

TERMS OF SERVICE

Welcome to Favored Movers where your satisfaction and the safety of your belongings are our top priorities. Before using our services, we kindly ask that you carefully read and understand the following terms and conditions. These terms govern our relationship with you, outlining the rights, responsibilities, and expectations of both parties to ensure a smooth and successful moving experience. Your decision to engage our services implies your acceptance of these terms. We appreciate your trust in us and look forward to assisting you with your upcoming move.

Insurance of Items:

In the unlikely event of damage due to our negligence, the customer is to pay their full balance for their move. Favored Movers LLC. complies with the state requirements to insure any negligent damage we cause to a customer's belongings with a reimbursement of 60 cents per pound. The 60 cents per pound of coverage is based on the current weight of an item. This insurance can only be claimed if it is documented via email to Favoredmovers@gmail.com on the day of the move. Once reported, the customer is responsible for providing the proper documentation requested to receive the 60 cents per pound benefit.

*Fragile and Valuable Item: We recommend that customers inform us about fragile or valuable items to provide extra care during packing. While we take precautions, it's advisable to consider additional insurance for such items.

Packing Services:

Favored Movers offers professional packing services to ensure the safe transportation of your items. Our skilled packers will use high-quality materials and techniques to pack your belongings securely.

Packing Materials: We use industry-standard packing materials, such as boxes, tape, bubble wrap, and packing paper, glass/mirror packs, heavy duty moving blankets, and shrink wrap to protect your items. These materials are an integral part of our service. We offer additional protection including mattress bags and moving blankets if they are staying in storage and TV boxes all for an additional cost and are billed separately.

Liability for Packed Items

Favored Movers assumes zero liability for items if damage were to occur if they aren't packed by our team unless we are negligent and drop the box or piece and it's reported the same day of the move. While we take utmost care in packing your items, it's important to note that we are not responsible for any damage to items packed by the customer. Our liability for packed items is limited to our negligence or mishandling during the packing process. Items included, but not limited to: TVs, Peloton Screens, computer screens, Electronics, games, any exercise equipment screens, glass, mirrors and china.

Changes to Packing Services: Any changes to the packing services, including additional items or special requests, may result in adjustments to the cost and schedule. These changes will be agreed upon by both parties.

Labeling: All boxes and items are labeled clearly for identification and efficient unpacking. It is the responsibility of the customer to cooperate in the labeling process.

By utilizing our packing services, you acknowledge and agree to these terms and conditions. We strive to make your moving experience as smooth as possible, and your understanding of these terms helps ensure a successful move.

Appliance and Disconnection requests:

Favored Movers does not disconnect or reconnect any appliances or shut off/turn on valves. We also don't install or remove nails/screws from walls or ceilings that support TVs, chandeliers, shelves and pictures or art. If the customer needs assistance we require a call first for special approval. We are not liable for potential damage to walls or items with these types of requests.

Artificial Wood:

Favored movers are not responsible for any damage done to any item of furniture made of artificial wood or particle board. These items are not made to hold up in moving conditions. Often these pieces are weak and unstable. Artificial wood cannot be repaired.

Weather:

Favored Movers will move in all weather conditions. In the scenario of heavy rain, the moving clock is still running and the customer is paying for this time. The customer is to

provide towels to dry their items off if they get wet coming into the home. Favored Movers is not responsible for any water damage that may occur if items get wet inside or outside of our trucks at any time.

~If we keep a customer's belongings overnight or for any extended period of time in our trucks, (fees may apply) we are not liable for any heat damage. The back of moving trucks can get very hot, especially in the summer months and items like leather, art, electronics, certain species of wood, etc. sometimes don't fare well in extreme heat. Any item that might be sensitive to extreme heat the customer should make other arrangements for prior.

Flooring:

Our professional movers are trained to handle your belongings with care, minimizing the risk of damage to floors. They use dollies, sliders, and other tools to move heavy items safely.

Protective Measure: Floor runners are available upon request by the customer.

We request the cooperation of the customer in ensuring walkways and paths are clear of obstacles, which could potentially cause damage to floors during the move.

Reporting Damage: In the unlikely event that damage to floors occurs during the moving process, it is essential to report it to our team immediately. We will assess the situation and take appropriate action. If damage occurs, we will work with the customer to find an appropriate resolution, which may include repair or compensation, subject to the terms of our liability coverage. We are not responsible for pre-existing floor damage or damage caused by factors beyond our control, such as unstable flooring conditions.

*If sensitive floors and stairs are not protected by the customer then the customer waives all liability of damage or stains.

Fixtures/Hanging Art and Decor:

We ask the customer to take proper precautions to make sure all hanging fixtures, wall art and decor is clear from the path for the movers. Favored Movers will not be liable to fix damage to wall hanging art, wall hanging mirrors, wall-mounted lights or chandeliers.

Walls/Doors/Door frames:

In the case that the furniture is too large or hard to maneuver through tight spaces, we will do our best to work slowly and carefully to avoid damage to surrounding walls and doors or door frames. In the event that there is damage, we will assess it upon the occurrence. We will consider the severity of the damage and make the necessary decisions to repair if the damage is excessive. Favored Movers is not responsible for any minor scratches, dents or paint scuffing that may occur or prior damage. These minor occurrences are easy for the homeowner to fix.

POD/Container moves:

After a pod is packed by Favored Movers and is transported we are not liable for damage that occurs in transit. It is the customer's responsibility to check the POD before it is moved for transport.

If a pod is unloaded by Favored Movers and the POD was packed by another moving company we are not liable for damage that may have occurred during the transit. We ask the customers to assess the items in the POD before our movers unload the POD.

Out of State Moves:

Deposits provided by customers for out of state moves are non-refundable for complete cancellation. The customer receives an email as an electronic contract. Once they respond to their email approving their review, they ensure a mutually agreeable move.

Storage:

Favored Movers assumes zero liability for any damage that may occur after items are in storage. Customers should inspect all items before our movers leave storage and report immediately if there are any issues.

Appliances:

If moving stacked washers and dryers we asked that the appliances be disconnected by the customer before arrival. We ensure that all appliances are padded and wrapped. Favored Movers do not disassemble or assemble appliances. We will remove handles of the doorway if we need proper clearance. We are not liable for any damage that occurs in the removal

and reassembly of the handles or hinges if the customer agrees for Favored Movers to disassemble and reassemble.

*Appliances may incur an extra fee on a case by case basis if we need to move them up or down steps.

Baby Grand or Grand Pianos, Hot Tubs, Safes

We do move upright pianos and some safes, but they are subject to a fee. We ask that all upright pianos, safes, and large or heavy items are communicated at the time of scheduling your move and agreed upon price before the move. **We do not move safes that are 500+ lbs, grand/baby grand pianos, or hot tubs.** If the customer fails to disclose any large or heavy items going upstairs, we will move the item into their home on the ground level or into their garage as “part of the move” but if it requires additional men to come help move then we have to reschedule those items on another date, and will apply a fee for extra men and flights of stairs. Favored Movers is not liable for any minor damage that may occur with large or heavy items.

Large or heavy items do require an extra fee and possibly extra men to move and must be disclosed with specifications and photos prior to the move.

Items we DO NOT move:

Jewelry, aquariums, money, firearms, ammunition, gas cans, live plants, propane tanks, paint, flammables or small valuable items. If these items end up on the truck for any reason the customer waives all liability of damage or loss and take full responsibility in the event we receive fines. It is the customer's responsibility to secure and transport all valuables like money, gold, jewelry, etc. prior to our arrival. If these items are negligently left out and get lost in the moving shuffle Favored Movers will NOT assume responsibility for misplaced or lost valuables.

Specialty Beds:

Prior to the move we need to be made aware of any specialty mattresses like Tempur-Pedic or Sleep Number beds with electronic bases. These items require special care. We require the customer to unplug the power cords and reassemble them. We are not liable for any mechanical issues. We prefer that you hire the manufacturer to disassemble/assemble these specialty beds prior to the move.

Antique/Fragile Items:

The customer is responsible for disclosing any antique, fragile, broken, damaged or flimsy furniture prior to the move. If our team deems these “at risk” and these items fall apart during transit for any reason, Favored Movers is not liable for any damage done to those pieces of furniture. If the customer has an antique or fragile item with an expensive or sentimental value we recommend moving it in their personal vehicle.

****Note If the customer wants to assist with the move:**

If the customer wants to help with their move, they can move their items themselves. They are not to pick an item up WITH an employee of Favored Movers. Also the customer may NOT enter the moving truck at any time.

Payment:

All balances on moves are to be paid by cash, zelle, venmo, cash app or debit/credit card (credit card charge with 4% fee) upon completion of the move. Payment is due before the movers leave the job site. Deposits are required the day the move is booked on the calendar. The moving clock starts upon arrival and finishes when the customer is ready to pay their bill. If the job site is an hour away the clock will start upon traveling to the site and there will be time added for travel home. If we have to wait for the customer to arrive or if they have to run to the bank the clock will end when the bill is paid in full. Gratuity is welcomed, but not required.

Failure to pay or insufficient funds:

In the event a customer refuses to pay for a service rendered, under any circumstance, they understand that Favored Movers has the right to and will file a “construction/laborers lien” against their home until payment is received. If any form of payment received by the customer is canceled or denied for any reason, and not settled immediately by the customer, Favored Movers will take the customer to small claims court. According to Florida law, the customer can be liable for up to 3x the amount of the original balance due.

Cancellations:

Customers must provide adequate notice if they wish to cancel or reschedule services. Cancellations will result in loss of deposit.

The deposit is applicable to a reschedule up to 30 days and the reschedule date has to be agreed upon based on availability.

Customer Agreement:

Favored Movers provides the customer with an email quote which includes the hourly pricing, any notes we discuss and the overview for their move. It is the customers responsibility **to review all terms and conditions** before their move.