

FIRST CHOICE MOVING AND STORAGE INC.

This is a statement to notify the client information about the scheduled household goods relocation process and services. If there is an issue with this statement, the client needs to contact the office of First Choice Moving and Storage Inc (FCMSI) before signing the bill of lading provided when the driver arrives at the beginning location. There may be information provided that does not pertain to your move specifically, please read all sections that are classified for you work order, sign/date, and return.

Insurance Coverage:

FCMSI is licensed, insured and bonded. Our standard policy available to you at no additional cost will cover up to \$1.25 per pound. We understand that \$1.25 per pound does not sound like much, which is why you always have the option of purchasing additional insurance. The standard requirements are only up to sixty cents per pound. Here is an example: If the movers drop your new Smart TV, under the standard guidelines the requires pay out of sixty cents per pound would pay only \$30.00 for a 50-pound television.

FCMSI does have additional charges on certain items. Examples of these items are flat screen televisions, pianos, pool tables, grandfather clocks, riding mowers, imported furniture, and antiques. We try to notify you of all additional cost at the time of scheduling, which is why we ask as many questions upfront as possible. The more details provided at the time of scheduling the better. There are times, however when the moving crew arrives and there is an item that has an additional fee not mentioned on the bill of lading. At which, it is the crew leader's responsibility to notify you as well as management of the item and the fee associated with that piece. If an additional charge is applied to one of your household goods, the replacement value will be discussed at that time.

There is no legal requirement for movers' insurance to cover many items. These items include anything made of particle board (i.e. IKEA furniture), lamps and lamp shades, any item that is not boxed by the moving company, and many other items. Below is FCMSI excerpt and very common with majority of the moving companies in business today.

The following items are subject to exclusion from claims: (1) Items of extraordinary value over \$500 that are not mentioned on our High Value Inventory or boxed by First Choice Moving and Storage Inc. (from this point forward will be labeled as Carrier). (2) Lamps, lamp shades, artwork, pictures, mirrors, statues which are not boxed by Carrier (3) Any marble or glass, which is not crated or boxed by Carrier. (4) Items found broken in boxes that have not been packed and unpacked by Carrier. (5) Mechanical condition of audio/visual or electrical equipment, computers, and battery operated items in transit or storage. (6) Missing hardware for disassembled items, unless Carrier disassembled and reassembled. (7) Gold leaf plaster frames & chandeliers that are not crated by Carrier. (8) Pressboard or particle-board furniture. (9) Previously damaged and repaired items. (10) Previously damaged or loose veneer and /or hardware. (11) Furniture where original glue has dried out. (12) Any small, loose items such as keys, remote controls, etc., which are not in a box. (13) Plants (live, dried, or artificial). (14) If one item in a set is damaged, only that one item is covered by the insurance, not the entire set.

The Carrier reserves the right to reject moving an item due to its condition. If the carrier notifies you that an item is in poor condition and they are not comfortable with the transport, you have the option of releasing the carrier of responsibly and asking them to transport at your risk. At this time a written and dated statement will need to be provided to the carrier.

How to get additional coverage?

Obviously, most home owners can list a handful of times that have a much greater value than sixty cents per pound. Some clients worry about their items so much that they want to cover all of their household goods at actual value (100%). To obtain actual value coverage, you would need to work directly with an insurance company of your choice. At which point, any claims would have to be filed directly with the insurer. This would keep your mind at ease knowing your items are covered for what they are actually worth.

Claims not associated with your household goods

FCMSI would like clients to understand that accidents do occur. Unfortunately, there is no way to prevent these events by 100%. We do try our best and train all of our crew members to move household goods in and out of your home as if it was their own. We take precaution when moving your goods, and start taking a look at all goods inside the home, and the layout to include stair flights, hallways and doorway measurements. The crew will then notify you of goods that risk damaging a door jam

or cause a wall scuff. Their next step is to protect your flooring if needed. This precaution is used to keep any scratches and/or scuffs from happening.

Precautions to take before the Carrier arrives:

Protection of wood floors, carpet, walls, doorways, doors and similar property is the clients' sole responsibility. Remember we do take every precaution possible to avoid damages to any household property, but the sole responsibility for providing necessary materials lies with the client. Protective materials such as floor runner, carpet masks can be purchased from your local hardware store or FCMSI can arrange to have these items available to you, with notice upon arrival. The client would need to notify management at the time of scheduling.

- Place furniture sliders under heavy pieces
- Let the management team know ahead of time of any household goods that were purchased and assembled inside your home. (Often times these items will not fit through doorways or make turns inside your home.)
- Let the moving crew know if there is any hardware that may be loose or sticking out that could damage a wall and/or floor.
- Dismount all wall hanging, and televisions for walls
- Disconnect dryer
- Disconnect and drain washing machine, refrigerator, and/or freezers.

In the event that an accident occurred:

By law, the Carrier is not required to assume any liability for damage to painted walls, wallpaper, floor covering, wood floors, or any other household surfaces. Most homeowner insurance policies usually cover damage to these surfaces, subject to the actual terms of the policy.

If a damage does occur on our behalf, we are willing to work with you to solve the issue. This does NOT mean that we will replace your floor covering with brand new or that we will match paint and/or paint your walls. We will send the management team to come speak with the homeowner as well as view the issue at hand. In some cases, we may even send a professional out to view the damage, get details, and prepare an estimate for repairs. Please keep in mind if the floors and/or walls are found to have a pre-existing condition, we will NOT be liable for damages that

occurred. Again, customer satisfaction is something that we don't take lightly. It is our goal to "Take the Stress Out of Moving".

Please take the time to sign and date below, and return to hope4320@gmail.com prior to your scheduled move date.

X _____

Client Sign and Date