

T7 Moving, Contract for Service:

Below is our contract for service, for your consideration. It would be agreed to by paying the deposit. Please feel free to let me know if you have any questions or concerns. Thank you for your time and consideration!

- Sean

Contract details:

Payment is due upon completion of job. Should payment not be provided, T7 Moving and Transportation Ltd. is entitled to hold all goods in transit until payment is made - with a late fee of \$500 per day held; plus any additional labor and/or storage fees incurred.

T7 Moving and Transportation Ltd. Charges a 3-Hour Minimum fee for hours worked on all jobs, unless otherwise stated in writing.

The shipper agrees to transport all jewelry/valuables (watches, necklaces, wedding bands, rings, etc.) prior to T7 Moving and Transportation Ltd.'s arrival. T7 Moving and Transportation Ltd. is not liable for missing jewelry/valuables.

The shipper may, at T7 Moving and Transportation Ltd.'s discretion, be held responsible to pay the 3-Hour Minimum charge and Base Charge if cancellation is made within 24 hours of the job's start time.

T7 Moving and Transportation Ltd. is not responsible for the contents of boxes not packed by T7 Moving and Transportation Ltd., unless damage is due to negligence by T7 Moving and Transportation Ltd..

All items of extraordinary value (\$60 per pound or more expensive) must be disclosed to T7 Moving and Transportation Ltd., or otherwise T7 Moving and Transportation Ltd. will not be held responsible for the full value.

T7 Moving and Transportation Ltd. will not be held responsible for damage/breakage to items left within drawers, cabinets, etc.. Liability belongs to the shipper.

T7 Moving and Transportation Ltd. reserves the right to deny transportation of any items that will be, in all likelihood, damaged while moving.

TVs must be left plugged in for T7 Moving and Transportation's inspection upon arrival. T7 Moving and Transportation Ltd. must be able to plug in and check TVs at the destination address as well. If T7 Moving and Transportation Ltd. is not presented the opportunity to check TV's function before moving, T7 Moving and Transportation Ltd. cannot be held liable for their function after delivery.

T7 Moving cannot be held responsible for the malfunction of any mechanical or electrical devices at delivery --- when the function was not demonstrated before pickup and/or the malfunction is not directly caused by the actions of T7 Moving and Transportation Ltd.

T7 Moving and Transportation Ltd. reserves the right to throw out and/or auction any items held in storage – when storage payments are not made – as applicable and in accordance with state and federal law.

What can cause a time increase to your estimate / what will invalidate our estimate, due to efficiency delays or a lack of information? The below scenarios WILL increase the job's cost beyond the estimate.

- The presence of bed bugs will invalidate the estimate and will invalidate our promise to serve. The job will not be performed. The customer will be liable for the replacement of all materials in the truck (as these cannot be used for future customers), and treatment of the truck for pests. This replacement fee could cost thousands of dollars, depending on the truck contents. The customer will also be liable for replacement of the value of the workers' clothes, and the treatment (to include bombing or any other pest treatment method of the victims' choosing --- and as many times as is desired) of everyone's residence until the issue is resolved --- whether that takes days or years. The customer will also be liable for hotel fees or any other fees incurred as a result of, or because of displacement, due to bed bugs. Bed bugs will not be tolerated. The liabilities mentioned above will be the customer's to bear, whether the service is performed or not. Court will be pursued without adherence.
- If items to be moved are covered in any form of fuel and/or excrement (feces/urine) --- whether from human or animal --- the estimate is invalidated, and the job will not be performed. Similarly, if an environment is unkept to the point of being dangerous, toxic, or unfit for normal working conditions, then the job will not be performed, and the estimate will be invalidated. The minimum charge will still be charged to the customer, if the crew has already arrived, and the job must be cancelled.
- Packing we did not know about, or more packing than we were informed of. Either of these will invalidate the estimate.
- Payment is due on the day of the move, after everything is unloaded. If payment is not made, the estimate will be invalidated. Checks are not sufficient. Should payment not be made, items will be re-loaded into the truck, at customer's cost. A \$500 per day fee will be added for everyday in which payment is not made. The unload will be made once payment is transferred at additional, proportional cost to the customer.
- Packing that is not finished prior to our arrival --- packing boxes while the movers are present WILL slow down the move, and the estimate will be invalidated due to our extra costs.
- If drawers, cabinets, etc. are still loaded with fragile items upon our arrival (any which must be removed for safe transport; such as plates, china, etc.), then the estimate is invalidated (if the estimate did not include packing of those items). This does not include parts of an individual piece --- for example glass shelves may be left in, for us to take out and wrap separately.
- Small items cluttering the floor, furniture, and pathways will create significant delay (as we attempt to treat your property with care). The house is expected to be prepared. We can help organize clutter --- but the estimate will be invalidated, and charges will MORE THAN LIKELY raise well above estimate (proportionally).

Changing the move's start time, on the day of the move, will invalidate the estimate. We hold the right to charge based on the original start time (and in most cases, will be forced to do so; due to our labor cost).

- The presence of overhead obstacles under 13 feet (usually tree limbs), a strong sloping driveway (which will force a truck to 'bottom-out' and damage the driveway and/or the truck), or the presence of a paved driveway under a year old (which will sink under the weight of the truck), will prevent entry of our trucks, and will invalidate the estimate. These circumstances can cause a much longer and timelier walk than is otherwise necessary and accounted for – and in some rare cases may even prevent legal parking of any extent.
- Moves to storage MUST be able to fit into chosen storage units. If there is item overflow, then the estimate is invalidated. We will try our best to work with you, to create a new solution. However, this will inevitably cost us more labor time and perhaps (in some cases) we will have to reload/empty trucks until another storage unit is procured (if those trucks must be used for another move, for which we already have an obligation). Getting more than enough storage space is not only a safe bet, but it will also allow you to better access what is in the storage unit. Please plan accordingly, to protect yourself (we have to make money off of our jobs to survive and make this worthwhile).
- If there is a specific order as to how a storage unit should be packed, T7 Moving must be informed of that order prior to the estimate. Specific organization in a unit can create limitations in how the unit is packed, and a delay in the loading and unloading process. Failure to inform T7 Moving of a specific storage unit's desired organizational structure prior to the move will invalidate the estimate.
- The customer is expected to meet the crew on time. Just as we provide discounts or conciliations when appropriate, the customer acknowledges that our charges will not cease due to a late arrival time (the customer being late).
- If there are more items to move than what is listed on our inventory list (based on the previous discussion, walkthrough, or whatever method was used to procure it), then the estimate is invalidated. It is Critical for us to receive a full inventory list. Every two boxes, for example, may add 5 minutes onto the total move time (which can become significant). Articles of furniture may add more, after wrapping is included in that time. Additional trucks may also be needed if an inaccurate inventory list is given. Again, this will invalidate the estimate. Even small items, such as brooms, vacuums, yard tools, lamps, plants, etc. can create a disparity in the estimate --- when there are dozens of small items not disclosed. Small items in large quantities still must be carried to the truck separately, and properly cared for / loaded.
- Additional long-walks, elevators, staircases/flights of stairs, or additional stops will increase the total time worked on a move. If we are not informed of these obstacles before we write the estimate, the estimate is invalidated.
- Not Informing T7 Moving of an object's inability to fit into or out of a residence through normal means will invalidate the estimate --- and in this case, possibly our ability to serve you. Measurements should be made for any items that may not fit through

doorways, hallways, staircase corners/landings, bilco doors, 1st floor windows, etc.. T7 Moving is not responsible for construction or deconstruction of any part of a house, nor are we responsible to pulley an item onto alternate floors. Any requests for T7 Moving to pulley an item must be submitted prior to our estimation, or else the estimation will be invalidated, and the service may be impossible to perform (leaving your furniture stranded outside or in the wrong room).

- If an item (gym equipment, for example) is agreed to be disassembled by the customer before a given service, but is not disassembled prior to our arrival, then the estimate is invalidated. Additional time will be necessary.
- Loading order is generally determined by the crew. If T7 Moving is not informed of a case-specific loading order before the estimate is complete (one determined by a customer's preference, for whatever reason), the existing estimate will be invalidated.
- If there is a time-frame on the move, we must know about it prior to writing the estimate. Time-frames can occur on eviction moves, for example. In some cases, the owner must leave the property before we do. If there is a time-frame that we are not pre-informed of, this could slow down the move unnecessarily, and will invalidate the estimate.
- Pets and Small Children must be cleared from the pathway of T7's Team. If they are not, the estimate is invalidated. Not only is this a huge risk for everyone involved, but can create a tremendous amount of extra time depending on the number of pets/small children routinely in the way.
- Please show the movers all items that are moving in the initial walkthrough. Similarly, please make sure that all items are gone in the final walkthrough. Should any items be missed in the initial walkthrough, the movers may have to reorganize the truck. Should any items be missed in the final walkthrough, we may have to return to the origin address. Either way, time is wasted, and the estimate will be invalidated.
- Changing the unload to a separate day (relative to the loading day) after the estimate is sent will invalidate the estimate. Additional, proportional, truck charge and hours may be added as needed.
- All items must be able to move by normal means (pulleying or strapping items onto decks, for example, are not normal means). If items require equipment or special means to move into the destination, or out of the origin, it will invalidate the estimate -- if notice is not given prior to the estimate. Taking doors off, for example, is normal means (it does not change the amount of men or specialty equipment needed). More advanced construction or deconstruction is not normal means (for example: altering a wall structure or any other object that is not made to be simply removed).
- Payment must be made on the same day as the move --- immediately after the move is finished (unless the deposit = the maximum charge). Labor will stay until payment is made, and payment Must be made using one of the payment methods listed clearly, later in this email. If payment is not made directly after the move is finished (for example --- if a trip must be made to an ATM or the bank), then the hourly clock will continue, and the estimate will be invalidated. If payment is not made directly after the

move, and if no attempt is being made to make payment, then the crew has full authority to reload the items delivered onto the truck, and hold them in transit until payment is made; in this case, a \$500 per day late fee will apply, along with proportional charges for any additional labor or storage. If payment plans are made prior to the move, and the dates of payment are not upheld, then the same charges will apply --- and a lawsuit will result.

The above information is geared towards transparency in pricing, so there are no surprises for anyone on moving day --- most importantly, no surprises in pricing.

Some of this information will be repeated throughout the contract for clarity.

An Invalidated Estimate does not necessarily mean we will be charging out of proportion (in most cases it will be proportional adjustments). It means that the boundaries of the estimate will be inaccurate.

Packing that we do not know about could cause unproportional changes to the estimate--- if we need to charge a per box fee, to make a profit.

If extra days are required to finish any job as a result of misinformation or disregard to anything stated above, T7 Moving will hold discretion to charge additional, proportional base charge (if needed). Base charge is the initially one-time fee on the estimate.

We will promise the right to honesty, transparency, and fair use of discretionary charges. We ask for the same honesty, transparency, and fairness from our valued customers --- to give everyone their best move.

Any Items with a Value of \$5,000 + must be disclaimed to T7 Moving prior to our arrival. Otherwise liability for anything past \$5,000 in value will not fall on T7 Moving. T7 Moving holds no liability for items that other parties have touched in any way during the course of the move --- unless other parties were involved at the request of T7 Moving and Transportation Ltd.

Items not pre-disclosed to T7 Moving (not listed in the inventory on the emailed estimate), will not be covered by the damage guarantee.

*** Any Items already severely damaged, or in a severely weakened state (such as a chair with a leg that is already falling off, or any wooden item with severe rot resulting in decay --- including screws/bolts that cannot be re-inserted into items, due to old/decayed wood inserts) will not be covered --- if damage is the result of the object's own inherent inability to be moved without falling apart. It is a rarity to encounter situations of this nature, and sometimes they can be unpredictable (we cannot see the conditions of joints - of old bed frames for example - before taking them apart, but they almost always need to come apart for their safest movement, and to fit through corners anyhow).

We pay our workers a minimum fee per day to come out --- so that they care about their job - whether a given day is big or small. This is great for the quality of work provided --- but forces

us to charge on last-minute cancellations. We keep deposits made for same-day cancellations, or charge the minimum fee if a deposit was not made.

Similarly, if we cancel on the shipper (you) same-day, we will be obligated to pay the shipper the minimum charge listed on the estimate (plus the deposit if applicable). This is meant simply to show that we are serious about upholding our obligations. This is equivalent to "Guaranteed Service," in moving terms.

If cancellation is due to bed bugs, unsanitary conditions, or any other unsavory or unhealthy condition outside of our control, the obligation to pay our minimum charge to the shipper is invalidated. Additionally, paying out this minimum charge is only for a same-day cancellation; it will not be paid out if we are running late (although appropriate reparations may be made when we are running late to the client).

Additionally, if the customer does not answer his or her number on the day of the move, and/or is unresponsive in any circumstance, T7 Moving is not obligated to pay out a no-show payment.

* Upon arrival, expect a walkthrough of the house with the crew. They will confirm what is moving with you. A team member will document the inventory being moved during the initial walkthrough. This will be used as a comparison to the original inventory and therefore a comparison to the initial estimate.

If there is excess inventory to be moved, packed, etc., as compared to what was initially provided --- and if that excess provides for more time than initially quoted --- total charge will surpass what was listed on the initial estimate by the same hourly rate previously provided, or by a proportionally equal rate should more men/trucks be needed due to excess inventory. *

***** A Separate Team Member will also inspect the condition of items, and take pictures of any and all visible damage, for transparency's sake.**

Any extra stops or changes in address can significantly impact the final charge --- regardless of the initial estimate. Any changes in price will be in proper proportion to the initial estimate, as is needed and warranted by a change in address, or a change in quantity of stops.

Any stairs, elevators and long walks not made transparent to T7 Moving (after our responsibility to ask) will result in the estimate's revision, if maximum time is exceeded. Similarly, a wrongful description of floor levels will cause estimate revision.

Any changes in freight elevator reservations should be made apparent to T7 Moving, as these changes can severely impact the efficiency of labor on the hourly clock.

For **Storage Moves**: Pads may be rented or purchased for \$12 per moving mat. Payment must be made in advance. Rental fees for mats will be reimbursed in an amount of \$11 per mat, IF the mats are returned in the same condition they started, and IF the customer returns the mats themselves. T7 Moving holds no responsibility to pick-up rented mats; nor to reimburse for mats if the above conditions are not met.

Tips for an Efficient Move:

Proper and Consistent Availability for Communication, in-person, is important with team members on moving day --- more so and especially in larger moves for efficiency! Accommodations can be made if this is not possible, but it is helpful for us to know in advance; to formulate a plan.

Labels made on boxes and on room doors at the destination (to match boxes) can make your life easier, and the hourly clock run more efficiently. This is by no means necessary though.

Planning of other activities / projects on moving day is not recommended. Nor is the addition of supplemental labor.

Multiple activities / projects can prolong a move by creating delay in communication with the customer --- as well as confusion due to a possibly dynamic environment. Supplemental labor can cause similar confusion, and can blur liability lines (making it more difficult to determine who is responsible for damages / loss of parts, and many times making damages or loss of parts more likely to occur due to confusion in process).

EXTRA Item Surcharges:

If extra items are added onto a move, without disclosing such items to T7 Moving prior to the move, a surcharge of \$50 per item will be added to the final charge --- in addition to the extra hourly charge created by added items / circumstances.

Thank you!