

ROVEM

POLICIES & LIMITS OF LIABILITY

Please take the time to review the policies that apply. If you have any questions or concerns, please do not hesitate to contact us. (504) 313-5025

ROVEM, LLC, is dedicated to providing safe and efficient services to all of our valued customers. The company has policies in place that will enable each customer to have the smoothest transition possible. Our office and staff are willing to answer any questions regarding the following topics.

Our estimates are based on the information provided before scheduled job. This is only an estimate; actual time may vary due to lack of preparation, poor access at job site, or additional items to be loaded not originally accounted for in the estimate. Job cost is directly correlated to access and quantity of household goods to be loaded. We do our best to accurately estimate the cost of your service but due to variables out of our control, ROVEM, LLC does not guarantee completion time. Due to scheduling constraints ROVEM, LLC reserves the right to send more or less personnel depending on availability and need.

I. Guidance and Walk-through During Service

The customer or responsible party must be present during the service at all times. It is the customer's responsibility to do a final "walk-through" of the premises before Company departs location. ROVEM, LLC has a 2-hour minimum.

II. Payment Options

We accept the following payments: Cash, PayPal, Cash App, Venmo, QuickPay with Zelle, personal and business checks, or a credit card VISA/MC/DISCOVER/AMEX.

III. Items that MUST Be Removed Prior to Service Day

On service 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. ROVEM, LLC is not responsible for the items listed above.

IV. Cancellation & Rescheduling Fee

We have a cancellation fee; you will be refunded 25% of your deposit. If customer chooses to reschedule job 3 days before schedule date, the customer will be charged \$50.00/per loader scheduled for the date of service.

V. Residents

New Orleans and surrounding areas are known for shotgun, raised homes, or homes with sharp staircases. Our crew will do their best, but we cannot be held responsible if an item does not fit into your residence. ROVEM, LLC will not be responsible for damage caused, but not limited to; hoisting, standing pieces on end, handing items over railings, sharp turns, overcrowded areas, and tight hallways/entrances.

VI. Parking Arrangements

Customer agrees to pay any parking fees or tickets assessed to the company for any vehicle under hire by the customer at the time of the charge.

VII. Damages and Claims

Any damage claims must be submitted in writing IMMEDIATELY. Applicable notes about these damages must be made in writing on the day of your service BEFORE loaders leave your premises. Our company standards do assume a full inspection of furniture by both our loaders and customers; however, the final inspection is the responsibility of the customer. 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. This is ILLEGAL.

VIII. Refrigerator

We only load empty freezers/refrigerators. Customer will be required to pay for the removal of the appliance. Please empty the contents for safe transportation. We are happy to load these last and unload them first.

IX. 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.

X. Marble

ROVEM, 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.

XI. Last Minute Change of Service

If the service requires work above and beyond the original order for services, ROVEM, LLC reserves the right to fulfill other obligations before completing additional work. For example, you have originally ordered services for two (2) rooms only. On the day of the service you are adding additional rooms, not mentioned at the time of request, additional pick-ups/drop offs etc., which will significantly increase total time.

In order to make our schedule on time for the next service, we reserve the right to postpone additionally requested services till our next availability and/or after completion of other jobs that day.

XII. 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.

XIII. Weather Conditions

ROVEM, LLC reserves the right to reschedule the service at an agreed upon time, without liability if there is inclement weather, including, but not limited to heavy/freezing rain, snow emergency, hurricane warning, weather travel ban, or 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.

XIV. Safe Pathways & Access

Please ensure that your walkways are safe and if there are any access problems: hills, long unpaved driveways, loose gravel, etc. ROVEM, LLC will not drive over freshly graveled driveways, lawn sidewalk or other area not designated for traffic. Doing so may cause ruts in the grass, cracking of concrete, loss of vegetation, damage to underground sprinklers, drain fields or other damage. ROVEM, LLC is not responsible for any damage or towing charges, which may result, whether foreseeable or not.

XV. Right of Refusal

ROVEM, 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. ROVEM, LLC will not work in unfloored attics; ceiling damage and personal injury may result. ROVEM, LLC assumes no responsibility for ceilings.

XVI. Elevator/Walking Distance Times & Restrictions

You must notify us of any elevator and walking distance time restrictions prior to confirming your job. This will ensure that we can meet those restrictions to the best of our ability. If we are not notified of the elevator and walking distance restrictions prior to confirming your job, we will not be held responsible for meeting the time restriction. If you notify us about an elevator and walking distance time restriction after your service is scheduled with us, we may not be able to meet that restriction and we will inform you if we can do so.

XVIII. Certificate of Insurance

It is your responsibility to check with your building to see if we need to provide a certificate of insurance prior to the service or any other requirements that are necessary. If we are not notified of the certificate of insurance or other requirements, we will not be held responsible. A full certificate of insurance usually requires a week to be processed. If your building needs a certificate of insurance, we will need to know who to list as certificate holder, any additional insured's, a fax number/e-mail address, and the name of a representative. If you have any questions, please ask ahead of time.

XIX. Self-Storage

If you are loading or unloading into or out of self-storage, we are only responsible for damage caused while loading 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 \$7 per blanket or \$20 per blanket that is not returned, which is due on the day of your service. We ask you to be present at the storage site to note the condition of your items. Our responsibility ends when the service is completed. We will load items into any storage unit of your choice; however, items will be stacked in the storage unit and ROVEM has no control over people coming into or out 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 services are 100% at the customers own risk. Please purchase or rent pads and we will be happy to pad your furniture to keep it safe in storage. Keep in mind when we unload, we take our pads with us unless you purchase them.

XX. Simulated Wood Products and Pressed Board

These products have poor structural integrity, which does not lend itself to or repair. We will load these items carefully but cannot be responsible for damage of simulated wood or pressed board furniture. These items are excluded from any and all insurance coverage. This does not significantly improve the structural integrity of the furniture, but does make disassembly impossible without creating substantial, irreparable damage. For these reasons, companies and third-party insurers do not offer increased insurance coverage for these types of items. 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. Pressed wood and particleboard furniture are loaded at your own risk!

XXI. Kids and Pets

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

XXII. [Disassemble & Re-assemble](#)

ROVEM, 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. ROVEM, LLC will not assemble or take apart anything that is too complex or that requires a manual. Please ask us prior to the service if you have a question. All CRIBS must be disassembled prior to loading day.

XXIII. [Hoisting](#)

ROVEM, LLC are not experts in hoisting. Please let us know if you are in need of hoisting ahead of time so we can be prepared. We will not hoist anything. Because of the difficult nature of hoisting, we will not be responsible for any property damage.

XXIV. [Aging and Deterioration](#)

When loading household items, ROVEM, LLC has found deterioration occurs over time due to age/heat/dry rotting. Wood dowels and furniture, mattresses lump and disfigure upon disturbing, lampshades and wiring also become brittle and rotten, and floor lamp base concrete may crumble and fell out. If you wish, we will load them carefully, but will not be responsible for damage of deteriorated items.

XXV. [Unsafe/Unique Circumstances](#)

We are often asked to perform tasks that border on the impossible. ROVEM, LLC will not be responsible for damage caused by non-routine loading 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. ROVEM, 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 service that we deem unsafe or unreasonable.

XXVI. [Flammables and Combustibles](#)

ROVEM, LLC will not load flammables or hazardous material due to safety laws and regulations. This includes items that are flammable, corrosive or combustible. You should also be sure to disconnect gas hookups for grills, dryers, water heaters and anything else that you plan on loading. ROVEM, LLC cannot handle gas connections. Please contact your gas company for servicing. We do not disconnect gas appliances under no circumstances.

XXVII. [Non-allowable items include:](#)

Jelled fuel, 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.

XXVIII. [Plants](#)

ROVEM, LLC will not be responsible for any damages to any potted plants or the pot/container they are planted in. ROVEM, LLC does not load any plants unless customer signs waiver and pay additional fees. Plants must be under 10 LBS.

XXIX. [Electrical Connection & Dis-connection](#)

We cannot disconnect or connect any water, electrical, or gas lines from any appliance. We will not connect washer/dryer or ice makers. You or your representative must check any plumbing connections. Water and drain connections are the responsibility of the user. ROVEM, LLC are not licensed plumbers.

XXX. [Pianos & Safe](#)

We do not load upright pianos, gun safes, jeweler safes, and high-back pianos.

XXXI. EXCLUSION OF LIABILITY

1. ROVEM, LLC shall be responsible for replacement of any lost items listed on inventory page and inspected prior to service, subject to above limits. Items not listed on the inventory are not insured.
2. The condition of any item(s) boxed by customer (PBO/packed by owner) and not inspected prior to service is not insured by ROVEM, LLC and is the responsibility of the customer.
3. ROVEM, 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).
 - a. All items should be properly boxed and securely packed. If the following items are transported loosely, they are excluded from 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.
4. ROVEM, LLC will not repair or replace pressed board or simulated wood furniture. Do not ask us to repair or replace this type of furniture! We will do our best to load it successfully for you. This type of furniture is specifically excluded from basic and increased insurance coverage.
5. The right is reserved by ROVEM, LLC to repair or replace any damaged item(s).
6. ROVEM, LLC will not be responsible for damage caused by non-routine loading 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 field manager 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 request.
7. ROVEM, 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.
8. We require that all valuables be placed in a secure area off the premises prior to day. Example: (A vehicle or a family members or a friend's residence.)

9. ROVEM, LLC shall not be responsible for damage resulting when household items that have deteriorated such as, but not limited to, lamp shades, mattresses, electrical wiring, etc.
10. ROVEM, 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.
11. ROVEM, LLC shall not be responsible for plants or pets.
12. ROVEM, 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 ROVEM, LLC.
13. ROVEM, LLC will not remove waterbeds or any subsequent damage. We claim no expertise as waterbed technicians.
14. ROVEM, 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. ROVEM, LLC assumes no liability or responsibility for any items and cargo placed in the customer's own vehicle or in rental equipment and which ROVEM, LLC does not load.
16. ROVEM, LLC may use dollies to load heavy objects such as but not limited to 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 ROVEM, LLC. If floor can be pulled by thumbnail, we are not responsible for damage.
17. ROVEM, LLC will not connect washer/dryer, or ice makers.
 - a. 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. Any assistance we give is as a courtesy only. Water and drain connections are the responsibility of the user. WE ARE NOT PLUMBERS.
18. ROVEM, LLC will not be responsible for the working condition of major appliances. Please note: if you are loading/unloading any washers or dryers you are responsible to arrange third party appliance technician.
19. ROVEM, 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.
20. ROVEM, LLC assumes no responsibility for ceilings.