



## MOVING POLICY

Please take the time to review the following policies. If you have any questions or concerns, please do not hesitate to contact us at 918-873-0303.

Castle Rock Movers, LLC, has put the following policies in place to enable each of our clients an efficient of a move as possible.

Our moving estimates are based on the information you provided as well as our experience and knowledge. This is only an estimate and actual time may vary due to numerous reasons. Some examples of why your final total may go beyond your estimate: lack of preparation, poor access at job site, or additional items to be moved not originally accounted for in the bid. Job cost is directly correlated to access and quantity of household goods to be moved. We do our best to accurately estimate the cost of your move but due to variables out of our control, Castle Rock Movers, LLC does not guarantee completion time. Due to scheduling constraints Castle Rock Movers, LLC reserves the right to send more or less personnel depending on availability and need.

**1. Guidance, Walk-through and Payment.** The customer or his representative must be present during the move at all times. It is customer's responsibility to do a final walkthrough of the premises to ensure all items have been moved and the job is complete. Our time runs continuously until all tools and equipment are back in the truck and payment is completed. Castle Rock Movers, LLC has a two-hour minimum.

**2. Payment Options.** We accept the following: money order, personal and business checks, cashier's check, debit or credit card. If you use a credit card there will be a 4% convenience fee, so please budget that into your expenses.

**3. Long Distance/Interstate Moves.** 50% of your bill is due at the pickup time and the remaining 50% is due at the delivery before unloading.

**4. Items that MUST Be Removed Prior to Moving Day:** On moving day please make sure you have all the following items removed and placed in your vehicle or a secure & locked area: All medications, checks, passports, documents, precious stones, jewelry, cash, coins, expensive china & glassware, credit cards, firearms, statuary, flammables, stocks & bonds, furs, fine art, collectibles, computers, laptops, gaming consoles and games or other similar valuables.

**5. Cancellation Fee:** We have a cancellation fee of \$50.00. We do not have a fee for re-scheduling your move unless you re-schedule it within 48 hours of your originally scheduled move. If so, you will be charged \$50.00.

**6. Small, tight stairwells and entrances.** Our crew will do their best, but we cannot be held responsible if an item does not fit into your residence. Castle Rock Movers, LLC will not be responsible for damage caused by any non-routine moving including, but not limited to; hoisting, standing pieces on end, handing items over railings, sharp turns, overcrowded areas, and tight hallways/entrances.

**7. Parking Arrangements.** Customer is responsible for requesting moving permits if one may be required. We can only recommend getting permits for all moves as they guarantee parking the moving truck as close as possible to your doorway. Because you are familiar with the parking situation on your

street, you must decide if you need one or if you can manage parking on your own. In most cases we require 20-40 feet to park the truck. Please get moving permits if you think movers may have trouble parking at your address or let us know, so we can take appropriate arrangements for you. We highly recommend getting permits at your local police precincts. If there is nowhere to park at the time of mover's arrival, the crew will start your moving clock while they will be searching for parking. Driver reserves the right to park anywhere at his discretion to better perform services, even if it is illegal and/or he has to double-park. Customer agrees to pay any parking fees or tickets assessed to the carrier for any vehicle under hire by the customer at the time of the charge.

**8. Damages and Claims:** Any damage claims must be made in writing on the receipt of services on the day of your move before movers leave your premises. There will be a full inspection of furniture by both our movers and customers; however, the final inspection is the responsibility of the customer. All of our customers sign a Receipt of Services upon completion of a move. It reads "I have inspected my goods and premises, including but not limited to elevators, floors, and stairwells. There are no damages except as noted. The cab and the back of the truck are empty and the job is complete". For any insurance company this document is critical in noting charges the same day, to ensure the damage occurred that day and that coverage could be provided. Unless payment is made in full as is due we are not required to answer or process a claim. Do not assume you may deduct the money from the final bill to compensate yourself in the event of damage.

**9. Refrigerator Move.** We only move empty freezers/refrigerators. Please empty the contents for safe moving. We are happy to load these last and unload them first.

**10. Grandfather Clocks.** You are responsible for removing the pendulum, chimes and weights. Clocks are very delicate to and may need to be retuned or adjusted after you move has been completed by a professional.

**11. Dresser Drawers, File Cabinets, Desk Drawers.** Please empty all dresser drawers, file cabinets and desk drawers. Remember that the furniture will have to be lifted and carried, so if it's overstuffed and extra heavy it will be more difficult to handle. If the furniture will have to be navigated through challenging obstacles, like a winding staircase, it's usually best to remove everything, even the drawers, as it may be necessary to flip the furniture on its side or upside-down to get it through. The more prepared you are the more efficient we can be and the quicker the job can be completed. Loose and unpacked items can add time to the estimate.

**12. Marble.** Castle Rock Movers, LLC will not be responsible for any or all types of marble, due to the age or hairline crack that can cause splitting. We recommend that you place the marble in your personal vehicles for safe transportation.

**13. Last Minute Change of Service.** If the move requires work above and beyond the original order for services, Castle Rock Movers, LLC reserves the right to fulfill other obligations before completing additional work. In order to be on time for the next move, we reserve the right to postpone additionally requested services till our next availability and/or after completion of other jobs that day.

**14. Flat Screen TVs.** These are susceptible to damage from extreme temperatures, slight bumps, and altitude changes. The original packaging is the best. In any case, please note that in the absence of physical evidence of external damage or negligence (visible damage) we are not responsible for TVs functioning after delivery. Please note item #4 in our EXCLUSION OF LIABILITY.

**15. Weather Conditions.** Castle Rock Movers, LLC reserves the right to reschedule the move at an agreed upon time, without liability if there is inclement weather, including, but not limited to heavy/freezing rain, snow emergency, tornado warning, weather travel ban, etc. You will have the option of being rescheduled to our next available day. We will do our best to reschedule you as soon as possible.

**16. Driveways.** Castle Rock Movers, LLC will not drive our truck off of the street surface or on very steep surfaces. In certain instances, there may be time required to position the truck onto your property or in

the street. Any time spent positioning the truck will be on the clock. Please be aware that positioning a large truck into some driveways may be extremely difficult. Castle Rock Movers, LLC will not be responsible for any damage to your driveway, lawn, trees, etc. Our drivers are very experienced and will be as careful as possible when positioning the truck.

**17. Safe Pathways & Access to Residence.** Please ensure that your walkways are safe especially in the winter and if there are any access problems: hills, long unpaved driveways, loose gravel, etc., please let us know. Castle Rock Movers, LLC will not take a truck off pavement or on steep grades. Castle Rock Movers, LLC will not drive a truck over freshly graveled driveways, lawn sidewalk or other area not designated for truck traffic. Doing so may cause ruts in the grass, cracking of concrete, loss of vegetation, damage to underground sprinklers, drain fields or other damage. Castle Rock Movers, LLC is not responsible for any damage or towing charges, which may result, whether foreseeable or not. Any time spent positioning the truck(s) or time lost due to truck(s) getting stuck will be at customer's expense.

**18. Right of Refusal.** Castle Rock Movers, LLC will not do anything that we feel is unsafe. We reserve the right not to service you under dangerous, unsanitary, or abusive conditions the determination of which is at our sole discretion and we will not be liable to you or any other entity for direct or consequential damages. Castle Rock Movers, LLC will not work in unfloored attics. Ceiling damage and personal injury may result. Castle Rock Movers, LLC assumes no responsibility for ceilings.

**19. Self-Storage.** If you are loading or unloading into or out of self-storage, we are only responsible for damage caused while loading, transporting or unloading. It is the customer's responsibility to provide padding (blankets, thick towels, padded paper, etc.) to protect their goods. You can rent our blankets for \$10 per blanket which is due on the day of your move, and \$5 will be refunded to you when you return them. We ask you to be present at the storage site to note the condition of your items. Our responsibility ends when the unloading is complete. We will move items into any storage unit of your choice, however items will be stacked in the storage unit and we have no control over people coming into or out of your unit after that time. For this reason, our insurance coverage stops as soon as we unload the contents into storage. Days, weeks or months later, if damage is claimed or if items claimed lost or misplaced, there will be no coverage. Self-Storage moves are 100% at the customer's own risk.

**20. Help with Your Move.** Please note: Insurance regulations prohibit us from allowing you on the truck and if you choose to help with any part of the move, per our contract, we are excluded from liability for the entire move.

**21. Simulated Wood Products and Pressed Board.** These products have poor structural integrity. Therefore, moving companies and third-party insurers do not offer increased insurance coverage for these types of items. We will do our best to transport these items for you in a safe and careful manner, but because pressed wood furniture is so unstable, we are unable to offer increased cargo valuation or increased insurance on these pieces. If damage does occur you will be able to submit a claim only for the basic cargo valuation coverage of \$0.60 per pound. Full replacement value insurance excludes these items.

**22. Kids and Pets.** For safety reasons and their protection, small children and pets must be out of work area.

**23. Disassemble & Re-assemble.** Castle Rock Movers, LLC does not re-assemble any item that we did not disassemble unless we feel it is safe. We can take apart simple items like bed frames; take legs off of tables, etc. We cannot disassemble or assemble any cribs. Castle Rock Movers, LLC will not assemble or take apart anything that is too complex or that requires a manual. Please ask us prior to the move if you have a question. All CRIBS must be disassembled prior to moving day.

**24. How to Save Money.** Pack everything into uniform sized boxes with lids and mark them with the destination room. Stay close to the action. Move delicate items in your car. We are happy, to place them there and remove them. Disassemble your furniture before we arrive. Be as clear as possible with

your directions to our crew.

**25. Hoisting.** We will not hoist anything that we feel is too heavy or unsafe. Because of the difficult nature of hoisting, we will not be responsible for any property damage or damage to hoisted items. You are required to remove any windows for us to hoist. Our crew is not able to remove them due to liability purposes.

**26. Aging and Deterioration.** When moving household items, Castle Rock Movers, LLC has found deterioration occurs over time due to age/heat/dry rotting. If you wish, we will move them carefully, but will not be responsible for damage of deteriorated items.

**27. Unsafe/Unique Moving Circumstances.** We are often asked to perform tasks that border on the impossible. Castle Rock Movers, LLC will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, overcrowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather. Castle Rock Movers, LLC is not responsible for any direct or indirect damage to items or surroundings, as a result of a specific customer request. You will be asked to sign a waiver if we agree to attempt a move that we deem unsafe or unreasonable.

**28. Flammables and Combustibles.** Castle Rock Movers, LLC will move no flammables or hazardous material due to safety laws and DOT regulations. As you prepare for your move, there are some things you should be prepared to move yourself or leave behind.

Moving companies are not legally permitted to transport any hazardous materials! This includes items that are flammable, corrosive or combustible. What does this mean for you? If you have a gas barbecue grill you will need to disconnect the tank and take it with you or the grill stays where it is. Your lawnmower and other power lawn tools must be emptied of fuel or they do not go on the truck. You should also be sure to disconnect gas hookups for grills, dryers, water heaters and anything else that you plan to have your movers take. Moving companies cannot handle gas connections. Please contact your gas company for servicing. We do not disconnect gas appliances under no circumstances. Non-allowable items include: sterno Fire Extinguishers, Household Batteries, Matches, Aerosols, Chemistry Sets, Kerosene, Cleaning Solvents, Darkroom Chemicals, Gasoline, Ammonia, Pool Chemicals, Propane/Propane Tanks, Nail Polish, Nail Polish Remover, Motor Oil, Fireworks, Car Batteries, Charcoal, Charcoal Lighter, Liquid Bleach, Fertilizer, Paints (latex & oil-based), Paint Thinner, Pesticides, Firearms, Ammunition, Poisons (such as weed killer), Lamp Oils, Fuels. Customers must make other arrangements to transport these items.

**29. Potted Plants.** Especially larger ones are very difficult to move when full. The vibrations of the truck can sometimes crack the pots when full. We will move your potted plants for you but we will not be responsible for any damages that may occur.

**30. Electrical Connection & Dis-connection.** Castle Rock Movers are not licensed plumbers. Any assistance we give is as a courtesy only. We will connect washer/dryer and ice makers, but are not responsible for any damages incurred. There is a \$50 fee to unhook and hookup your washer and dryer. You or your representative must check or accept any plumbing connections. Water and drain connections are the responsibility of the user.

**31. Pianos & Safe Moving.** Castle Rock Movers, LLC loves moving big stuff. We move upright pianos, gun safes, jeweler safes, High-back pianos etc. Please let us know you need this service prior to the move to insure we have the proper equipment that day to safely move your item.

## EXCLUSION OF LIABILITY

1. Castle Rock Movers, LLC's liability for lost or damaged items is limited to \$0.60 per pound per article unless the customer has purchased additional insurance.
2. Castle Rock Movers, LLC shall be responsible for replacement of any lost items listed on inventory page and inspected prior to move, subject to above limits. Items not listed on the inventory are not insured.
3. The condition of any item(s) boxed by the customer is not able to be inspected by our movers prior to the move and therefore is not insured by Castle Rock Movers, LLC and is the responsibility of the customer.
4. Castle Rock Movers, LLC shall in no way be responsible for the working condition of electronic equipment, grandfather clocks, or any other piece of mechanical equipment (MCU/Mechanical Condition Unknown). All items should be properly boxed and securely packed. If the following items are transported loosely, they are excluded from moving liability. These items include, but are not limited to: ELECTRONIC COMPONENTS, APPLIANCES, TELEVISIONS, STEREOS, DVD PLAYERS, CD/MP3 PLAYERS, SEWING MACHINES, TYPEWRITERS, COMPUTERS, PLANTS, LAMPSHADES, GLASS, CERAMIC LAMPS, CERAMIC ITEMS MIRRORS (WITH OR WITHOUT A DRILLED HOLE), MARBLE, CERAMIC, PLASTICS, CONCRETE PIECES, STATUES, PICTURES, PAINTINGS, CURTAIN RODS, COMPUTERS, LAPTOPS, DISHES, CHINA, ETC. Standard liability is limited to and not to exceed \$0.60 cents per pound, per article.
5. Castle Rock Movers, LLC will not repair or replace pressed board or simulated wood furniture. Much of the budget priced furniture today is made from a pressed wood or wood byproduct material. Some of the wood grain look is simply paper and some is very thin plastic material like on lower end kitchen cabinets. This type of material is not structurally strong, especially if it has screws, since the screw threads have no real grain to imbed into. It is not repairable and we have seen it crumble from the smallest vibrations riding in a truck across town. We will not repair or replace this type of furniture. We will do our best to move it successfully for you. This type of furniture is specifically excluded from basic and increased insurance coverage.
6. The right is reserved by Castle Rock Movers, LLC to repair or replace any damaged item(s).
7. Castle Rock Movers, LLC will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, over-crowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather. Occasionally it may not be possible to place items where you would like them without possible damage to the items or premises. If this situation arises, our foreman will present you with a release form indicating that you accept responsibility for any ensuing damage. (and/or obtain your verbal agreement). You will be asked to sign a waiver if we agree to attempt any non-routine moving request.
8. Castle Rock Movers, LLC shall not be responsible for loss or damage to accounts, bills, checks, evidence of debts, letters of credit, passports, tickets, documents, manuscripts, notes, mechanical drawings, securities, currency, money, bullion, precious stones, jewelry, or other similar valuables, paintings, statuary, or other works of art; or property carried gratuitously or as an accommodation. The process of removing drawers must be done in the presence of the customer or their agent. We require that all valuables be placed in a secure area off the premises prior to moving day. Example: (A vehicle or family member's residence.)
9. Castle Rock Movers, LLC shall not be responsible for damage resulting when moving household items that have deteriorated such as, but not limited to, lamp shades, mattresses, electrical wiring, etc.
10. Castle Rock Movers, LLC shall not be responsible for glass in any form or damage resulting from glass

breakage unless special packaging has been purchased. This applies to porcelain and ceramic items, also.

11. Castle Rock Movers, LLC shall not be responsible for plants or pets.

12. Castle Rock Movers, LLC may use dollies to facilitate removal or placement of appliances, etc., and damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of Castle Rock Movers, LLC.

13. Castle Rock Movers, LLC shall not be responsible for damage to waterbeds, sleep number or specialized motor beds. We claim no expertise as specialized bed technicians.

14. Castle Rock Movers, LLC shall not be responsible for damage to items requiring special instructions if customer fails to provide such instructions including, but not limited to, disassembly or assembly of said items and any special preparation required. It is your responsibility to provide special tools if needed.

15. Castle Rock Movers, LLC assumes no liability or responsibility for any items and cargo placed in the customer's own vehicle or in rental equipment and which Castle Rock Movers, LLC does not transport.

16. Castle Rock Movers, LLC may use dollies to move heavy objects such as but not limited to pianos, appliances, items over 300 lb., etc. Any floor surfaces including but not limited to parquet, hardwood, ceramic, marble, entrance halls, etc. and any damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of Castle Rock Movers, LLC. If floor can be pulled by thumbnail, we are not responsible for damage. Castle Rock Movers, LLC may use water or soapy water to facilitate removal or placement of appliances.

17. Water Connections. We are not plumbers and therefore will not be responsible for any damages that incur during the hooking and unhooking of appliances. Any assistance we give is as a courtesy only. There is a \$50 charge to unhook and hook up washer and dryers. Please note: you or your representative must check or accept any plumbing connections. Please make sure the main water valve(s) are completely turned off before disconnecting them.

18. Castle Rock Movers, LLC cannot be responsible for the working condition of major appliances. Please note: if you are moving front/top load washer- you are responsible to arrange third party appliance technician who will install shipping bolts for your washer before moving it. We do not carry them. A good place to check for part numbers and availability is at your local appliance center. There is also a universal washing machine stabilization pack on the market called LitKit that doesn't use bolts but requires a bit more effort.

19. Castle Rock Movers, LLC cannot be responsible for dents or scratches on major appliances. A thin metal that has an extreme affinity to dent and scratch covers them. If your fridge needs to be taken apart and put back together there will be a \$100.00 fee.

20. Ceilings. Castle Rock Movers, LLC assumes no responsibility for ceilings.

Thank you,

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