



D1 Moving & Storage  
4815 Bethlehem Road, Richmond, VA 23230  
(804) 380-7224 www.D1Moving.com

DOT# 3013397  
MC# 30349

## **Customer Information Packet**

- **Advice for your Moving Day**
  - Try your best to get a good night's sleep and don't forget to hydrate frequently throughout the day. Moving can be stressful, so it helps to feel your best!
  - The commotion of a move can take a major toll on pets; make plans to ensure your animals have a safe place to stay while our crew is working
  - Breathe Deep! D1 Moving is here to help and make your move easy
  - Our professional moving crews work hard for you. We try to keep our trucks stocked with water, but on long days these rations go fast. Having cold drinks or snacks on hand makes a huge difference on a strenuous move.
  - Open communication with your movers about any fragile, sentimental, or valuable items before they begin working helps us to better protect and care for special items
  - Your opinion matters to us! As a small, local company we greatly appreciate any positive feedback on our Yelp, Facebook, or Google pages
  
- **Packing/Unpacking:**
  - Any packing supplies are available for customers, at additional cost. Unused supplies may be returned to D1 Moving at the conclusion of your move.
  - D1 Moving encourages customers to remove all items from drawers and the interiors of furniture. Lighter furniture allows for a more efficient move.
  - It is important to note that the ride from each location can be a bumpy one; if you plan to pack belongings yourself, please ensure that there is plenty of padding or cushion around any fragile items to prevent incurring damages during transport.
  - **Inventory:** An inventory list is highly recommended, especially for high value items. This helps record moved items and helps keep track of the number of items and their conditions throughout the moving process. We do not inventory items for customers (excepting specific items going into our auctions); in our experience it is always best for the homeowner to personally compile this list.
  
- **Pressboard, Particleboard, and/or Engineered Wood Furniture:**
  - Furniture manufactured from pressboard, particleboard, and/or engineered wood is designed to go into a box from the manufacturer, to the retailer, and then to the customer unassembled. It is not built to withstand the normal stress of a move as an assembled unit, which may cause chips or dents that are typically not repairable. If you plan to move furniture of this kind, please be aware it is liable to be damaged regardless of the precautions our team takes.



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- **Breakdown of Charges:** Your final cost will be based on the following factors:
  - **Hourly Rate:** Your hourly rate is determined by the number of men and trucks we send out to you. We also take into account different factors, including the amount of heavy furniture, the distance our crew will be carrying items, if your move is taking place during our peak summer season, and so on. Should you have questions about the rate you have been provided, our management team is happy to help.
  - **Travel Time:** Most moves have a standard 1-hour of travel time, equivalent to the hourly rate, added onto the total job cost. This covers both the drive time to and from your move, between each destination, as well as general fuel costs for your move. Fuel and travel costs can vary from job to job.
  - **Flat Rate:** For small, long-distance, or commercial moves, a set rate quote may be provided. No hourly rate or travel fee will be added to this quote.
  - **Packing Fee:** Our professional movers are happy to ensure your belongings are packed up as safely as possible for you. Should you request this service, this is usually offered at an hourly rate. For flat rate quotes, the cost of packing will be factored into your total quote.
  - **Supply Fees:** If you would like to purchase your moving supplies through our company, we have a pricing list for each item available upon request.
  - **Mileage/Toll Fees:** For long-distance moves, mileage and tolls may be added to the total cost of a move. An estimate of this cost will be determined prior to the move. Truck tolls are typically twice the amount as for cars.
  - **Heavy Item Fee:** For specialty items like pianos, heavy safes, or etc., an additional fee will be added to the final cost of a move
  - **Dump Fee:** If you require our company to dispose of furniture or miscellaneous items to the dump for you, there will be an additional cost
  - **Storage Fee:** If items are being stored with us for less than a month, a storage fee will be added onto the total cost of your move. Should any items need to be stored within our D1 Moving warehouse for a month or longer, payment is due once every month. See your Storage Agreement Form to reference your payment due date, your storage fee, and more.
  - **If you have received an estimate from us and still have questions, please contact our office at 804-380-7224 and we will be happy to help**



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- **Payment for Services:**
  - Payment must be tendered in full at the conclusion of your service. This payment may be in the form of a check handed to our movers, an online bill, or an over-the-phone credit payment. Refer to your payment agreement for further information.
  - All credit payments have a 3.5% processing fee
  - If a service takes place over several days, payment for each day must be received at the end of each day unless otherwise requested and approved.
  - **Tippling/Gratuities:** Moving is a tipping-oriented service. Although never required, tipping is always appreciated. The customer may tip each mover individually, or trust the crew leader to divide it equally between the movers.
  
- **D1 Moving Property Coverage**
  - Refer to the Property Coverage form for an extensive explanation:
  - **Option 1: Full (Replacement) Value Protection:** An additional valuation charge applies for this option. If any article is lost, destroyed, or damaged while in our custody, we will, at our discretion, either:
    - Repair the article to the extent necessary to restore it to the same condition as when it was tendered for delivery to us, or pay you the costs of such repairs
    - **OR** replace the article with an article of like kind and quality, or pay you for the cost of such replacement; in no event will this exceed the value declared on your shipment.
  - **Option 2: Released Value of 60 Cents per Pound per Article:**
    - If an article is lost, destroyed, or damaged while in our custody, our liability will be limited to the actual *weight in pounds* of the lost, destroyed or damaged article times 60 cents.
    - This is our basic liability level and is provided at no charge.
    - Keep in mind that 60 cents per pound is significantly less than the average household goods.
  - *You must select a coverage option prior to when your crew begins working, otherwise Option 2 will automatically be selected.*

**Thank you for choosing D1 Moving!**



## Waiver Form

*D1 Moving, LLC has hereby advised me that they are not responsible for breakables, electronics, or items that have been packed by me. I have either previously made an agreement with D1 Moving to purchase their professional packing services at an additional cost, or I have made the decision to decline these services and pack belongings myself. If I have decided to pack belongings without the advice of D1 Moving, I hereby agree to take responsibility for all items I have packed myself and should, by chance, my belongings get broken or damaged during my move, I will not hold D1 Moving responsible. Should any boxes packed myself be broken or damaged, I relinquish my rights to sue D1 Moving, complain or be compensated by them. I take full responsibility for the items I have packed.*

*I acknowledge that D1 Moving has notified me that the ride on the truck is bumpy and things do shift around. D1 Moving takes necessary care to avoid any damage, but moving is inherently risky and unpredictable. Thus, if items are not packed properly, they have a great risk of being damaged. I take full responsibility for my items. If I have already discussed and made an agreement for D1 Moving to professionally pack my items, I understand that the items in the table below are my sole responsibility and D1 Moving will not be liable for any damages or losses to said items. Should I still require the company to pack the following items despite this, I relinquish my rights to sue D1 Moving, complain, or be compensated by them.*

**D1 Moving is NOT liable for damages to the following items:**

1. Plywood	2. Food
3. Musical Instruments of any kind	4. Money
5. Electronics of any kind	6. Jewelry of any kind
7. Boxes packed by client	8. Animals
9. Glass packed by client	10. Weapons/Guns/Firearms
11. Marble/Stone packed by client	12. Alcohol/Wine
13. Candles	14. Medicine/Dentures/Tobacco
15. Plants	16. Deceased Remains

**I have read the above and understand its consequences:**

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



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## Payment Agreement

The undersigned shipper being lawful owner, or agent of the owner, hereby orders the above carrier to furnish transportation facilities and services described in this order subject to and in accordance with the rules, regulations, and charges as contained in the Tariff on file with the state of origin, and terms and conditions of the Bill of Lading, and made part hereto, and agrees to pay upon delivery the amount set forth below in Cash, Money Order, Check, MasterCard, or Visa. There is a 3.5% processing fee added on to Credit or Debit Card payments.

### Terms of Payment Agreement

In the event that any amounts due for goods or services provided by D1 Moving to the undersigned are not paid in full on the date of service, I/We agree to pay the full amount due plus a \$20.00 Processing Fee within 30 days of the date of service.

If payment of the full amount due to D1 Moving (including the Processing Fee) is not received by D1 Moving within 30 days of this date, the undersigned agrees to pay interest on the unpaid balance at a rate of 18% per year, calculated from the date of service until paid.

In addition to the fees and interest, undersigned agrees to pay all costs of collection, including but not limited to filing fees and reasonable attorney's fees of 25% of the outstanding amount owed to D1 Moving. If more than one person has signed below, each person agrees to be jointly and severally liable for payment.

I further agree that should any controversy or dispute arise between shipper and D1 Moving, due to but not limited to loss, damage, injury, or delay, shall not prevent and/or hamper the process.

**Any attempt to withhold money is considered theft of service and will be prosecuted to the full extent of the law.**

I/We understand and agree to the terms of this agreement as evidenced by my/our signature(s) below:

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Additional Customer:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Customer Name (Printed):** \_\_\_\_\_



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## D1 Moving & Storage Property Coverage Options

D1 Moving & Storage offers two types of Property Coverage for your Moving and Storage needs. You must select, in your own handwriting, one of these two options. The option you choose establishes our company’s liability for your goods.

**Option 1: Full (Replacement) Value Protection**

If any article is lost, destroyed, or damaged while in our custody, we will, at our discretion, either:

- Repair the article to the extent necessary to restore it to the same condition as when it was tendered for delivery to us, or pay you the costs of such repairs. It is important to note that we take into account the devaluation of articles over time.
- **OR** Replace the article with an article of like kind and quality, or pay you for the cost of such replacement. In no event will this exceed the value declared on your shipment. This will also take into account

**Additional charges apply for Option 1.** See the table below for pricing options. As an example, if items are valued at \$50,000 there will be a charge of \$300 to be eligible for full cost valuation coverage during your move. If damages are incurred during the transit, a deductible fee of \$100 will be required per item for our company to process your claim. To store items of the same valuation amount at our facility under Option 1, there would be a recurring monthly coverage fee of \$50.00 in addition to your regular monthly storage fee. If damages should occur while belongings are in storage with D1 Moving, there will be a deductible fee of \$100 per item required for our company to process the claim.

Valuation Amount	Transit Coverage Fee	Deductible Fee	Storage Coverage Fee per Month
\$5,000	\$50	\$200	\$5.00
\$10,000	\$75	\$175	\$10.00
\$15,000	\$100	\$150	\$15.00
\$20,000	\$125	\$125	\$20.00
\$25,000	\$150	\$125	\$25.00
\$50,000	\$300	\$100	\$50.00
\$75,000	\$425	\$100	\$75.00
\$100,000	\$550	\$75	\$100.00
\$150,000	\$625	\$75	\$150.00
\$200,000	\$750	\$50	\$200.00
\$500,000	\$1,000	\$50	\$500.00



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**Option 2: Released Value of 60 Cents per Pound per Article:**

If an article is lost, destroyed, or damaged while in our custody, our liability will be limited to the actual weight in pounds of the lost, destroyed, or damaged article times 60 cents. Option 2 is the standard property coverage option in the moving industry; it provides basic coverage level at no charge to you. However, it is important to note that 60 cents per pound is significantly less than the average household goods. As an example, a small antique clock weighing 10 pounds may be valued on market at several hundred dollars. With Option 2 of our property coverage, D1 Moving would only be responsible for reimbursing this customer for \$6.00.

**TO SELECT OPTION 1, the customer must select a valuation amount and write it on the line below.**

**TO SELECT OPTION 2, Please write \$0.60 per lb on the line below. IF LEFT BLANK, OPTION 2 WILL BE AUTOMATICALLY SELECTED.**

**Valuation Amount: \$ \_\_\_\_\_**

I acknowledge that I have prepared and retained a copy of the "Inventory of Items of Extraordinary Value" for any boxes containing items in excess of \$1,000 or a single item/matching sets of items with a value of \$1,000 or more that are included in my shipment and that I have also given a copy of this Inventory to the movers' representative. I also acknowledge that the movers' liability for loss of, or damage to, any article value in excess of \$1,000 will be limited to \$0.60 per pound of such lost or damaged article (based on actual article weight), not to exceed the declared value of the entire shipment, unless I selected Option 1 above and specifically identified such articles for which a claim for loss or damage is made of in the Inventory list below or attached.

**Inventory Of Items of Extraordinary Value  
(Including Approximate Value):**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_**



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## Packing Material List

If you plan to pack everything yourself, you may skip this form. If you plan to use D1 Moving supplies or packing services, please sign and date this form. Your moving crew will use the table below to keep track of total supplies used during your move.

Description	Price	Quantity	Total Cost Per Item
Packing Paper	\$30.00		
Brown Paper	\$3.00		
Carpet Shield (200 ft.)	\$50.00		
Small Box (1.5 CTN)	\$2.00		
Medium Box (3.0 CTN)	\$3.00		
Large Box (4.5 CTN)	\$3.50		
Dish Pack	\$8.50		
Wardrobe w/ Bars	\$15.00		
Wardrobe Rental	\$7.50		
Small Mirror Pack (2 Slices)	\$6.00		
Large Mirror Pack (4 Slices)	\$12.00		
Mattress Bag	\$9.00		
Shrink Wrap	\$25.00		
Packing Tape	\$2.00		
<b>TOTAL COST FOR ALL SUPPLIES</b>	X	X	\$

I, \_\_\_\_\_, hereby authorize D1 Moving, LLC to use the above listed packing materials for the sole purpose of protecting my belongings while in transit. I have ordered their services to be performed on my behalf. I understand that these materials/services are of an additional cost. I am aware that the charges incurred for packing materials and services will be added to my original bill of lading, and that D1, as required by VA state law, will add the 4.3% VA sales tax to all purchased materials.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_