

Rules of the Road

Name _____

Registration or Cartage Ticket Number _____

Please initial all of the following:

- _____ Allied Van Lines has the right to refuse service to any customer if: (i) the customer does not agree to pay the costs of services to be performed; (ii) the goods are not ready for pack/load as required for transportation; or (iii) required documentation has not been completed properly and received by our office.
- _____ Customer recognizes that by signing the **Order for Service**, customer agrees to be available on _____ for the packing/loading of the shipment **and** _____ for the window of delivery dates. It is standard for the company to contact you one day prior to the pack/load date to confirm the crew's estimated time of arrival. The driver will also contact you prior to delivery to confirm his arrival time. Note that if you are unavailable during the window of delivery dates, your shipment could go into storage at your expense.
- _____ Customer acknowledges that **if** they have purchased Full Replacement Value Protection, the carrier liability for the shipment will be released at a value calculated by the weight of the shipment, or a value determined by the customer.
- _____ Customer acknowledges that Basic Liability Protection only provides repair or replacement cost up to a maximum of \$.60 cents per pound per item. For example, at \$.60 cents per pound per item, a damaged 20 lb. chair has a repair or replacement value of \$12.00.
- _____ Customer agrees that Allied Van Lines will not be responsible for crated items with pre-existing damage or weaknesses as noted by the crating company at origin.
- _____ Customer understands that all outstanding charges must be paid in full before a claim is processed.
- _____ If a shipment is delivered into a non-Allied Van Lines warehouse facility, customer acknowledges that the transit protection ends upon completion of the delivery. Our liability ends at delivery to a non-affiliated storage facility, including a self-storage unit, unless damages are identified at the time of delivery.
- _____ Credit cards are processed 72 hours prior to the move date for the total cost of all moving and storage services.
- _____ Additional charges will result for the packing and/or moving of items not on the survey inventory list.
- _____ Customer agrees that the following items must not be included in a shipment and will not be covered by the carrier's possession protection plan: jewelry, coins, currency, other negotiable paper (stock certificates, bonds, etc.), important personal documents (deeds, titles, tax papers, birth certificates, stored data on computers, etc.) and collections (stamps, baseball cards, etc.).

- _____ Customer agrees that all packing and crating not performed by Allied Van Lines is considered packed by owner. Customer accepts liability for items in packed by owner cartons, or those packed by non-Allied Van Lines representatives. If cartons have been mishandled in transit, the damage must be documented on the delivery paperwork (Bill of Lading, Customer Check off Sheet or Household Good Descriptive Inventories) at time of delivery in order for the claim to be considered. Please do not dispose of or attempt to repair the item as all claims related shipping materials must be retained for inspection by a claims representative. Failure to document such information, or disposal of the claimed items, may void the item from any possible claim filing.

- _____ Allied Van Lines is not responsible for damage to the internal circuitry of electrical items. No claim for electronic components will be processed unless the carrier has caused external damage to the electronic component. Sensitive pieces of electronic or mechanical equipment can become loose internally without evidence of external damage or physical mishandling while in transit. This is caused from normal road vibrations during transport and is exempt from the carrier's liability under the rules and regulations filed with the Interstate Commerce Commission. In the absence of external damage and/or proof of negligence on the movers, Allied Van Lines will not accept liability for electronic components.

- _____ Plastic totes packed by owner can't weigh more than 40 pounds each. Be mindful of the goods placed in the plastic totes – do not pack books or large heavy items.

- _____ Allied Van Lines is not responsible for climatic effects on a customer's shipment while in storage or transit.

- _____ As a result of the fire risk caused by lithium-ion batteries, customer acknowledges that hover boards, and all other items with lithium-ion batteries, are banned from a household goods shipment.

- _____ Prior to the pack and/or load date, it is the responsibility of the customer to disconnect all electrical components, appliances and any items attached to the home. For a fee, the customer may request third party services to take care of the required disconnections.

- _____ Customer acknowledges that front load washing machines cannot be moved without the factory required stabilizers.

- _____ Customer recognizes that the move may be delayed from unexpected natural disasters or extreme weather conditions (snow, ice, wind or fire).

- _____ Customer has received the Important Information Booklet for moves within the State of California, or the Rights and Responsibilities Booklet for interstate moving services. Customer also agrees that they received the American Moving and Storage Association (AMSA) Arbitration Brochure.

For additional information, visit our website – atlasallied.com

Customer Signature

Relocation Consultant Signature

Date