



Kimiya Services Terms & Conditions: For Labor-Only Customers

Section 1. Provision of Equipment and Materials:

Kimiya Services will provide dollies and basic tools necessary for the job. The Customer agrees to supply any additional packing materials needed, such as furniture pads and tie-downs, which are recommended to prevent movement and reduce the risk of damage during transit. Please inquire if additional materials are needed.

The rates provided are not an estimate of the time required to complete your job but rather a quote for the minimum charge for services provided. If your job exceeds the minimum time quoted, the hourly rate will apply until completion.

In cases of inclement weather, the customer will be responsible for a minimum deposit if the crew is turned away. Should the job be halted within the first two hours due to weather, the customer will be charged for the two-hour minimum. Kimiya Services reserves the right to reschedule without additional fees if conditions are deemed unsafe by our crew.

Section 2. Damage Claims:

Kimiya Services is not liable for losses, damages, or delays caused by events outside of our control, including acts of nature, public disturbances, legal authority, or issues arising from the customer's own agents. All damage claims must be filed within seven days of job completion, with immediate notification to the lead crew member if damage occurs.

Kimiya Services provides limited liability coverage for damages occurring during active loading or unloading, valued at \$0.60 per pound per item. Coverage excludes damage occurring in transit and items such as unsealed cartons, ceramics, granite, and electronics, whose operational state is unknown. Kimiya Services is also not responsible for damages to specific items (pool tables, pianos, etc.) or valuables such as jewelry and currency. Customers should ensure such items are not included in their moving load.

In cases of floor damage, Kimiya Services liability is confined to the locally affected area, and repairs will be completed per our claims process. A perfect match to the original finish cannot be guaranteed.

Section 3. Company Independence:

Kimiya Services is independently owned and operated with no affiliation to any referral or linking partners, who do not guarantee our services.

Section 4. Payment and Job Completion:

Each job has a minimum time requirement, and a travel fee may apply. Payment is due upon job completion, and the final balance will be charged to the credit card(s) on file. Failure to pay in full may result in additional fees. Payments should be made directly to Kimiya Services; any payments made to the crew, excluding gratuity, will not be credited toward the final balance.

Section 5. Dispute Resolution:

Any disputes arising from this agreement or services provided will be resolved in the jurisdiction of Monroe County, New York.

Section 6. Refund, Cancellation, and Rescheduling Policy:

If Kimiya Services cannot complete the job due to issues on our end, a full refund will be provided. For cancellations made by the customer more than 24 hours after booking, no refund will be issued. Customers may reschedule their booking at no additional charge, provided Kimiya Services is notified in advance.

Customer Printed Name

Signature

Date
