



Moving Finch

Rental Terms and Conditions

Effective September 14, 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. If the order confirmation conflicts with these Terms, the order confirmation controls only as to order-specific details.

1. What Moving Finch Provides

Moving Finch rents reusable moving 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 is 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

At least one person age 18 or older must be present to receive the Equipment unless Moving Finch has approved a secure, unattended delivery in writing. 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 or placed at the approved delivery location and continues until Moving Finch physically retrieves it. Count and inspect the Equipment promptly. Report any shortage, material damage, or unsafe condition with photos within 12 hours after delivery; otherwise, the delivery record will be presumed accurate, subject to reasonable proof to the contrary.

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

By the scheduled pickup window, all Equipment must be empty, clean, nested or staged as instructed, and readily accessible. At least one person age 18 or older must be present unless we approve unattended pickup in writing. 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.

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. The fee does not apply when Moving Finch approved unattended service in writing and the agreed conditions were met. Any rescheduled trip outside the included area may also incur the transportation charge disclosed and accepted before the trip.

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 or an approved unattended drop-off, 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. Nothing in this section limits a cancellation or refund right that cannot legally be waived.

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, not exceeding its listed replacement charge, or the replacement charge when repair is not reasonable. Standard charges are shown below:

Item or condition	Charge
27-gallon moving tote, including attached lid	\$15 each
Tote dolly	\$35 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.