

KING MOVERS COMPANY POLICIES

We know it's a lot to read. But it is very important information that we want to make sure every customer understands. Over the years we have run into all kinds of people who have asked us to do all kinds of things. When we are on the clock, we work for you and will make every effort to do what you ask. However, please be advised that certain things you may ask for come with certain risks, and we cannot be responsible for the results of these requests... So, as you read this, try to put yourself in our shoes- imagine what circumstances might have motivated us to add a particular policy. These policies are for your protection as well as ours.

1. Guidance, walk-through, and payment. The customer or his representative must be always present during the move. We need your guidance! It is the customer's responsibility to do a final "walk-through" of the premises to ensure we have taken everything. Our time runs continuously until all tools and equipment are back in the truck and payment is completed. Having your cash or credit/debit card ready will save you time and money. Please note we do not accept checks. For credit card payment your name and the name on the credit card should match. You will be asked to sign for credit card payment.

2. Long distance/interstate moves. We are accepting cash or credit/debit card on delivery, please note we do not accept checks. For credit card payment your name and the name on the credit card should match. You will be asked to sign for credit card payment. For all interstate moves we require 10% deposit to secure crew and truck for your move, 50% from the total after the deduction of the deposit is due at the pick-up time and remaining 50% balance due at the delivery before unloading.

3. Parking arrangements. Customers are responsible for requesting moving permits if ones may be required. We can only recommend getting permits for all moves as they guarantee parking the moving truck as close as possible to your doorway. Because you are familiar with the parking situation on your street, you must decide if you need one, or if you can manage parking on your own. In most cases we require 35-40 feet to park the truck. Please get moving permits if you think movers may have trouble parking at your address or let us know, so we can make appropriate arrangements for you. We highly recommend getting permits at North End and Beacon Hill areas. If there is nowhere to park at the time of the mover's arrival, the crew will start your moving clock while they search for parking. Driver reserves the right to park anywhere at his discretion to better perform services, even if it is illegal and/or he has to double-park. Customer agrees to pay any parking fees or tickets assessed to the carrier for any vehicle under hire by the customer at the time of the charge.

4. Loading/Unloading. If King Movers is only providing loading or unloading services, we are not responsible for any damages, which may occur in transporting the furniture and are released of all liability after loading the truck prior to unloading. We are only responsible for items in our immediate

care, custody and control.

5. For local moves, you must pay in full at completion of your job. Unless otherwise arranged, payment for local moves is due at the end of the job by cash, or VISA/MC/DISCOVER/AMEX. If you wish to pay by credit card, we charge 3% convenience fee.

6. Damages and claims. Any damage claims must be submitted in writing to our claims department. Applicable notes about these damages must be made in writing on the bill of lading on the day of your move before movers leave your premises.

Our company standards do assume a full inspection of furniture by both our movers and customers. however the final inspection is the responsibility of the customer. All of our customers sign a bill of lading upon completion of a move. It reads "The above services were rendered and all goods delivered in good order, except as noted". 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.

7. Refrigerator move. We only move empty freezers/refrigerators. Please empty the contents for safe moving. We are happy to load these last and unload them first.

8. Aquarium move. We only move empty aquariums. (This means empty of water and also empty of all living creatures).

9. Grandfather clocks. You are responsible for removing the pendulum, chimes and weights.

10. Waterbed. If you have a waterbed, we will be glad to move it. However, we are not waterbed technicians. We will follow your instructions, but you must make a final inspection before our crew leaves. We will not send men out for later adjustments. If you prefer to have a waterbed company move your bed, please do so.

11. 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.

12. Last minute change of service. If the move requires work above and beyond the original order for services, King Movers reserves the right to fulfill other obligations before completing additional work. For example, you have originally ordered services for two (2) rooms move only. On the day of the move you adding additional rooms to move, not mentioned at the time of request, additional pick-ups/drop offs etc., which will significantly increase total move time. In order to make our schedule on time for the next move, we reserve the right to postpone additionally requested services till our next availability and/or after completion of other jobs that day.

13. 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.

14. Weather conditions. King Movers reserves the right to reschedule the move 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 etc.

15. Crew size. King Movers reserves the right to choose number of movers for each job, depending on our current schedule, availability, weather conditions etc.

16. Driver hours and regulations. We reserve the right to limit our workday to 12 hours. In certain cases, due to DOT hours of service rules for drivers, we may need to cut a job short or send a replacement driver to avoid violating those regulations.

17. Appliances. King Movers is not responsible for damage to plumbing, electrical systems, or for water damage associated with the connection or disconnection of washers and dryers.

18. Heavy and oversized item move. Our personnel will move your pianos, appliances, and items over 300 lbs. if indeed the work can be done safely. Unfortunately, damage may result to floor surfaces. If you wish to take this risk King Movers will not be responsible.

19. Piano move. We do not move large upright pianos up or down flights of stairs inside the house. We only move pianos from ground to ground floor. We encourage sending us pictures of entrances at each location, so that we can confirm that we can move your piano. There may be circumstances when we cannot safely move items and will need to discuss the situation with you. If the piano has lightweight

legs (usually the front), we will not be responsible if they will not go back on if we take them off (sometimes the nut is loose inside the piano and will turn when you try to replace the leg). If the customer elects to leave the legs on, we will not be responsible if damage occurs to them.

LOCAL MOVES

All moves less than 150 miles from Boston, MA considered local and based on hourly rate with 3-hour minimum charge and 15-minute increment charge policy. Hourly rates vary depending on a crew size and calendar date. Rate will include movers and fully equipped truck (if required) with dollies, tools, and full line of boxes. We do not charge for the use of moving pads, mileage, and tolls.

MOVING DATE

Move Time starts once movers arrive at your origin address and ends when movers finish unloading at the destination address. Job Time = Move Time + Travel Time.

Travel Time: time added to Move Time to compensate us for time spent traveling from our terminal to the shipper's point of origin and the return trip to the terminal. 60 minutes minimum of Travel Time is applied to all jobs in Metro Boston area.

King Movers reserves the right:

to choose number of movers for each job, depending on our current schedule, availability, weather conditions etc.

to send extra men and/or truck, if we anticipate your job might be running past 5 p.m.

to send additional mover(s) along the day required to shorten your job time in order to make our appointment on time with the next scheduled customer.

Additional charges will apply accordingly. Please note, that additional movers will not significantly change your final bill, as the move itself goes more efficient with a greater number of movers and it is only matter of our availability to send ones.

Example (small 1 bedroom apartment with living room):

2 movers x 4-5 hrs. (@\$95/hr.) = \$380.00 - \$475.00

3 movers x 3-3.5 hrs. (@\$130/hr.) = \$390.00 - \$455.00

4 movers x 2.25-2.75 hrs. (@\$165/hr.) = \$371.25-\$453.75

What does your move start time mean?

If you have scheduled a morning appointment for 8am or 9am then your moving crew should arrive at the scheduled time (sometimes they are a few minutes early or late depending on weather or traffic). If your move is scheduled for a late morning or an afternoon time slot then we have provided you with an estimated 3-4 hour window for your start time. However, due to the fact that the crew will be coming directly from another move this estimated time is subject to change. Once the crew finishes their first job(s) we will call to let you know more precise arrival time. We do not expect you to sit around waiting for your movers for hours, but we do ask that you please remain flexible on your move day. If it becomes evident that your crew is running late for the day King Movers will call to let you know.

The most common reason for a delay is incorrect or incomplete information provided by a customer. This is why your confirmation email asks that you double check your inventory list and let us know if there are any changes by the day before your move. We also need to know if any item(s) require significant disassembly. If the movers show up to a move and find that they are now being asked to move 4 extra pieces of furniture and 15 additional boxes then they will finish their move later than anticipated. If a wall unit has dozens of pieces of hardware and requires 40 minutes of disassembly then the movers will be behind schedule. Every extra item or service takes time, and while we are happy to assist you with whatever you need we do ask that you provide us with that information beforehand to avoid inconveniencing other customers

Payment methods

For local moves, you must pay in full at completion of your job. Unless otherwise arranged, payment for local moves is due at the end of the job by cash, or VISA/MC/DISCOVER/AMEX. If you wish to pay by credit card, we charge a 3% convenience fee.

FOR MORE INFORMATION PLEASE READ KING MOVERS COMPANY POLICIES LABOR ONLY SERVICES

We charge the same hourly rate for labor only move, as our regular moves. Even though you do not need a truck for your service, we usually send one anyway. Truck is not only the source of the transportation for our team to get to your address. It is fully equipped with all the necessary tools and equipment, that movers might need to make service on a professional level and without any troubles. On the truck guys have all size of boxes, tape, shrink-wrap, mattress bags, ratchet straps, dollies, ramps and, of course, all the necessary tools, required for disassembly of any furniture. It is obvious, that the move goes more efficient timewise with the right equipment, not to mention, that sometimes it is impossible to provide the service without right gadget and tools.

LOADING/UNLOADING

We can provide all of the moving labor necessary to load and unload your moving truck, POD. Whether you rent a U-Haul, Penske, Ryder, Enterprise, or Budget, you can enjoy a professional move without the price... and the strain! King Movers will meet you and load and/or unload your truck! This service is also available for ABF, U-Pack trailers, Door-To-Door and PODS storage containers.

IN HOUSE MOVES

Renovating or remodeling your home? Preparing for an event and need furniture moved or rearranged? Simply need help moving furniture and other weighty items? Let the professionals at King Movers handle the job. Whether you need to move one item or an entire room, we will do as much or as little as needed...and with the same premium level service as when you're changing addresses. Don't risk damaging not only your home's floors and walls, but also potentially your own body when it's time to transform a room into an office or repositioning high-end furniture or irreplaceable art.

SINGLE ITEM MOVE

It could be anything. If you have one item that needs to be moved around town – we can help. We offer lower minimum charge (only 1.5 hours minimum, plus travel time) to make single item moves more affordable.

HOISTIING

In general, there is a limit to what can be physically hoisted. Only so many movers can fit in the general landing. Not to mention, exceeding a certain weight can cause railings or window frames to buckle and cause damage to the structure. If any items that need to be lifted to a higher floor are in excess of 250lbs, the safest and smartest choice is to use a hydraulic lift or crane. Another crucial factor in planning your hoist is finding the height that it needs to be hoisted to. Hoisting above a 4th floor is complicated at best. While it might be possible to have one or two items brought up to a fifth floor via hoist, it would be best to use a hydraulic lift if there are more items than that being brought up to the higher floors. Each piece is protected before the hoist begins (using furniture pads, shrink wrap and belts). Having the piece properly prepared beforehand avoids damages during the hoist and while it is being handled upstairs. Careful, heavy padding prevents the belts from rubbing against or damaging the surface of the piece. Heavy padding also protects the piece from scratching or tearing when going through openings (doorways or windows). Please let us know ahead about possible hoisting involved during your move, as special preparation and assessment must take place.