Paper (per pound)	\$2.00
Bubble Wrap (per roll)	\$34.00
Shrink Wrap (per roll)	15.00
Tape Per Roll	\$4.00
Moving Blanket Sale	\$15.00
Carpet Protector (per location)	\$25.00
Hardwood floor protector (per location)	\$35.00

If Shipper orders packing or unpacking services, Carrier will charge for those services at an hourly rate of \$175.00 per hour for two movers, \$225.00 per hour for three movers, and \$275.00 per hour for four movers and include a description of the packing and unpacking services to be provided in the Carrier's total estimate for the move.

3.0 INTERSTATE MOVING RATES & SERVICES

Carrier may operate in any state within the contiguous 48 states of the United States of America and Alaska. Carrier shall charge for its services under the terms set forth in this tariff, which may include volume charges in accordance with Section 3.1 below. Interstate moving generally requires the use of a large moving truck. If a smaller shuttle truck is needed at either pickup or destination, this will be an extra service and billed to Shipper in

accordance with Section 3.2 below. See also, Shuttle Services in Section 3.3 below. Carrier's minimum charge for an interstate move is \$2,250.

3.1 RATE SCHEDULE

NOTE: Carrier can provide a discount up to 80% on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc.

Transportation charges for shipments up to 1,016 cubic feet, utilizing one truck and two movers, shall be assessed at \$0.0089 per cubic foot per mile.

Transportation charges for shipments exceeding 1,016 cubic feet shall be assessed at \$0.0071 per cubic foot per mile.

Labor for loading and unloading rates are in addition to the transportation charges and are included in the overall cost of the move as reflected on the Carrier's estimate. Carrier calculates labor for loading and unloading based on the amount of time and the number of people involved in the process. Carrier's rate for loading and unloading is calculated using \$175.00 per hour for two movers, \$225.00 per hour for three movers, and \$275.00 per hour for four movers.

3.2 MINIMUM CHARGES

The minimum charge for an interstate move is \$2,250.

3.3 SHUTTLE SERVICES

Very frequently during long distance interstate moves, Carrier is required to use a shuttle truck to shuttle items from the point of origin to the moving truck or to shuttle items from the moving truck to the point of destination. This is common in densely populated urban areas, as many times a larger moving truck cannot operate on many city roads, where there are improper road conditions in rural areas, and in many gated communities. This service is extra, unless specifically stated in writing otherwise, and the cost for this service is \$250, plus the hourly rate of \$175/hour for two movers (and \$50 per hour for each additional mover) for transferring the Shippers goods to the shuttle. If Shipper requires shuttle services at either the point of origin or point of destination, it is Shipper's responsibility and obligation to inform Carrier of the need for this service.

3.4 OVERFLOW

In some instances, it may be necessary to leave behind some of Shipper's belongings if they do not all fit on the truck. Both binding and non-binding estimates are still estimates of the expenses a particular move will likely take, and the actual cost may differ. If the estimated weight or volume of a shipment is lower than the actual weight or volume of Shipper's shipment, it may be necessary to leave some items behind.

In this event, Carrier is not liable for any extra expenses incurred to transport the overflow to the point of destination. If Shipper's goods do not fit and another truck and/or crew are required, an agent or employee of Carrier will have to calculate the cost of the additional truck and/or crew. This cost is non-negotiable and is the sole responsibility of Shipper.

3.5 SUB-CONTRACTING & AGENCY

Carrier reserves the right to hire any third-party sub-contract agents for completion of Shipper's move. Carrier may do so when the labor or materials Carrier is able to provide are insufficient for a particular portion of the

move or if the operations are deemed impractical by Carrier's employees or agents. Carrier's doing so does not relieve Carrier of Carrier's obligations under the agreement, as Carrier will provide the Bill of Lading for transportation and Carrier is solely responsible for any charges associated with the use of third-party agents, even if that expense is later billed to Shipper in accordance with the terms of this tariff. Carrier's right to sub-contract any portion of Shipper's move shall not be relinquished or diminished in any way unless specifically written otherwise and agreed to in writing by both Shipper and Carrier. Any oral communication to the contrary by Carrier's employees and/or agents shall have no effect, and such statements do not relinquish or diminish Carrier's right to sub-contract any portion of Shipper's move if Carrier deems it necessary.

3.6 SCHEDULING

Carrier can never guarantee an exact delivery date. This is due to the fact that numerous complications and factors can arise during the transportation process. Trucks can break down, inclement weather may prevent safe driving conditions, and traffic can cause delays. Carrier can only guarantee a delivery window subject to the terms and rates contained in this Tariff. Unless specifically stated otherwise in writing on Shipper's Bill of Lading, Carrier is not obligated to deliver Shipper's goods any earlier than the thirty (30) business day window.

Carrier generally delivers within one day of its delivery window. However, delivery is estimated to be up to 21 (twenty-one) days from the first available date of delivery indicated by Shipper. Any oral statements from Carrier's employees or agents regarding target or estimated delivery dates are not guarantees, they are merely estimates. Carrier guarantees delivery of Shipper's shipment within thirty (30) business days of the date indicated by Shipper as the first available date of delivery (not including any days spent in storage). Any changes Shipper makes to Shipper's order, including but not limited to addition of another stop, higher actual volume or weight shipment than indicated by the binding or non-binding estimate, need for usage of an unanticipated shuttle truck, etc. will extend this time period. Carrier will do its best to deliver items on requested delivery dates, but Carrier is only obligated to deliver Shipper's shipment with reasonable dispatch and in a reasonable time. Business days do not include federal holidays or weekends.

3.7 AUXILIARY FEES

Pianos, grandfather clocks, motorcycles and other bulky items are shipped at an additional special service charge listed as follows: Note: Carrier can provide a discount up to 80% on top of the rates listed below addendum based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Carrier reserves the right to refuse to carry any item exceeding 500 pounds without prior approval by Carrier.

Auxiliary Services	Amount	Notes
Grandfather Clock	\$250	
Upright Piano	\$400	
Grand Piano	We do not move	
Baby Grand Piano	\$750	
Motorcycle	\$400	
ATV	\$500	
Riding Lawnmower	\$500	All gas, oil, and other liquids must be removed by Shipper prior to move
Motor Scooter/Moped	\$250	
Pool Table	We do not move	
Jacuzzi	We do not move	
Kayak/Canoe	\$250	
Misc. Bulky Item	\$250 minimum	
Safe (150 lbs+)	\$300	
Aquarium (40 gal.+)	\$250	Shipper must empty and remove any fish or other creatures
Vending Machine	\$500	
Vide/Arcade Game Machine	\$500	
Stairs (3+ flights)	\$75/per flight	
Long Carry (per 100 feet)	\$75	
Shuttle	See above	
Elevator (10 th Floor or above)	\$100	
Waiting Time, Per Hour	\$250.00	
Overnight Waiting	\$1,000.00	
Additional Stop	\$150, plus transportation and labor at above rates	

Extra trucks are charged at the same rate as in 3.1 above. Shipper must remove gasoline, lubricants, and other liquids from any of the above items. If they are not removed, Carrier may refuse to transport those items.

3.8 SITE CONDITIONS

It is solely the Shipper's responsibility to ensure the Site (at both the origination and destination) is safe and accessible. This includes insuring that driveways, sidewalks, and other access routes are free from snow, debris, or other hazards. In the case of snow, it is solely the Shipper's responsibility to ensure that all driveways, sidewalks, and other access routes are properly shoveled or plowed and properly salted. If the Carrier shovels or salts, or otherwise incurs labor to ensure safe ingress or egress for your move, then Shipper agrees to pay Carrier a \$250 fee in addition to any other charges. If Carrier determines that it cannot access your items, either at the point of origin or at the destination, Carrier may decline to move your items until the hazard is removed. In that event, you will be responsible for any resulting delays as Wait Time at the rates provided elsewhere in this Tariff.

4.0 WAREHOUSING & STORAGE

4.0.1 Storage-In Transit.

Due to circumstances that can delay the delivery of Shipper's goods (e.g., a delay in the closing at the destination, weather conditions, etc.), Shipper's goods may need to be off-loaded and stored pending ultimate delivery to the original destination. This is called Storage-In-Transit. If Shipper requests that its goods be placed in Storage-In-Transit, then Carrier may hold the items on the truck or off load Shipper's goods and place them in a storage vault or vaults for the time Shipper specifies. If the time Shipper specifies for holding Shipper's goods is more than 10 days, then Carrier will advise Shipper 10 days prior to the expiration of the date Shipper specified and will advise Shipper of the maximum period during which Shipper's goods can be stored. If the specified date provided by Shipper is less than 10 days, then Carrier will notify Shipper 1 day before the Storage-In-Transit period expires. In any event, the maximum time Carrier will hold your goods in Storage-In-Transit is one hundred eighty (180) days at which time Storage-In-Transit will be converted into Permanent or Long-Term Storage and Shipper will be required to sign a separate Storage and Warehousing Agreement provided by Carrier. When held on the truck, storage in transit is \$125.00 per night, when requested at the time of booking. If the Shipper's goods are moved by Carrier off the truck and into a storage unit, Shipper will be charged the hourly rates (as described in Carrier's loading/unloading charges) for moving the goods into and then out of storage at a storage location of the Shipper's choice.

When the Storage-In-Transit period is about to expire, Shipper will be notified:

1. The date when Storage-In-Transit will be converted into Permanent Storage.
2. The existence of a 9-month period after the date of conversion to permanent storage during which Shipper may file claims against Carrier for loss or damage to Shipper's goods while in transit of during the Storage-In-Transit period.
3. When the Carrier's liability will end for loss or damage.
4. When Shipper's shipment will become subject to rules, regulations, and charges of the management of the storage facility.

4.0.2 Long Term Storage

Carrier does not provide long term/permanent storage. Any long term/permanent storage must be arranged directly between the customer and a third-party. If requested, Carrier may coordinate transportation to and from such facilities along with unloading and reloading Shipper's goods at the hourly rates as described in Carrier's packing charges. If Shipper's items are placed in long-term storage, Shipper's items may not be shipped from long term storage to a destination without the issuance of a new estimate and Bill of Lading.

4.0.3 Multi-Leg Moves.

If Shipper's goods are unloaded into storage (whether storage-in-transit or permanent storage) and then planned to be reloaded on a truck (whether operated by Carrier or otherwise) to complete a move (a "Multi-Leg Move"), then the following terms and conditions shall apply:

1. Carrier shall not be responsible for damage or loss to any of Shipper's goods not packed by Carrier or only partially packed by Carrier. Carrier cannot be responsible for packing done by others including packing done by Shipper
2. Carrier will inventory the goods during any unloading and again on any reloading performed by Carrier. However, Carrier will not open boxes and inventory the contents therein, nor will Carrier examine those contents to determine their condition at the time of unloading or reloading.
3. The entire risk of any damage or loss to items contained in boxes and placed into storage shall fall upon the Shipper absent clear and convincing proof of gross negligence by Carrier in handling by Carrier in handling boxes during the unloading or reloading process that caused the specific damages or loss of which the Shipper complains.
4. If any of Shipper's goods are handled by anyone other than Carrier during any portion of Shipper's move, including loading, storage, or reloading, then Carrier cannot be responsible for any damage or loss to Shipper's goods absent clear and convincing proof of gross negligence by Carrier that caused the specific damage or loss of which the Shipper complains.
5. Any goods that are reloaded by Carrier for shipment to Shipper's final destination will be re-inventoried by Carrier and a new bill of lading will be generated. It is Shipper's sole responsibility to review the new inventory and bill of lading to confirm their accuracy and provide written notice to Carrier, prior to the goods being reloaded, of any discrepancy or loss. If Shipper provides such notice, Carrier may refuse to reload and deliver Shipper's goods until the matters set forth in the notice are fully resolved.

4.1 STORAGE TERMS.

To maintain the safety and security of all of our customer's belongings, Shipper is forbidden from entering Carrier's trucks when goods are stored while in transit. Carrier will not release goods to Shipper until all current account charges are paid in full in accordance with rates found in this document.

4.2 RENTAL TRUCKS

In the event Carrier is obligated to procure a third-party rental truck on behalf of Shipper, an additional fee will apply. This fee will be the daily rate of the rental, plus any mileage, fuel, insurance, and other operational charges the Carrier may incur. When known in advance, these charges will be reflected on the Carrier's estimate.

4.3 NON-PAYMENT

In the event Shipper's account balance is unpaid for thirty (30) days, Shipper's account will be considered in default. Carrier reserves the right to seize, dispose of, or auction off any items, including vehicles, in a defaulted storage account in accordance with local laws. Shipper is not released from Shipper's obligation to pay for storage services rendered in the event of seizure, disposal, or auction of Shipper's goods. Carrier's exercising of its rights to seize, dispose of, or auction off Shipper's items shall not be a waiver of its rights to collect unpaid storage fees and costs. Further, Shipper shall be responsible for legal costs and fees associated with collection of unpaid storage fees and costs on a defaulted storage space.

5.0 VALUATION OPTIONS & LIABILITY

Carrier is licensed and insured to move household and commercial goods on an interstate basis. Carrier is NOT an insurance provider however. Carrier DOES NOT provide insurance to Shipper. In the event of an accident, Carrier's liability is limited to the Shipper's declaration of value of the shipment listed on the corresponding Bill of Lading associated with Shipper's move. If Shipper wishes for Shipper's shipment to be insured, Shipper must, and is encouraged to, procure Shipper's own insurance from a separate third-party insurance carrier.

5.1 RELEASED VALUE

Under the Released Value option, Shipper's items will be valued at \$0.60/lb/item. This valuation option is provided free of charge. By choosing this option, Carrier's maximum liability is limited to \$0.60/lb/item for lost or damaged items, for all items indicated as damaged or missing at time of delivery on the inventory logs. Failure to indicate damage at time of delivery will waive Carrier's liability. Unless Shipper chooses Full Value Protection in writing on Shipper's Bill of Lading, this level of coverage will automatically apply.

5.2 FULL VALUE PROTECTION (FVP)

Under the FVP option, Carrier is liable for the replacement value of lost or damaged articles, provided that the cost to replace or repair does not exceed the total declared value of the shipment. To choose this option, Shipper must specifically declare a value for the entire shipment. An additional cost will apply if Shipper chooses this option. If Shipper elects to purchase FVP, and if Carrier loses, damages, or destroys an article or articles of Shipper's shipment, Carrier will have, at its sole option and discretion, the right to repair, replace with a like kind item, or settle in cash at the current market replacement value of the lost, damaged, or destroyed article. The minimum declared value for a shipment is \$6,000.00 or \$6.00 multiplied by the weight (in pounds) of the shipment, whichever is greater. Carrier may offer Shipper FVP with a deductible level. The deductible level Shipper chooses will alter the cost of Shipper's FVP coverage. Unless Shipper chooses released value in writing on Shipper's Bill of Lading, this level of coverage will automatically apply.

5.3 FULL VALUE PROTECTION– RATE SCHEDULE

The following schedule of costs apply if Shipper chooses to pay for Full Value Protection as Shipper's valuation option:

Weight	Coverage Amt	\$250 Deductible	\$500 Deductible	\$1000 Deductible
2,000	\$12,000	\$432	\$360	\$306
4,000	\$24,000	\$864	\$720	\$612
6,000	\$36,000	\$1296	\$1080	\$918
8,000	\$48,000	\$1728	\$1440	\$1224
10,000	\$50,000	\$1800	\$1800	\$1530

5.4 PROTECTION ON MULTI-LEG MOVES

If Shipper's goods are placed in permanent storage with a third-party and Shipper has elected full value protection, then full value protection shall apply only up to the delivery of those goods to the storage facility pursuant to the terms of the original Bill of Lading. If Shipper desires protection of its good while in storage er, Shipper is encouraged to purchase its own insurance. When the goods are removed from storage for delivery to another or final destination, then Shipper must re-select and pay for a coverage level for those goods on a new Bill of Lading; the coverage selection on the original Bill of Lading shall not apply. If Shipper claims its goods were damaged or lost after they are delivered to the final destination, then it shall be Shipper's burden to prove that the specific loss or damage complained of occurred during the first leg of the move, unloading into storage, reloading out of storage, or on any subsequent leg of the move.

5.5 REAL PROPERTY DAMAGE

Moving household goods is an inherently risky endeavor. During the normal course of moving, real property may become damaged. Floors, walls, door frames, hinges, and carpets may all be damaged during the normal course of Shipper's move. Additionally, driveways may become damaged under the weight of a fully loaded moving truck, and lawns and outdoor light fixtures may become damaged when driving the moving truck to a suitable loading/unloading location.

Carrier DOES NOT assume any liability for real property damage, as this is considered a high-risk endeavor even during the course of a normal move. Repair for any damage incurred to real property during the moving process is the sole responsibility and liability of Shipper. Carrier recommends Shipper pad doorways, frames, hardwood floors, and other common areas where the movers will load/unload Shipper's goods, to prevent scratches and other damage.

Further, Shipper must ensure the proper height clearance for Carrier's moving truck. Carrier requires a height of fifteen (15) feet minimum in order to safely load/unload the moving truck. Frequently, tree branches, electrical wires, and other structures may need to be removed or heightened to the proper minimum height to safely load/unload the moving truck. It is Shipper's responsibility to ensure this minimum height for loading/unloading. Carrier shall not be liable in any way for damage to equipment, property, or individuals as a result of Shipper's failure to ensure the proper minimum loading/unloading height or for any delays resulting from such obstructions.

5.6 EXCEPTIONS TO LIABILITY

Carrier is not liable for anything the Shipper expressly waives in writing. In addition, Carrier is not liable for any of the following, regardless of the valuation option selected by Shipper:

1. Carrier is not liable for any lost or damaged goods and/or boxes that were packed by Shipper. Packing is not an easy task, and because Carrier cannot ensure proper packing by Shipper, Carrier does not accept liability for any item packed by Shipper. There are no exceptions to this liability limitation.
2. Carrier is not liable for damage incurred as a result of Shipper's request for Carrier to disassemble and/or reassemble Shipper's goods. Carrier is not liable for missing or damaged hardware (including, but not limited to, screws, nails, or other furniture hardware). If Shipper does not have Shipper's furniture or other items properly packed and prepared to move (pursuant to Section 2 above) at the time of the move, and if Shipper chooses to have Carrier move the unprepared goods, Carrier is not liable for any damage resulting from dis-assembly or reassembly of Shipper's goods. Carrier's agents are professional movers, not professional furniture manufacturers or assemblers. If Shipper chooses to have Carrier dis-assemble or reassemble furniture or other items, any damage is Shipper's responsibility, even in the event of alleged negligence. Similarly, if Shipper has Carrier's agents move hardware, regardless of any statements to the contrary by Carrier's agents, it is Shipper's responsibility if the hardware is lost or damaged, and Carrier accepts no liability for the same. Although Carrier does its best to ensure transportation of all of Shipper's goods, such small hardware pieces can get lost in the normal course of moving.
3. Carrier is not liable for any loss concerning particle board furniture like that purchased from IKEA. Such furniture is not made to be transported, and total loss or significant damage is very possible and potentially likely. There are no exceptions to this liability limitation. If your furniture came in a box, it was not meant to be moved in its assembled condition.
4. Carrier is not liable for goods shipped loosely. Shipper must ensure proper packing in accordance with Section 2 above. Shipper is encouraged to pay for Carrier's packing services to ensure proper packing methods are used.
5. Carrier is not liable for loss, theft, or damage to prohibited items (listed in Section 5.7 below). Prohibited items are not allowed, as they can result in fines issued to Carrier, seizure of goods, or damage to Shipper's shipment. Carrier retains the right to inspect Shipper's shipment and dispose of any prohibited items. Shipper may be asked by Carrier to sign an acknowledgement that it has not packed any of the prohibited items in the boxes Shipper has packed. Absent this acknowledgment, Carrier may refuse to load or transport Shipper's goods.
6. Carrier is not liable for costs related to specialists that may be needed to move Shipper's shipment. For instance, in the event a pool table, hot tub or large safe needs to be moved, and it is found that a specialist will be needed to safely move such items, whether this is discovered pre-move or during Shipper's move, Carrier shall not be responsible or liable for procuring such specialists.
7. Carrier is not liable to transport any item it deems not possible to or dangerous to move, regardless of whether that particular item was included on Shipper's inventory report. Carrier is not liable for payment of any specialist or other mover needed to move such items. It is not uncommon for a particular item to be unsafe for a move. For instance, Shipper may include a piece of furniture on the inventory report and Carrier may initially be under the impression the item could be safely moved, but during the course of the move, it is discovered that the piece of furniture has loose nails, screws, or sharp metal edges that could cause serious injury to the movers. Carrier reserves the right to refuse shipment of such dangerous items. This given

example is simply an example and is not intended to be an exhaustive list of potentially unsafe or hazardous items.

8. Carrier is not liable for weather related damage. Carrier is not responsible for protecting Shipper's items during rain or snow. Carrier is not obligated to cover or blanket wrap furniture in the event of inclement weather. If rain or snow or other inclement weather occurs during Shipper's move, Carrier's agents will do their best to protect Shipper's items, but damage to Shipper's items during inclement weather is likely. This shall serve as advance notice to Shipper of the potential for weather related damage. There are no exceptions to this policy.
9. Carrier is not liable for common moving damage, such as minor scratches, dust, minor paint or other rubbing, and/or minor chips to paint or furniture. This type of damage is common and expected in the normal course of a move, and is often due to settling of goods on the moving truck against other items or pieces of furniture. This type of damage is usually nominal in cost for Shipper to fix and is nearly unavoidable by Carrier.
10. Carrier is not liable for malfunction of electronics or other appliances, including, but not limited to, refrigerators, televisions, computers, dishwashers, washing machines, dryers, etc. Very commonly, these items can be damaged during the normal course of a move, and Carrier is not liable for the functioning of such items.
11. Carrier is not liable for any disconnection or reconnection of appliances or electronics. If Shipper requests Carrier's agents' assistance in disconnecting or reconnecting such appliances or electronics, Carrier's agents may elect to assist, but are not responsible or liable for any damages that result from disconnection or reconnection, such as internal damage to the electronic equipment or appliance, or external damage to walls, floors, etc., as a result of moving such equipment or appliances. This limitation of liability extends to any act done by Carrier's agents, including in the event of alleged negligence. This constitutes advance notice to Shipper of Shipper's responsibility to ensure such equipment and appliances are ready to move prior to Carrier's agents arriving for Shipper's move.
12. Carrier is not liable for damage to furniture that occurs while furniture is held in third-party storage, or outside the control or custody of Carrier.

M. Moving household goods over or on hardwood floors can result in damage to the flooring, including, scratches, dents, or gouges. It is the Shipper's responsibility to protect adequately hardwood floors on both ends of the move. Carrier is not liable for damage caused to hardwood floors and may refuse to move items in areas where hardwood flooring is present and not adequately protected by the Shipper. Shipper may be asked by Carrier to sign a specific written waiver or acknowledgement of this limitation related to hardwood flooring.

N. Empty storage trailers and storage units are routinely inspected for cleanliness and checked for leaks. However, when a shipment is placed into storage in the warehouse or storage trailer, the space often becomes unavailable for routine inspection, as it is tightly packed and inaccessible for inspection. Because of this, 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. Shipper is responsible for ensuring any items set to be placed into storage are protected against this sort of damage.

O. Carrier is not liable for items of extraordinary value (any item worth \$100/lb. or more) unless those items are specifically listed on Shipper's inventory. This is true regardless of the valuation option Shipper select. In the event Shipper select the Released Value option, Carrier is only liable for \$0.60/lb/item, even if it is an item of

extraordinary value. For instance, if Shipper has Carrier transport a \$1,000 diamond ring that weighs 0.05 pounds, the Carrier's liability for that item will be \$0.03 under the Released Value option. Similarly, if Shipper fail to list that specific item on Shipper's inventory report, regardless of the valuation option selected, Carrier's liability will be nothing. For these reasons, Shipper is *strongly encouraged* to move items of extraordinary value on its own.

P. Carrier is not liable for any loss or damage to a shipment in storage if Shipper, or other person or contractor other than Carrier, has had access to the storage unit during the storage term.

Q. Carrier is not liable for inspection of any real property. Carrier is not liable if the truck does not fit at the point of origin or destination. A large moving truck is frequently used for interstate moves, and this standard equipment must be accommodated at Shipper's point of origin or destination. In the event shuttle services or long-walk carries are required, Carrier is not obligated to provide the same, even in the event of alleged negligence by any employee, agent, estimator, or mover of Carrier. Shipper is also responsible for any costs and fees associated with the additional services of shuttle services or long-walk carries.

R. Carrier is not liable for any verbal communications between Shipper and Carrier's estimator. Any issues, concerns, or extra services required by Shipper must be communicated to Carrier in writing directly.

S. Subject to the limitations and provisions of 49 CFR Section 375.701(a): Carrier shall not be liable for loss or damage arising or resulting from (a) Act of God; (b) Act of War; (c) Act of public enemy; (d) fire, unless caused by the actual fault of the Carrier; (e) perils, dangers and accidents of the sea or other navigable water; (f) inherent defect, quality or vice of the goods; (g) goods packed by Shipper; (h) epidemic, pandemic or other health emergency, whether declared or not; (i) adverse weather conditions not within Carrier's reasonable expectations; (j) any other cause arising without the actual fault of the Carrier.

5.7 PROHIBITED ITEMS

Unless otherwise provided, the following property will not be accepted for shipment:

- Animal carcasses including taxidermy items
- Bank bills, cash, currency, deeds, drafts, notes, cryptocurrency
- Carbon black or activated carbon
- Firearms and ammunition
- Freight requiring protection from heat
- Fresh cut flowers
- Human corpses or remains
- Jewelry other than costume or novelty
- Letters with or without stamp affixed
- Live plants or animals
- Marijuana products, hemp, or illegal drugs
- Museum exhibits or articles of antiquity
- Original works of art
- Perishable items, including food
- Postage or revenue stamps

- Precious stones or metals
- Medications
- Hazardous materials
- Flammables, including gasoline or other fuels
- Liquids of any kind, including alcohol
- Explosives
- Lithium-ion batteries
- Any item deemed illegal or hazardous

Carrier is not liable for important items or documents that are accidentally placed into storage. Shipper is responsible and liable for any labor costs associated with retrieval of such items from storage. Shipper may be asked to sign an acknowledgment that none of the above items have been packed in any boxes packed by Shipper. If Shipper packs any of the above items, the Carrier is not liable if they are lost, missing, or damaged.

6.0 ACCOUNT & ESTIMATES

It is Shipper's responsibility to keep Shipper's account current. Shipper must pay for packing, moving, and storage services as rendered, regardless of what Shipper's binding or non-binding estimate reflected. Please see Section 1.1 above for more information concerning estimates.

6.1 BINDING ESTIMATES

Please note that binding estimates must include: a) Shipper's move date(s); b) the origin address; c) the destination address; and d) Shipper's pre-move inventory. The binding estimate is provided based on all of these essential elements. Carrier shall be bound by the rates and terms found in the binding estimate. By moving forward with the binding estimate, Shipper becomes liable in full for total estimated charges. In the event Shipper's move takes less time than the estimated time, Shipper will be responsible for the total estimated charges. In other words, if the actual hours worked by movers or services rendered are less than the estimated charges, Shipper will still be responsible for payment of the estimated charges. Carrier will base a binding estimate on the estimated volume or weight of the goods Shipper is moving.

Additionally, if any essential element listed above changes, Shipper's binding estimate is null and void. Please note that, regardless of any written estimate, Shipper is liable in full for actual services rendered at guaranteed rates detailed in this Tariff, the pre-move inspection form, and the Bill of Lading.

As Carrier depends on the income from its scheduled operations and this income factors into operations budgets, Shipper may be held liable for the full estimated cost of a scheduled operation in the event of cancellation with less than two weeks advance written notice to Carrier.

6.2. NON-BINDING ESTIMATES

Carrier may prepare a non-binding estimate. This estimate is an approximation of what the Carrier may charge Shipper based on the information provided by Shipper. It is not binding or guaranteed in any way. Shipper's actual cost of the move may differ markedly and significantly from what is stated in the Non-Binding Estimate. In accordance with federal law, all binding estimates must be based upon the weight of the shipment.

6.3 COLLECTION OF ACCOUNT CHARGES

A. Shipper is liable for paying any service, storage, and/or materials charges or any other associated fees in full prior to final release of goods, regardless of any previous estimate. In other words, Shipper's account balance is due in full before the moving truck is unloaded.

B. If Shipper fails to pay its account charges, Carrier reserves the right to suspend shipment and divert Shipper's shipment into permanent storage, either owned by Carrier or a third party. It is Shipper's sole responsibility and liability to pay for any labor costs and storage costs incurred due to Shipper's failure to pay their account balance.

C. Carrier accepts certified checks, Post Office Money Orders and credit card payments from VISA, Mastercard or Amex Cash for the initial 25% deposit and the 50% deposit at pickup. Carrier accepts Post Office Money Orders and cash for the balance due at delivery. Carrier reserves the right to accept payment for the balance due at delivery in the form of a credit card payment. Carrier reserves the right to accept credit card payments from any and all credit card issuers. Carrier does not accept personal checks. Carrier may accept credit card payments, but reserves the right to institute a convenience fee for each instance of credit card payment. The convenience fee will be 3% of Shipper's amount charged.

All payments made to Carrier are nonrefundable. Shipper may pay account balance in full prior to Shipper's move, however, Shipper is still liable for any services rendered that were not included in the original estimate. Shipper additionally is not entitled to any refund in the event the move takes a shorter time than anticipated or the cost comes in lower than the estimate for any reason. Shipper's final bill is for services rendered in accordance with this tariff and as outlined on the Bill of Lading.

Carrier requires the following schedule for payments to be made to Shipper's account:

PAYMENT MADE UPON	DOLLAR AMOUNT OR PERCENT	FORM ACCEPTED
Upon Booking	10%	Visa, MasterCard, Discover, Amex Cash (only when destination is in Florida)
Upon Pickup	40%	Visa, MasterCard, Discover, Amex Cash (only when destination is in Florida)
Upon Delivery	Full Balance due	Visa, MasterCard, Discover, Amex Cash (only when destination is in Florida)

The Carrier reserves the right to collect up to 80% of balance due prior to the goods leaving the origin state. Subject to federal law, payment in FULL of all charges is required before delivery and prior to unloading – Subject to the 110% law (in the case of a non-binding estimate) or 115% (in the case of a binding estimate with additional charges), if applicable. All charges are based on full tariff rates. If your move is an interstate move but less than 100 miles, Carrier in its sole discretion, may reduce the Payment Made Upon Booking to 10%.

6.4 ACCOUNT BALANCES

A. CREDIT PERIOD

Unless a credit period has been established in a transportation agreement, the credit period is 15 calendar days, which includes Saturdays, Sundays, and legal holidays. The party responsible for payment of the freight charges

must remit payment within 15 days of the invoice date. Late payment service charges may apply if not paid within the credit period.

B. LATE PAYMENT CHARGE

Shipments not paid in full within the allotted credit period may be assessed a late payment charge of 1.5% the invoiced amount subject to a \$15.00 minimum charge for every 30-calendar day period beyond terms. Additionally, reasonable costs for outside collection services or legal counsel will be applied to each invoice when Carrier utilizes these services to collect outstanding charges.

C. RETURNED CHECK FEE

Upon receipt of written notification that a check has been returned to Carrier for non-payment due to insufficient funds, a fee of \$35.00 for each returned check will be applied against the Shipper's account. Such fee is to reimburse the Carrier for costs in handling the returned check and would be in addition to all other lawful charges. The Carrier will provide the debtor with written notification of the additional amount due and shall include the original invoice.

6.5 ACCOUNT FRAUD & PREVENTION

Please keep in mind that all calls Shipper makes to Carrier may be monitored and/or recorded. Carrier also keeps detailed call records. Do not make false statements or lie to Carrier's agents and/or employees. Likewise, do not intentionally omit pertinent information relative to Shipper's move or to Shipper's account. Keep in mind that employees and agents of Carrier may report suspected account fraud to Carrier and/or governing agencies.

Please also note that all payments made to Carrier are nonrefundable. Agents and employees of Carrier are unable to issue a refund, partial refund, discount, or otherwise compensate Shipper.

6.6 CLOSED ACCOUNTS

If Shipper's account is paid and Shipper's move is completed, Carrier may file away Shipper's shipping documents or destroy them as it sees fit. Shipper's documents may be destroyed if there is no claim filed within the applicable timeframe for filing Shipper's claim, as there is no reason for Carrier to store Shipper's shipping documentation beyond this point. In the event Shipper request retrieval of Shipper's move documentation beyond the claim filing period, and assuming Shipper's shipping documents are in storage and have not been destroyed, Carrier may charge a retrieval fee of \$20.00 / hr. to retrieve Shipper's documents from storage.

6.7 ABUSE, HOSTILITY AND HARASSMENT

Carrier DOES NOT tolerate any form of abuse, hostility, or harassment of its agents or employees. Moving can be a very stressful process and a difficult time, but that does not give Shipper the right to abuse others. No mistake made by a mover, including the most egregious example, such as breaking a priceless family heirloom, warrants verbal or physical abuse, assault or harassment. Carrier may refuse service at any time for any reason, even if Shipper's shipment has already commenced. If Carrier is in possession of Shipper's goods when service has been suspended, Carrier may ship Shipper's goods to its storage warehouse or place Shipper's goods in third party storage, as permanent storage, and a lien shall be placed on that shipment until Shipper's account balance is paid in full. In this event, Shipper is responsible for any warehousing costs incurred as well as any costs incurred in association with this tariff. Upon payment of all charges, Shipper's goods will be released. Carrier reserves the right to refuse service even if Shipper's account is paid in full, and retains the right to require Shipper to move

Shipper's shipment itself or retain another moving company's services. Please keep in mind that all phone calls to or with Carrier are subject to monitoring and recording.

6.8 INDIVIDUALS NOT A PARTY TO THE CONTRACT

Because Shipper's move is personal to Shipper, as Shipper, and because Shipper provided private contact information to Carrier, Carrier is unable to communicate with individuals not a party to the contract for moving services. Shipper may authorize a friend or relative to communicate with Carrier about their shipment and move, but unless that individual is included on the Bill of Lading for the shipment, Carrier will not be able to discuss Shipper's move with such an individual. The foregoing notwithstanding, Carrier may request that Shipper designate in a written agreement, an emergency contact to whom Shipper's goods may be delivered in an emergency situation, such as the death or disability of Shipper.

6.9 CLAIMS DEPARTMENT

Within thirty (30) days of the completion of Shipper's move, Shipper must provide notice to Carrier that it has concerns over lost, damaged, destroyed, or stolen items, or the services provided by Carrier. This notice must be emailed to Carrier by email address: info@libertymovesorlando.com. Within thirty (30) days of Shipper's notice, Carrier will acknowledge the notice and, within 120 days thereafter, will investigate the matters raised in Shipper's notice and provide a proposed resolution. This time frame may be extended by Carrier by sixty (60) day increments upon notice to Shipper giving the reasons for the extra time. If Shipper is not satisfied with the resolution proposed by the Carrier in response to Shipper's notice, then Shipper may file a formal claim with Carrier. All claims concerning lost, damaged, destroyed or stolen items or the services provided by Carrier must be made in writing and submitted to Carrier within 9 months from the date Carrier denies all or a portion of the items listed in Shipper's notice. All claims must be submitted by filing the claim form available from Carrier. If Shipper requires a claim form, Shipper must request the same in writing from Carrier by emailing: info@libertymovesorlando.com. Shipper's claim form must be submitted to the email address: info@libertymovesorlando.com. If Shipper's claim is submitted beyond the 9-month timeframe, it will be considered invalid and will be denied. Carrier requires Shipper to include supporting documentation to process Shipper's claim, including but not limited to: 1) a written statement describing the alleged damaged or missing items, including a description of the alleged damages themselves and how Shipper became aware of the alleged damaged or missing items; 2) supporting photographs depicting any alleged damages; 3) estimation of weights of the alleged damaged or missing items; 4) documentation supporting proof of ownership and / or proof of value of the alleged damaged or missing items; and 5) a full description of any services performed by Carrier which Shipper dispute. It is Shipper's responsibility to inspect and indicate damaged or missing items on the inventory logs at the time of delivery as well as any services Shipper dispute. Valuation of Shipper's claim will be based on those indications, subject to the limitations and exceptions to liability as described on the Bill of Lading and in this Tariff document. All costs associated with the claim are the responsibility of Shipper.

Further, after Shipper's claim form is submitted, any further communication concerning Shipper's claim must be made in writing. All communication concerning Shipper's claim should be done via email transmission to: info@libertymovesorlando.com. Carrier reserves the right to refuse to discuss Shipper's claim over the phone.

Please note that, after Shipper submit Shipper's claim form and the accompanying required documentation, Carrier has thirty (30) days to acknowledge receipt of Shipper's claim. If Shipper do not receive an acknowledgement of receipt after thirty days, please resubmit Shipper's claim form and accompanying required documentation.

After receipt of Shipper's claim is acknowledged, Carrier will offer a resolution or response to Shipper's claim within 120 days after the acknowledgement. This time frame may be extended by Carrier by sixty (60) day increments upon notice to Shipper giving the reasons for the extra time. A resolution or response will not always take the form of financial compensation. Carrier is not obligated to refund any shipment charges. Carrier liability limitations and liability exceptions contained elsewhere in this tariff and in Carrier's Bill of Lading apply.

Carrier takes fraudulently submitted claims and threats of extortion very seriously. **DO NOT HARASS OR THREATEN EMPLOYEES OR AGENTS OF CARRIER.** Shipper's threats of claims, lawsuits, bad reviews, or abuses of power levied at Carrier in an attempt to reap financial compensation at the expense of Carrier is extortion. All employees and agents of this Carrier will report such threats to the appropriate governmental agencies.

Finally, before Shipper's claim will be considered or processed, Shipper must have paid Carrier in full for all sums due under the terms of this Tariff and the applicable Bill of Lading. Shipper's claim will not be considered or processed until Shipper pays in full.

7.0 NEUTRAL ARBITRATION PROGRAM

As required by federal law, Carrier provides Shipper with access to a neutral arbitration program. Shipper is not required to participate in this program. Under this program, Shipper may elect to arbitrate certain claims. Arbitration is an alternative to going to court when Shipper has an unresolved dispute with Carrier after following the claims procedure described above. The arbitrator will review information about the dispute, submitted from both the Shipper and the Carrier, and render a decision that is binding. Carrier will provide the arbitrator with all materials Carrier has that the arbitrator requires to make a fair and expeditious resolution of the claim. The arbitrator is required to render a decision within 60 days of written notification of the dispute, but this time may be extended if the materials related to the dispute are not provided on a timely basis. The arbitrator may provide for an in person or oral presentation of the dispute. Arbitration does not use legal rules of evidence and is not conducted in a courtroom; it is designed to offer an alternative to the higher costs and longer process of a court proceeding. Before Shipper can initiate the arbitration, process Shipper must exhaust its remedies through the Carrier's regular claims process and have received the Carrier's final settlement offer. Carrier uses the United States Movers Association to administer the arbitration program in compliance with Federal regulations. The United State Movers Association is an independent company that is not affiliated with any household goods moving company or with Carrier. The United States Movers Association charges a total of \$300 to initiate arbitration with the Carrier and the Shipper to each pay one half of this amount of \$150 each. Unless the arbitrator or panel of arbitrators decides differently, each party is then responsible for its own expenses, including attorneys' fees if one is hired. If Shipper requests arbitration on a disputed claim of \$10,000 or less, the claim must be submitted to binding arbitration by the Carrier when no settlement can be reached. On claims of more than \$10,000 the disputed claim will be submitted to arbitration only if both the Sipper and the Carrier agree to binding arbitration. In other words, for claims of more than \$10,000 Carrier may elect to not send the dispute to United States Movers Association for binding arbitration. United States Movers Association will handle the dispute and provide a neutral decision by the arbitrator or panel of arbitrators. The arbitrator's decision is legally binding on both parties and can be enforced in any court having jurisdiction over the dispute. There is a limited right to appeal the arbitration decision, however, courts will not usually revise findings in a binding arbitration award. Only claims for loss or damage to the household goods transported, disputed additional transportation and service-related charges assessed by the Carrier in addition to those collected at delivery, or other disputes concerning the transportation of the shipment that are mutually agreed upon by the Shipper and the Carrier, in

writing, can be considered for arbitration. Shipper and Carrier will each pay for the cost of arbitration as determined by the arbitrator, but Shipper's cost will not exceed 50% of the total cost. To proceed with arbitration, Shipper must have received in writing a written offer to settle its claim from the Carrier or its claim settlement company. If Shipper declines to accept the Carrier's offer, Shipper must make a written demand for arbitration. Carrier will provide Shipper with the necessary forms to initiate arbitration on request. The United States Movers Association description of the Arbitration Process is attached to this Tariff.

8.0 IMPORTANT DOCUMENTS

The following is a non-exhaustive list of documents that are important to Shipper's move, and that Shipper, as Shipper, should be familiar with:

8.1 INTERSTATE MOVING TARIFF

This document, the Interstate Moving Tariff, is a document that is periodically revised and that is on file with the appropriate governing authorities. Carrier will provide Shipper with a copy of this document upon request for the same. This document can change at any time and for any reason and it governs Shipper's move. It is important to review this document as it contains the rates and terms of service applicable to Carrier.

8.2 PRE-MOVE INSPECTION REPORT / INVENTORY

This document is important as it is the pre-move inventory that is conducted by Shipper or Carrier's in-home estimators. This document contains the household goods that are set to be moved, which notifies Carrier of the number of movers and what types of equipment and truck will be necessary for Shipper's move. The pre-move inspection report/inventory is not a binding contract. The document is merely an estimate of charges for the purposes of scheduling for Carrier and to provide Shipper with an estimate of expected costs. Please keep in mind that the estimates are subject to change.

8.3 CONFIRMATION EMAIL

This email is sent to Shipper as a courtesy. The email notifies Shipper of the confirmation of move dates, applicable rates for Shipper's move, and an estimate of charges. Similar to the pre-move inspection report / inventory, this document is not a binding contract, and it is merely sent to provide Shipper with information.

8.4 BILL OF LADING

This is a VERY important document. The Bill of Lading is the contract between Shipper and Carrier. This document authorizes Carrier to transport Shipper's goods, and it serves as the transportation bill. The Bill of Lading contains the terms and conditions of Shipper's agreement with Carrier. This document requires Shipper to choose a valuation option for Shipper's move. This document must be signed prior to commencement of Shipper's move. Carrier may refuse to transport a shipment if this document is not signed or if Shipper refuses to select a valuation option. If Carrier does commence shipment without Shipper's signed Bill of Lading, such shipment shall be made at no liability to Carrier, and such shipment is shipped at the sole risk of Shipper.

8.5 NOTICE FORM

This is a document that Shipper must file with the Carrier within thirty (30) days of the completion of Shipper's move that describes, in general, any problems or concerns Shipper has with the move including lost, damaged, destroyed, or stolen items and any concerns about Carrier's performance. Carrier will attempt to resolve these issues as detailed in this tariff before any claim is filed.

8.6 CLAIMS SUBMISSION FORM

This is a document that is required to be provided to Carrier in the event Shipper wished to make a claim of loss or damage. This document contains information Carrier needs in order to process Shipper's claim, such as photographs and estimated weights.

8.7 MUTUAL RELEASE

This is a document that must be signed before Carrier can issue any refund or partial refund that is in excess of what Carrier may be obligated to pay to Shipper under the terms of this Tariff and the Bill of Lading. The Mutual Release document states, in part, that Shipper releases Carrier from further liability for future claims associated with Shipper's move. This document is often sent as part of the claims settlement process and is required to be signed and returned to Carrier before any amount that is in excess of what Carrier may be obligated to pay to Shipper under the terms of this Tariff and the Bill of Lading is issued to Shipper. If this document is not signed and returned to Carrier within thirty (30) days of a claim being settled, Carrier shall forever be released from any and all liability associated with Shipper's shipment. This requirement is included so as to ensure that all of Shipper's claims are processed in conjunction with one another, and so that Shipper's non-responsiveness does not cause further liability and damage to Carrier. There are no exceptions to this policy.

9.0 GOVERNING LAW AND JURISDICTION

The terms and conditions of this tariff govern services performed by Carrier for its shippers/customers. Federal laws, regulations and preemption shall govern any dispute between shippers and Carrier in any administrative and/or judicial proceedings. In the event that any terms or conditions herein, or otherwise, require interpretation or application which is not otherwise provided under federal statutes, regulations, preemption and/or common law, then the laws of the State of Florida, without regard to its principles of conflicts of laws, shall interpret and apply thereto. Venue shall always be in a federal or state court located in the State of Florida.

In the event any item or provision of an item in this tariff is determined invalid by a court or administrative agency order or ruling, or by legislative enactment or amendment of law, such determination shall not invalidate the whole tariff, but this tariff shall be construed as if not containing the particular item or provision held to be invalid, and the rights and obligations of Shipper and Carrier shall be construed and enforced accordingly.

Shipper agrees that it will not sue Carrier as a class plaintiff or class representative, join a class as a member or agree to consolidate Shipper's action into or participate as an adverse party in any way in a class action lawsuit against Carrier. However, nothing in this item limits Shipper's rights to bring a lawsuit as an individual plaintiff.

10.0 CONFIDENTIALITY

Shipper agrees that the terms of any pricing agreement or transportation agreement between it and Carrier, including any attachments or exhibits for the pricing or accessorial charges are confidential and shall be held in strict confidence by all parties including the agents of the Shipper and may not be disclosed unless required by law or as expressly permitted by a written agreement between Carrier and Shipper. Shipper agrees not to post or publicly display the terms or the pricing and to notify any third party or auditor of the confidential nature of the rates and charges except to the extent expressly permitted by a written agreement. Carrier and Shipper also agree that any discussions or negotiations regarding pricing or any changes thereto, including but not limited to future pricing offerings, are also confidential and are subject to this provision of confidentiality.

The description of the Arbitration Process is attached.

END OF TARIFF