Moving Finch
Rental Terms and Conditions

Effective October 10, 2026 | Version 1.0

Agreement. These Rental Terms and Conditions (the "Terms") are between Finch Watson Solutions, LLC, doing business as Moving Finch ("Moving Finch," "we," "us," or "our"), and the person or organization identified in the reservation ("Customer," "you," or "your"). Your order confirmation, including the selected package, rental dates, service addresses, delivery and pickup windows, fees, taxes, and add-ons, is incorporated into these Terms.

1. What Moving Finch Provides

Moving Finch rents reusable moving boxes (aka "totes"), tote dollies, and any other equipment identified in your order (collectively, "Equipment"). Packing labels and other items identified as purchased or consumable are not rental Equipment and do not need to be returned. Moving Finch is a moving-supply rental company; we do not pack, load, transport, unload, or store your belongings and are not a moving company.

2. Eligibility and Authorized Customer

You must be at least 18 years old and legally able to enter a contract. The person booking the order is responsible for the Equipment and all amounts due, even if another person receives, uses, or returns it. You may allow household members, employees, or movers to handle the Equipment, but you remain responsible for their conduct.

3. Reservation, Payment, and Card on File

Payment for the initial rental, selected add-ons, delivery and pickup charges, and applicable taxes are due when the reservation is placed. A reservation is not secured until payment is approved, and you receive confirmation from Moving Finch. We may correct an obvious pricing or inventory error before delivery; if you do not accept the correction, we will cancel and refund the affected order.

You authorize Moving Finch and its payment processor to keep your payment method on file through the end of the rental and to charge it only for amounts expressly permitted by these Terms, including approved extensions, late-return charges, missed-appointment fees, added distance caused by an address change, extraordinary cleaning, repair, replacement, collection costs permitted by law, and unpaid balances. We will provide an itemized receipt. This authorization does not waive your right to dispute an error.

4. Rental Period and Extensions

The rental begins on the delivery date and ends when Moving Finch retrieves the Equipment on the confirmed pickup date. The standard package period is two weeks unless your order states otherwise. Keeping Equipment beyond the scheduled pickup date requires our approval and is subject to availability.

- Request an extension before the scheduled pickup. An extension is confirmed only after Moving Finch approves it and provides the added charge.

- Additional-week rates are:
    - Office/Dorm, $20;
    - Studio/1 Bedroom, $25;
    - 2 Bedroom, $35; and
    - 3–4 Bedroom, $50.
- If Equipment is not ready or available at pickup and no extension was approved, the applicable weekly rate continues for each started additional seven-day period, plus any missed-pickup fee in Section 8.
- Paying additional rental charges does not transfer ownership of the Equipment or give you an unlimited right to keep it.

5. Delivery and Pickup Addresses

You must provide complete and accurate delivery and pickup addresses before checkout, including apartment or unit numbers, access instructions, gate codes, and known stairs or access restrictions. The transportation charge shown at checkout is based on the addresses and service option in your order. Free delivery and pickup apply only when both addresses qualify under the offer shown at booking. Additional distance outside the included service area is charged at the rate shown in your order.

If an address changes after booking, we will tell you any revised transportation charge before providing service at the new address. You may accept the charge, keep the original confirmed address, or cancel subject to Section 9. We may decline an address outside our service area or one that cannot be accessed safely.

6. Delivery; Inspection; Transfer of Responsibility

Moving Finch will send you a text message when the delivery driver is approximately 30 minutes from the delivery address. The estimated arrival time is provided as a courtesy and may be affected by traffic, weather, road conditions, or earlier appointments.

Upon arrival, the driver will come to your door or other agreed delivery point. At least one person aged 18 or older must be present to receive the Equipment. A minor left at the property does not satisfy this requirement.

Responsibility for the Equipment transfers to you when it is handed to an adult recipient and continues until Moving Finch physically retrieves it. At delivery and pickup, the recipient will be asked to verify the number and condition of rental items using a provided checklist. You will receive a digital copy of the signed order slip for your records.

7. Proper Use and Care

Use the Equipment only for ordinary household or office moving and in accordance with any instructions we provide. You agree to:

- keep Equipment indoors or in a secure, weather-protected area when not being actively transported;
- keep totes closed during transport and use dollies only on stable surfaces within their rated capacity;

- avoid overloading; distribute weight safely; and lift, stack, and move Equipment with appropriate help;
- use only removable Moving Finch labels in the designated label areas; and
- return Equipment empty, reasonably clean, dry, and free of tape, stickers, writing, odors, food, liquids, pests, soil, and debris.

Do not use Equipment for people or animals; hazardous, flammable, explosive, illegal, toxic, corrosive, biohazardous, or pest-infested materials; loose liquids; wet paint; concrete; or any use likely to stain, contaminate, deform, or damage it. Do not sell, lend, sublease, abandon, alter, drill, paint, mark, or remove identification or tracking labels from Equipment.

8. Pickup and Access

Moving Finch will contact you approximately two days before the scheduled pickup to confirm the pickup date, time window, address, access instructions, and number of items expected to be returned. At that time, you may request:

- a change to the pickup address;
- an extension of the rental period; or
- another available change to the pickup arrangements.

All changes are subject to availability. A changed pickup address may result in an additional transportation charge. A rental extension is not confirmed until Moving Finch approves the request and you accept any additional rental charge.

On the scheduled pickup day, Moving Finch will send you a text message when the driver is approximately 30 minutes from the confirmed pickup address. The estimated arrival time is provided as a courtesy and may be affected by traffic, weather, road conditions, or earlier appointments.

Upon arrival, the driver will come to your door or other agreed pickup point. At least one person age 18 or older must be present. A minor left at the property does not satisfy this requirement. You are responsible for obtaining permission for our vehicle and personnel to enter private roads, gated communities, apartment complexes, loading areas, and other restricted locations as needed.

By the scheduled pickup window, all Equipment must be empty, clean, nested or staged as instructed, and readily accessible. At pickup, Moving Finch will count the Equipment and conduct a reasonable visual inspection for missing items, excessive dirt, contamination, and damage beyond ordinary wear. You or another adult present may observe the inspection and raise any questions before the driver leaves.

Moving Finch will then provide a final receipt confirming the Equipment returned, the completed rental period, and any extension, transportation, missed-appointment, cleaning, damage, or replacement fees assessed under these Terms.

The rental concludes when Moving Finch issues the final receipt. Once the final receipt has been issued, no additional rental-related charges will be applied to your payment method.

A $35 missed-appointment fee may be charged when we cannot complete a scheduled delivery or pickup because no person age 18 or older is present, Equipment is not ready or accessible, access information is missing or inaccurate, or conditions at the property are unsafe. Any rescheduled trip outside the included area may also incur the transportation charge disclosed and accepted before the trip.

8A. Standard Access and Additional Labor

Standard delivery and pickup are provided at the nearest safe and reasonably accessible ground-level location. Depending on the property, this may include a driveway, garage entrance, front door, covered entryway, apartment-building lobby, loading area, or other agreed location.

Standard service does not include:

- carrying Equipment into or through the interior of a residence or business;
- carrying Equipment to individual rooms;
- moving your furniture or belongings;
- carrying packed or loaded totes;
- navigating unsafe, obstructed, unusually narrow, or poorly maintained stairs;
- carrying Equipment over an unusually long distance from the delivery vehicle; or
- performing any task that Moving Finch reasonably determines would create an excessive risk of injury or property damage.

Elevator access is treated as ground-level service and does not carry an additional labor fee, provided the elevator is available, large enough for the Equipment, and accessible without an unreasonable delay. You are responsible for reserving a freight elevator or loading area when required by the property.

A stairs fee applies when Moving Finch personnel must carry Equipment up or down stairs to complete a delivery or pickup. The fee is calculated separately for each address and each service visit at $0.50 per tote, per flight of stairs, with a minimum charge of $10 per visit.

A flight means a continuous set of five or more steps between levels. Four or fewer ordinary exterior entry steps are included in standard service.

Examples of the stairs fee include:

- delivery of 15 totes up one flight: $10 minimum charge;
- delivery of 25 totes up one flight: $12.50;
- pickup of 40 totes down one flight: $20; and
- delivery of 60 totes up two flights: $60.

You may avoid the stairs fee by meeting the driver at an accessible ground-level location and assuming responsibility for moving the Equipment between that location and the upper floor.

Stairs and other material access restrictions must be disclosed when the reservation is placed. If previously undisclosed stairs or access conditions are discovered upon arrival, you may:

1. accept the applicable additional labor charge;
2. move the Equipment between the service vehicle and the ground-level delivery or pickup point without assistance from Moving Finch; or

3. reschedule the appointment, subject to the applicable missed-appointment or rescheduling fee.

Moving Finch may refuse to carry Equipment on stairs or through an access route that is wet, icy, obstructed, unstable, poorly lit, unusually narrow, or otherwise unsafe.

Standard service includes up to 15 minutes for ordinary building access, customer arrival, gate entry, elevator access, and Equipment preparation. If service is delayed by more than 15 minutes because you or the property is not ready, Moving Finch may charge a waiting-time fee of $10 for each additional 15-minute period.

Unusually long carrying distances, restricted parking, inaccessible loading areas, multiple buildings, or other labor-intensive conditions not disclosed at booking may require an additional fee or a customized service quote. Moving Finch will disclose the charge and obtain your approval before performing the additional work.

9. Changes, Cancellations, and Refunds

- Changes are subject to availability and may change the total price.
- Cancel at least 48 hours before the scheduled delivery for a full refund.
- Cancel less than 48 hours before delivery and a $25 late-cancellation fee will be deducted from the refund.
- After delivery, rental charges and completed transportation charges are nonrefundable. If we retrieve Equipment early at your request, unused time is not prorated.
- If Moving Finch cancels because we cannot fulfill the order, you may choose a reasonable reschedule or a refund of amounts paid for services not provided.

To cancel or request a change, use the method stated in your confirmation and retain the cancellation or change confirmation.

10. Weather, Delays, and Unsafe Conditions

Safety comes first. We may delay, reschedule, or stop service because of severe weather, road closures, vehicle problems, inaccessible locations, aggressive animals, unsafe stairs or surfaces, or other conditions beyond reasonable control. We will contact you as soon as reasonably practicable and offer a reasonable reschedule. If we cannot provide the service, we will refund amounts paid for the unprovided service. We are not responsible for indirect costs caused by a delay, such as mover, truck, lodging, wage, or storage charges, except where the law does not allow that limitation.

11. Loss, Theft, Damage, and Cleaning

You are responsible for Equipment that is lost, stolen, missing, destroyed, or damaged beyond ordinary wear while it is under your responsibility, regardless of who caused the loss, except to the extent caused by Moving Finch. Ordinary wear means minor cosmetic scuffs from proper use; it does not include cracks, broken lids or hinges, punctures, warping, melted areas, unauthorized markings, contamination, strong odors, pest exposure, or damage that makes an item unsafe or unsuitable for the next customer.

We may charge the reasonable cost to clean or repair Equipment. Standard charges are shown below:

Item or condition	Charge
27-gallon moving tote, including attached lid	$10 each
Tote dolly	$25 each
Extraordinary cleaning or removal of tape/stickers	Actual reasonable cost, up to $5 per tote
Other rented add-on	Replacement amount disclosed in the order

We will provide an itemized notice of any charge. If missing Equipment is returned promptly and in rentable condition, we may refund the replacement charge less unpaid rent, transportation, or reasonable recovery costs.

12. Customer Property and Moving Risks

You are solely responsible for deciding what to place in the Equipment and for packing, lifting, loading, securing, transporting, unloading, and unpacking your property. Inspect Equipment before use and stop using any item that appears damaged or unsafe. Moving Finch does not insure your belongings and is not responsible for loss of or damage to your belongings merely because they were stored or transported in the Equipment. This does not exclude liability that cannot lawfully be excluded, including liability caused by our gross negligence or willful misconduct.

13. Assumption of Risk and Limitation of Liability

Moving and handling loaded totes and dollies involve risks, including strains, falls, shifting loads, pinched fingers, property damage, and injury. You accept the ordinary risks arising from your packing, moving, transport, storage, and use of the Equipment. To the fullest extent permitted by law, Moving Finch's total liability arising from an order will not exceed the amount you paid for that order. Moving Finch will not be liable for indirect, incidental, special, or consequential damages. These limitations do not apply to gross negligence, willful misconduct, or any liability that cannot lawfully be limited.

14. Indemnity

To the extent permitted by law, you agree to reimburse and protect Moving Finch from third-party claims, damages, and reasonable costs arising from your misuse of the Equipment, violation of these Terms, or negligence, including conduct by people you allow to use the Equipment. This obligation does not apply to the extent a claim was caused by Moving Finch's negligence, gross negligence, or willful misconduct.

15. Default and Recovery of Equipment

You are in default if you fail to pay an amount when due, fail to make Equipment available, provide materially false information, misuse Equipment, or otherwise materially violate these Terms. After reasonable notice and an opportunity to cure when appropriate, we may cancel remaining service, require immediate return, retrieve Equipment where lawfully accessible,

charge authorized amounts, and pursue lawful collection or recovery remedies. You may not withhold Equipment because of a billing dispute. Contact us promptly so the dispute can be reviewed.

16. Communications

You consent to receive order-related calls, emails, and text messages at the contact information you provide, including delivery updates and pickup reminders. Consent to marketing messages is not required to rent. Standard carrier rates may apply. You are responsible for keeping your contact information current.

17. Governing Law; Disputes

These Terms are governed by North Carolina law, without regard to conflict-of-law rules. Before filing a claim, each party agrees to give the other a written description of the dispute and at least 15 days to try to resolve it informally, unless urgent relief is reasonably necessary. Any court proceeding must be brought in a court with proper jurisdiction and venue under applicable law. Either party may use small claims court when eligible.

18. General Terms

These Terms and the order confirmation are the entire agreement for the rental and replace prior discussions about that order. A waiver on one occasion is not a waiver later. If a provision is unenforceable, it will be limited or removed only to the minimum extent necessary, and the remaining provisions will continue. You may not transfer this agreement without our written consent. We may assign it as part of a sale or reorganization of the business. Headings are for convenience only.

The version accepted at checkout governs your order. We may update these Terms for future orders, but a later version will not retroactively change an existing confirmed rental unless both parties agree or the change is required by law.

19. Electronic Acceptance

Checking the acceptance box, typing or applying an electronic signature, or otherwise affirmatively accepting these Terms and submitting the reservation constitutes your electronic signature and agreement. You may download or print these Terms and your order confirmation for your records.