

White Lake Township
Community Development Department

To: Rik Kowall, Supervisor
Township Board of Trustees

From: Hannah Kennedy-Galley, Building Specialist

Date: October 13, 2026

Re: Township Office Relocation – Moving Services Proposal Review and Award Recommendation

On behalf of myself and Robin Myers, Moving Committee co-chairs, we are recommending that the Township Board approve the proposal submitted by Premier Relocations for moving services associated with the Township's relocation from 7525 Highland Road to the new Township facilities at 2025 Civic Center Drive, at an estimated total cost of \$29,345, subject to the terms and conditions outlined in the proposal.

In preparation for the relocation to the new Township facilities, the Township issued a Request for Proposals (RFP) for professional moving services. The RFP outlined the relocation of municipal records, files, office equipment, supplies, and designated existing furniture, including spare cabinets. It also addressed pre-move planning, coordination with Township staff, scheduling, and protection of Township property and sensitive records. The RFP also included an optional bid alternate for workstation IT equipment relocation.

Premier has been in business since 2002 servicing mainly Office and Industrial relocations. Premier has performed large complex moves with highly sensitive materials. Some examples are State of Michigan Senate Offices, IRS 15,000 boxes of sensitive records, State of Michigan Vital Records, 34th District Court, US Army Tacom and many other large office relocations. Premier has performed disconnect, relocate and reconnect up to 300 computers per day. Some of these clients are JLL/Google, United Wholesale Mortgage and Rivian Automotive. Rob Thibert, Director of Office and Industrial Moving at Premier Relocations, will also be present to answer any questions.

Proposal Review

The Township received proposals from three moving companies: Premier Relocations, Professional Movers, and Corrigan Moving Systems.



45200 Grand River Ave • Novi, MI 48375 800-863-5161 Fax 248- 344 -9150

RELOCATION PROPOSAL

September 14, 2026
White Lake Township
7525 Highland Road
White lake, MI 48483

The following is the quote to relocate municipal offices to 2025 Civic Center Drive, White Lake, MI.

- Based on regular hours.
- Delays beyond our control may be additional charges.
- Includes travel time.
- Based on the information gathered at the walkthrough.
- Additional valuation is not included. Additional valuation is available at \$5.00 per \$1,000.00 of coverage.
- Actual time and materials will be billed not to exceed based on the current scope.

A.

- Premier has been in business since 2002 servicing mainly Office and Industrial relocations. Premier has performed large complex moves with highly sensitive materials. Some examples are State of Michigan Senate Offices, IRS 15,000 boxes of sensitive records, State of Michigan Vital Records, 34th District Court, US Army Tacom and many other large office relocations. Premier has performed disconnect, relocate and reconnect up to 300 computers per day. Some of these clients are JLL/Google, United Wholesale Mortgage and Rivian Automotive.

B.

- Premier will meet with staff and departments to determine priority moves, security and chain of custody for sensitive files.
 - Please see move proposal for Proposed Staffing and supervision.
 - Please see move proposal. This can be adjusted based on needs of departments.
 - Premier will provide packing and labeling instructions to be distributed to employees.
 - Premier will place Masonite on floor and door guards where needed. All dollies are rubber wheeled to protect floor as well.
 - Premier will meet with assigned staff to develop a move sequence that will be most efficient and the least disruptive.
 - Premier has several ways to ensure that sensitive files maintain chain of custody. Crates can be zip tied, library carts can be stretch wrapped and trucks can be number sealed for transport.





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C.

1. City of Detroit / Rhea Bautista 313-580-6357
2. United Wholesale Mortgage/ Dave Kassner 248-794-5242
3. Oakland Schools/ Anna Marie Hollander 248-941-1643

D.

Phase 1 relocation

1 supervisor/2 drivers/1 installer/6 helpers/3 vans for 16 hours \$10,640.00

Phase 2 relocation

1 supervisor/2 drivers/1 installer/6 helpers/3 vans for 8 hours \$5,320.00

Fuel surcharge \$450.00

300 rental crates for 5 weeks \$1,575.00

Move labels 4 packs \$100.00

Bubble wrap ½ roll \$125.00

Library carts 6 for 2 weeks \$720.00

Stretch wrap \$25.00

Zip ties \$100.00

2 delivery/2 pickups \$800.00

Relocation total \$19,855.00

Computer disconnect and relocation

1 driver/2 installers/2 helpers/1 van for 8 hours \$2,640.00

Fuel surcharge \$50.00

Monitor bags 80- \$160.00

Keyboard bags 40- \$40.00

Computer relocation total \$2,890.00





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Packing assistance

1 driver/2 helpers/1 van for 16 hours \$3,200.00

Unpacking assistance

1 driver/2 helpers/1 van for 16 hours \$3,200.00

Fuel surcharge \$200.00

Packing and unpacking assistance total \$6,600.00

Relocate fire chief offices

1 driver/2 helpers/1 van for 5 hours \$1,000.00

Fuel surcharge \$50.00

20 rental crates for 2 weeks \$42.00

Delivery \$200.00

Relocate Fire Chief total \$1,292.00

Relocation total estimated with cost including all services above \$30,637.00

Pricing for moves and computers are not to exceed based on rates included in this document. Packing and unpacking quantities are unknown at this time and these services would be based on a time and materials basis. The crates for packing would be billed as actual used. At the time of the walkthrough there was purging and some uncertainty on what would be packed. Cloer to the move date we would assess how many are actually needed.





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Basis for local charges for Office and Industrial moves:

Per hour	Regular Time	Overtime	Holidays
Driver/ Installer	\$65.00	\$80.00	\$100.00
Helper	\$50.00	\$70.00	\$90.00
Supervisor	\$65.00	\$80.00	\$90.00
Van	\$35.00	\$35.00	\$35.00

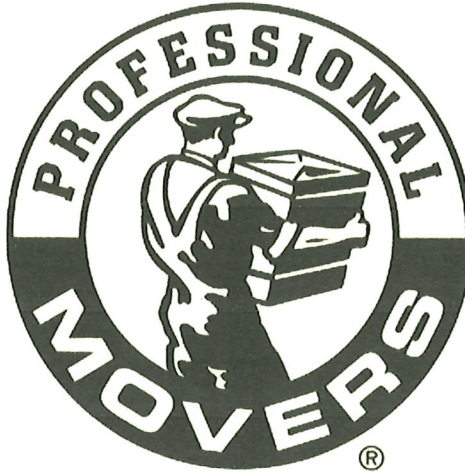
Regular hours- Monday through Friday 7am-5 pm up to 8 hours

Thank you for considering Premier Relocations for your office and industrial relocations. Feel confident that you will have our total dedication to a smooth and economical relocation. This estimate is valid for 180 days.

Customer Signature

Rob Thibert/ Director Office & Industrial Moving





BID SUBMISSION: PROFESSIONAL MUNICIPAL OFFICE MOVING SERVICES

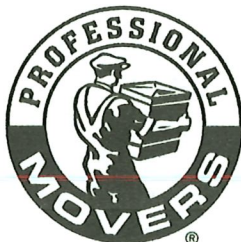
Submitted To:



White Lake Township

Attn: Clerk's Department
7525 Highland Road White Lake, MI 48383

Submitted By:



Professional Movers.com

Andrew Androff, Moving Consultant

1270 Pontiac Trail

Walled Lake, MI 48390

Office: 248-926-9999 Cell: 248-240-0764

E-mail: Andrew@ProfessionalMovers.com

Website: www.ProfessionalMovers.com

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WHITE LAKE TOWNSHIP – CUSTOMER DETAILS	
Project Name: Professional Municipal Office Moving Services Contract Contact: : Robin Myers Contact E-Mail: robmy@professional-movers.com Contact Phone: 248-698-3300 ext. 113 Walkthrough Survey Date: 09/08/2026 Scheduled Delivery Date For Packing Materials: TBD Scheduled Move Date for Move: TBD Scheduled Pick-Up Date for Packing Materials: TBD	Origin Location: 7525 Highland Road, White Lake, MI 48483 Destination Location: 2025 Civic Center Dr White Lake, MI 48383

SCOPE OF WORK – BASE BID - White Lake Township - Professional Municipal Office Moving Services
The project consists of relocating designated municipal offices and their contents from the Municipality's current facility to a new municipal facility. The relocation will primarily include municipal records, files, office equipment, supplies, boxed materials, and other departmental property. • All new office furniture and workstations will already be installed and ready for occupancy. Professional Movers.com shall not be responsible for furniture installation, workstation assembly, or furniture configuration unless specifically authorized in writing by the Municipality. • Professional Movers.com will be responsible for delivering the packed contents from file cabinets, desks, bookcases, and other furniture to their designated offices, work areas, and departmental locations at the new office. • In addition to office contents and equipment, the Township intends to relocate certain existing furniture items, including designated spare cabinets, to the new facility. A final inventory and designated placement locations will be provided by the Township prior to the move. • The Township reserves the right to modify the final scope and sequence of the move based on operational needs. • Professional Movers.com shall provide all labor, supervision, vehicles, equipment, and materials necessary to complete the relocation described in the RFP. • The Base Proposal shall exclude the relocation of workstation IT equipment, which is addressed separately under Bid Alternate No. 1. • Municipal staff may be responsible for packing personal belongings, confidential files, and other sensitive materials, as directed by the Municipality. • The Municipality will provide direction regarding the placement of boxes, files, equipment, and other departmental materials. • Professional Movers.com will sufficient trained personnel to complete the move efficiently. • Professional Movers.com will provide all necessary moving vehicles and equipment. • Professional Movers.com will load, transport, and unload designated municipal property. • Professional Movers.com will safely move office contents, records, filing systems, equipment, supplies, boxed materials, and designated existing furniture. • Professional Movers.com will relocate designated spare cabinets and other Township-owned furniture identified for transfer to the new facility.

- Professional Movers.com will deliver items to designated offices, departments, work areas, and storage locations at the new facility.
- Professional Movers.com will protect municipal property and building surfaces during the move.
- Professional Movers.com will provide or identify a recommendation of all packing and moving materials necessary to complete the project.
- Professional Movers.com will clearly identify all recommended packing materials, labels and identification materials, protection materials, and wall and floor protection in the proposed price.
- ProfessionalMovers.com shall deliver and place all relocated items in their designated locations at the new facility.

SCOPE OF WORK – BID ALTERNATE NO. 1 – WORKSTATION IT EQUIPMENT RELOCATION

In addition to the Base Proposal, Professional Movers.com shall provide separate pricing for the optional relocation of designated workstation IT equipment.

- If awarded, Professional Movers.com shall provide the labor and services necessary to safely relocate designated workstation IT equipment from the existing municipal facility to the new facility.
- Services under this alternate may include:
 - Disconnecting designated workstation equipment.
 - Labeling and organizing equipment to correspond with the appropriate employee, office, or workstation.
 - Safely packing and protecting equipment for transport.
 - Transporting equipment to the new facility.
 - Delivering equipment to the designated workstation or office.
 - Placing equipment at the appropriate workstation.
- Workstation IT equipment may include, but is not limited to:
 - Desktop computers.
 - Computer monitors.
 - Docking stations.
 - Keyboards.
 - Computer mice.
 - Desk telephones.
 - Printers and peripheral devices.
 - Associated power cords, cables, and accessories.
- The Municipality will provide direction regarding the identification and placement of workstation equipment.
- Services Excluded Unless specifically authorized in writing by the Municipality, Bid Alternate No. 1 shall not include:
 - Ricoh Copiers
 - Network configuration.

- Software installation.
 - Computer configuration.
 - Server relocation.
 - Telecommunications programming.
 - Network or data cabling installation.
 - Electrical work.
 - Technical troubleshooting.
 - IT system installation or support.
- Professional Movers.com shall coordinate with designated municipal personnel regarding the timing and sequence of disconnecting and relocating IT equipment to minimize disruption to municipal operations.

PRE-MOVE PLANNING AND CORDINATION

As part of the move, Professional Movers.com will perform Pre-Move Planning and Coordination, including:

- Conduct a walkthrough of the current and new facilities actively leading up to the move dates.
- Meet with designated municipal staff to review the project, including providing packing seminars and packing video links with White Lake Township to help prepare their staff for the move.
- Develop a proposed moving schedule and logistics plan that will work for White Lake Township based on Professional Movers.com recommendation.
- Coordinate the sequence of the move with municipal staff.
- Identify potential access, safety, or logistical concerns.
- Designate Andrew Androff and Jim Turner as Project Managers to serve as the primary points of contact throughout the project.

COMPANY QUALIFICATIONS – PROFESSIONAL MOVERS.COM

Professional Movers.com specializes in office and government relocations. We are the preferred mover of choice for Oakland County government offices. We have proudly serviced their account for greater than 10 years, being public awarded and renewed contract extensions.

Company Qualifications

As recently as the last few months, we have completed many similar projects and have supplied references for projects completed within the last 6 months.

PROJECT APPROACH – PROFESSIONAL MOVERS.COM

Professional Movers.com will provide a description of our proposed approach, including:

- Pre-move planning and coordination – 3 Onsite Visits, post awarding of contract along with full packing seminar with the White Lake Staff.
- Staffing and supervision – All background checked team members pre-approved by White Lake.
- Proposed moving schedule – Multiple day move with dates to be approved by White Lake Township.
- Procedures for packing, labeling, and transporting items – Packing Materials will be provided in advance of the move and a full packing seminar will be provided to White Lake Township to ensure the staff will know how to pack and prepare for the move.
- Procedures for protecting municipal property – A separate team will lay down Masonite on flooring and protect high traffic areas.
- Coordination with municipal staff – Onsite packing demonstrations provided and video link on how to pack and label.
- Procedures for handling municipal records and sensitive materials – Rental Crates we provide are HIPPA APPROVED AND SENSITIVE DOCUMENTS WILL BE TREATED AS SUCH WITH SECURITY ZIP TIES AND SPECIAL LABEL COLORS, GPS TRACKING ON TRUCKS, AND TREATED AS A SEPRATE MOVE IN ADVANCE.

REFERENCES – PROFESSIONAL MOVERS.COM

Professional Movers.com is happy to provide three references for similar office, commercial, government, or institutional relocation projects performed within the last 6 months.

Number	Institution	Contact Name	Phone Number	Email
1.	Farmington Public Schools	Sandra Rivett	248-854-5680	sandra.rivett@fpsk12.net
2.	Howell Public Schools	Matthew Cox	517-861-1111	cox@howellschools.com
3.	Oakland University	Kevin McDougal	586-242-6677	mcdouga2@oakland.edu

ASSUMPTIONS, EXCLUSIONS, OR POTENTIAL ADDITIONAL CHARGES – PROFESSIONAL MOVERS.COM

Professional has no assumptions, exclusions, or potential additional charges. All pricing provided is based on the scope of work and list of items to be moved.

INSURANCE – PROFESSIONAL MOVERS.COM

Upon further consideration and prior to being awarded the contract, Professional Movers.com shall provide certificates of insurance demonstrating coverage for:

- Commercial General Liability.
- Automobile Liability.
- Workers' Compensation.
- Employer's Liability.

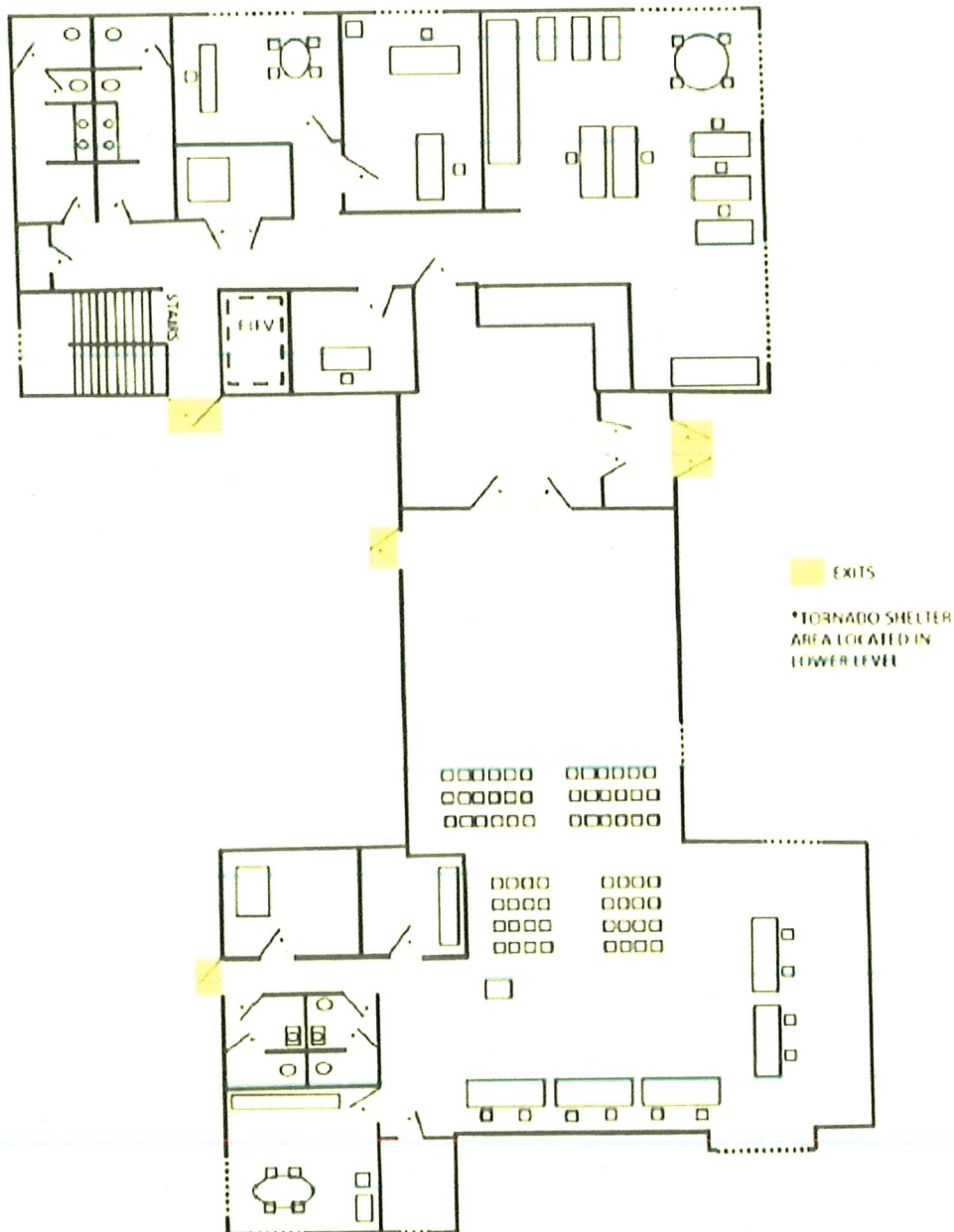
Appendix D: Building Map



LAYOUT OF ORIGIN OFFICES – CONTINUED

Annex:

ANNEX – MAIN FLOOR



LAYOUT OF ORIGIN OFFICES – CONTINUED

ANNEX LOWER LEVEL



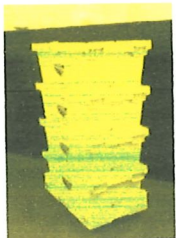
ITEMS TO BE MOVED BY ROOM

Office Name	Estimated Furniture To Be Moved	Estimated Rental Crates Needed	Estimated IT Equipment
CCD Department Open Space	Flat Files, 12 Filing Cabinets, Mini Fridge, 10 Rental Speed Pack Boxes to help pack bulky Items., 1 Sit to Stand Desk	60 Rental Crates and 15 Rental Skates	Plotter, 10 Monitors and CPU Set-up, Desktop Printer, phone
Nick Spenser Office	None	8 Rental Crates and 2 Rental Skates	2 Monitors and CPU Set-up, Desktop Printer, Phone.
Joshua Husted Office	None	8 Rental Crates and 2 Rental Skates	2 Monitors and CPU Set-up, Phone
David Walgoria Office	None	4 Rental Crates and 1 Rental Skate	2 Monitors and CPU Set-up, Phone.
Private Office Near David Office	None	8 Rental Crates and 2 Rental Skates	2 Monitors and CPU Set-up, Phone.
Accounting Office	Need 4-6 Rental Speed Packs bulky items	48 Rental Crates and 12 Rental Skates	4 Monitors and CPU Set-up, Phone.
Private Office Robin Myers	None	16 Rental Crates and 4 Rental Skates	2 Monitors and CPU Set-up, Phone.
Breakroom / Kitchen	Refrigerator, Circular Pedestal Table and Chairs	NONE	TV
Supervisor's Office Rik Kowall and open office area inside	Possible some file cabinets	48 Rental Crates and 12 Rental Skates	6 Monitors and CPU Set-up, Desktop Printer, Phone.
Treasurer Area	Need 4-6 Rental Speed Packs bulky items	48 Rental Crates and 12 Rental Skates	8 Monitors and CPU Set-up, Desktop Printer, phone
Pittney Bowes Room	None	4 Rental Crates and 1 Rental Skate	Possible Pittney Bowes Machine
Break Room 2	None	8 Rental Crates and 2 Rental Skates for kitchen cabinets	
Conference Board Room	All Folding Chairs, All Folding Tables, Flags, All Office Chairs. We will need 14 Speed Pack Boxes to Move all the folding Chairs	None	None
Room with black sit to stand desks	3 Black Sit to Stand Desks	None	None
Clerks Office, Anthony Noble	Need 4-6 Rental Speed Packs bulky items. Likely some file cabinets will come from this area.	60 Rental Crates and 15 Rental Skates	Desktop Printer, 6 Monitors with Keyboards, and small tower,

Open Office in Assessing Department	Minifridge, Estimated 5 Upright Filing Cabinets	48 Rental Crates and 12 Rental Skates	Desktop Printer, 3 Monitor with Keboard, and small tower,
David Hieber Office		16 Rental Crates and 4 Rental Skates	2 Monitors and CPU Set-up, Desktop Printer, Phone.
Annex Open Office Area		48 Rental Crates and 12 Rental Skates	10 Monitors and CPU Set-up, Desktop Printer, phone
Annex Aaron's Office Area			2 Monitors and CPU Set-up, Phone.
Annex AV Board Room	All Folding Chairs, All Folding Tables, Flags, All Office Chairs. We will need 14 Speed Pack Boxes to Move all the folding Chairs		Laptop Cart
Annex Basement	10 Shelving Units to be taken apart and moved, 8-12 Lateral Filing Cabinets. This area will also need about 15 Rental Speed Pack Boxes. All DPW stuff will be moved by DPW. Corrigan is taking all the file boxes.	24 Rental Crates and 6 Rental Skates just in case they need to pack and want to hang onto contents that would not be shipped to Corrigan.	None
Jason Hanifen Fire Department Office 1	2 Leather Chair, 2 Office Chair, 2 U shape Desk, Small Wire Rack, Printer, Mail Cubby, 2 Two Drawer Lateral File Cabinets, Mini Fridge, TV	16 Rental Crates and 4 Rental Skates	2 Monitors and CPU Set-up, Phone.
Fire Department Office 2 Dave Rechtner Office	2 Leather Chair, 2 Office Chair, 2 U shape Desk, Small Wire Rack, Printer, Mail Cubby, 2 Two Drawer Lateral File Cabinets, Mini Fridge, TV	16 Rental Crates and 4 Rental Skates	2 Monitors and CPU Set-up, Phone.

Customer agrees to have reviewed the listed / pictured items above and acknowledges this is a full and complete list. Any unlisted items will not be moved by Professional Movers.com unless approved by Moving Consultant. Customer understands that adding additional items could cause move to take more time than originally quoted and could result in higher costs. If there are items not listed that you would like moved, please contact your Moving Consultant to revise the list. Customer has reviewed list and agrees that list is complete. **(Initial Here) X**

RECOMMENDED PACKING MATERIALS REQUIRED TO PACK OFFICES (Please note all other materials and moving equipment needed is free daily usage and no charge)

Rental Crates and Rental Skates		488 Rental Crates 122 Rental Skates	Rental Crates and Rental Skates will be provided to pack the contents of desks, file cabinets, and bookcases. They are a 4 to 1 ratio. 488 Rental Crates x \$5.00 = \$2,440.00 (4 week rental/ 1 month)
Moving Labels		4 Packets Moving Labels (1 pack)	4 Packets Moving Labels = \$40.00
Rental Speed Pack Box		70 Small Rental Speed Pack Boxes	70 Rental Boxes x \$5.00 = \$350.00
Rental TV Box		2 TV Boxes	2 TV Boxes x \$25.00 = \$50.00
Rental Monitor Bags		70 Rental Monitor bags	70 Monitor bags x \$4.00 = \$280.00
Rental Keyboard Bag		70 Rental Keyboard Bags	70 Keyboard bags x \$4.00 = \$280.00
Total Cost of Recommended Packing Materials:			\$3,440.00



Professional Movers.com

The Moving & Delivery Company You Can Depend On!

Moving • Packing • Storage • Delivery

1270 Pontiac Trail • Walled Lake, MI 48390

Tel: 248•926•9999 Fax: 248•926•9921

COST PROPOSAL

BREAKDOWN OF ALL CHARGES	COSTS PER UNIT PER HOUR
Mover Regular Hour Rates	\$75.00 per hour per mover
Mover After Hours or Weekend Rates	\$80.00 per hour per mover
Moving Truck/ Moving Trailer	\$30.00 per hour per unit
Rental Crates	\$5.00 per Rental Crate for 1 Month Rental (4Weeks)
Rental Monitor Bag	\$4.00 per Rental Monitor Bag
Rental Keyboard Bag	\$4.00 per Rental Keyboard Bag
Rental Speed Pack Box	\$5.00 per Rental Speed Pack Box

BASE BID - TOTAL SERVICES PROVIDED WITH COST	COST
Packing Materials for Base Bid Move, Including 488 Rental Crates, 122 Rental Skates, 4 Packets of Moving Labels, and Usage of 70 Rental Speed Pack Boxes throughout the move	\$2,830.00
Provide 2 Movers + 1 Truck to Deliver Packing Materials (2 week before move date) = \$180.00 x 4 Hours (Includes 1 hour for transportation time)	\$720.00
Provide 2 Movers + 1 Truck to lay 70 protective Masonite sheets at new office one day in advance of move date \$180.00 x 3 Hours (Includes 1 hour for transportation time)	\$540.00
Day 1: Provide 12 Movers + 5 Trucks to Move Rental Crates Contents and Designated Furniture from main Building to New Office. \$1,050.00 x 9 Hours (Includes 1 hour for transportation time) = \$9,450.00	\$9,450.00
Day 2: Provide 10 Movers + 4 Trucks to Move Contents from Annex Building to New Office. \$870.00 x 9 Hours (Includes 1 hour for transportation time) = \$7,830.00	\$7,830.00
Provide 2 Movers + 1 Truck to Pick-up Packing Materials (2 week after move date) = \$180.00 x 4 Hours (Includes 1 hour for transportation time)	\$720.00
TOTAL ESTIMATED COST	*\$22,090.00

*** ALL JOBS ARE SUBJECT TO A 3 HOUR MINIMUM.** All time and materials will be tracked on Professional Movers.com Bill of Lading and verified with signatures from White Lake Township. Time begins when movers are on-site and continues until moving is completed on that workday. 1 hour transportation time is added for all moves. If moving services are completed in less time than estimated, or with less materials, the overall charges will be less and would reflect actual time and materials. This price is reflective of the scope of work and items to be moved listed in this estimate. In the event that the scope of work would change or the items to be moved would be significantly modified, then it would result in identification of the additional items and all pricing would be provided to White Lake Township in advance to review and approve prior to any modification or increase in price.

BID ALTERNATE NO. 1 – WORKSTATION IT EQUIPMENT RELOCATION - TOTAL SERVICES PROVIDED WITH COST	COST
Packing Materials for Bid Alternate No. 1, Including 70 Rental Monitor Bags and 70 Rental Keyboard Bags throughout the move	\$560.00
Day 1: Provide 8 IT Movers + 3 Trucks to Assist Bagging, Labeling, and Moving IT Equipment. \$690.00 x 9 Hours (Includes 1 hour for transportation time) = \$6,210.00	\$6,210.00
Day 2: Provide 6 IT Movers + 2 Trucks to Assist in the set location of IT Equipment at new office. \$510.00 x 8 Hours (Includes 1 hour for transportation time) = \$4,080.00	\$4,080.00
TOTAL ESTIMATED COST	*\$10,850.00

*** ALL JOBS ARE SUBJECT TO A 3 HOUR MINIMUM.** All time and materials will be tracked on Professional Movers.com Bill of Lading and verified with signatures from White Lake Township. Time begins when movers are on-site and continues until moving is completed on that workday. 1 hour transportation time is added for all moves. If moving services are completed in less time than estimated, or with less materials, the overall charges will be less and would reflect actual time and materials. This price is reflective of the scope of work and items to be moved listed in this estimate. In the event that the scope of work would change or the items to be moved would be significantly modified, then it would result in identification of the additional items and all pricing would be provided to White Lake Township in advance to review and approve prior to any modification or increase in price.

BID ALTERNATE NO. 2 – FIRE DEPARTMENT OFFICES - TOTAL SERVICES PROVIDED WITH COST	COST
Packing Materials for Bid Alternate No. 2, Including 32 Rental Crates, 6 Rental Monitor Bags and 6 Rental Keyboard Bags, and 3 Rental Speed Pack Boxes throughout the move	\$223.00
Provide 3 Movers + 1 Truck to move the furniture and contents of 2 offices for the fire department. \$255.00 x 4 Hours (Includes 1 hour for transportation time) = \$1,020.00	\$1,020.00
Provide 1 Mover + 1 Truck to pick-up rental packing materials after the move for 1 hour	\$105.00
TOTAL ESTIMATED COST	*\$1,348.00

*** ALL JOBS ARE SUBJECT TO A 3 HOUR MINIMUM.** All time and materials will be tracked on Professional Movers.com Bill of Lading and verified with signatures from White Lake Township. Time begins when movers are on-site and continues until moving is completed on that workday. 1 hour transportation time is added for all moves. If moving services are completed in less time than estimated, or with less materials, the overall charges will be less and would reflect actual time and materials. This price is reflective of the scope of work and items to be moved listed in this estimate. In the event that the scope of work would change or the items to be moved would be significantly modified, then it would result in identification of the additional items and all pricing would be provided to White Lake Township in advance to review and approve prior to any modification or

TERMS AND CONDITIONS

This quote for moving services for WHITE LAKE TOWNSHIP is based on the following terms and conditions;

- This quote is based on the scope of work described. If the scope of work changes, the cost of the project will change to reflect any additional work. Prior to beginning any additional work, Professional Movers.com will issue a change order to WHITE LAKE TOWNSHIP for approval.
- WHITE LAKE TOWNSHIP is only obligated to pay for actual move time associated with the project. If relocation is performed with less labor or materials in less time than estimated, WHITE LAKE TOWNSHIP will only be obligated to pay for actual time and materials. All time will be tracked on Bill of Lading and verified with WHITE LAKE TOWNSHIP signature. Move to take place during normal business hours.
- WHITE LAKE TOWNSHIP is responsible to schedule or confirm approved crate delivery date, move date, and crate pick-up date with Professional Movers.com.

- WHITE LAKE TOWNSHIP will be responsible to reserve exclusive use of the freight elevator for Professional Movers.com on move day. (IF NEEDED)
- WHITE LAKE TOWNSHIP is responsible to have a contact on-site during moving to answer any moving questions, or to help troubleshoot any problems.
- WHITE LAKE TOWNSHIP will be responsible to place a label on all items being moved, including desks, computers, bookcases, file cabinets, Rental Crates, Garbage Cans, chairs, tables, etc. WHITE LAKE TOWNSHIP will place corresponding employee names on each label so movers can identify where items are to be placed inside new office suite. SSA will receive the Rental Crates 14 days in advance and have 14 days after the move to unload. Rental Crates will be delivered to one common area. Equipment quantity will be verified upon delivery and verified upon pick-up. A Professional Movers.com representative will count quantity with SSA upon delivery and upon pick-up. Signatures will be collected by SSA representative. SSA will be responsible for any missing or damaged rental crates, rental skates, or file bars. Charges for missing or damaged rental crates or skates are \$75.00 per unit. The charge for missing Anti-Static Bubble bags is \$3.00 per bag. The charge for missing Keyboard Bags is \$2.00 per missing keyboard bag. If SSA chooses to rent crates, and skates for a period longer than 28 days, additional charges will apply. Additional charges would be \$1.00 per day per crate/skate.
- All computers, scanners, IT and copy machines, will be relocated by Professional Movers.com. SSA employees will be responsible to perform the disconnection, labeling, and reconnection of all computers and equipment.

Professional Movers.com believes in complete transparency. We always believe in being up front and honest with our customer to avoid any misunderstandings or confusion throughout the entire move process. We have established standard terms & conditions for our team members and for our customers to follow to assure we deliver a consistent and positive experience. Every specific policy, process, and procedure is outlined in our standard terms and conditions.

Customer must read our standard contract terms & conditions carefully before signing, and should ask for an explanation of anything not clear or inconsistent with any previous representations. Questions can be asked directly to the Moving Consultant by calling or texting 248-926-9999, or questions can be emailed. Signing this document confirms the customers understanding of the terms and conditions and services outlined herein:

1. SERVICE AGREEMENT: This service Agreement is between **Professional Movers, Inc.** and **Rental Crates.com**, an assumed name of Professional Movers, Inc., a United State of America registered company with registered office at 1270 N. Pontiac Trail, Walled Lake, MI 48390 ("Professional Movers.com" "Rental Crates.com", "we", "us" or "our") and you, the customer ("customer", "you" or "your"). Customer and Professional Movers.com intend that this agreement shall govern any and all packing, moving, storage, and any services and shipments accepted for delivery or storage by Professional Movers.com. All services provided by Professional Movers.com (the "Company") are expressly conditioned upon acceptance of all of the terms and conditions set forth below and on the Order for Service / Estimate, the Bill of Lading, or the Warehouse Receipt. These Terms (collectively, this "Agreement") comprise the entire agreement between the parties, and supersede all prior or contemporaneous understandings, agreements, negotiations, representations and warranties, and communications, both written and oral. In the event of any conflict between these Terms and the Moving Estimate / Order for Service and the Moving Contract / Bill of Lading, these Terms shall govern. Professional Movers.com reserves the right to modify these Standard Terms and Conditions at any time, upon notice to You, the Customer (referred to herein as "You" or the "Customer" or the "Shipper"), and You agree that the Standard Terms and Conditions in effect at the time of purchase shall govern all services performed by Professional Movers.com unless You agree and sign a written amendment. The Company and You are sometimes referred to herein as the "Parties". These Standard Terms and Conditions and the documents referenced herein shall constitute the entire agreement between the Parties with respect to all services performed by the Company (the "Agreement").

2. DEFINITIONS USED IN THIS AGREEMENT: Professional Movers.com as the "**Company**" is shown at the top of this Moving Contract / Bill of Lading or other document and is the entity executing this agreement or their successor company. The terms "**we**", "**us**", "**our**" or similar terms refer to the Company-PROFESSIONAL MOVERS, INC. "**Customer**", "**you**", or "**your**" refer to the owner of the property being packed, moved, or stored or the owner's designated representative; "**you**" or "**your**" also is limited to HR person or organization whose name appears on the Order for Service / Estimate, the Moving Contract / Bill of Lading, or the Warehouse Receipt. moved party that contracts for service provided by this contract. Only the person(s) or organization whose name appears on this Contract will be considered as the Customer; however, a third-party owner can be designated in writing to act on behalf of the Customer. "**Loss**" is the reduction in quantity, the disappearance or complete destruction of an item. "**Damage**" is the direct physical injury to an item. Loss or damage does not include loss of use, inconvenience, or any costs that result from the loss or damage of property. "**Valuation**" is NOT INSURANCE. It is the mechanism you use to establish Professional Movers.com maximum liability for loss or damage of your goods while in Professional Movers.com custody. "**Local Move**" is defined as a move completed within the State of Michigan where the distance between the Customer's origin and the Customer's destination are less than 40 Miles. "**Intrastate Move**" is defined as any move completed within the State of Michigan where the

distance between the Customer's origin and the Customer's destination are greater than 40 Miles. **"Interstate Move"** is defined as any relocation that involves the transportation of goods across a state line. **"PBO"** is the short acronym meaning Packed by Owner and refers to boxes or containers or bags that are packed by the customer.

3. GOVERNING LAW, JURISDICTION, & VENUE: The Estimate / Order for Service and Moving Contract / Bill of Lading shall be governed by, and construed in accordance with, the laws of the State of Michigan. Customer agrees and consent to the exclusive jurisdiction of the courts of the State of Michigan for all purposes regarding this Estimate / Order for Service or Moving Contract / Bill of Lading Contract and further agree and consent that the venue of any action brought hereunder shall be exclusively in Oakland County, Michigan.

4. OWNERSHIP OF PROPERTY: The Customer has represented and warranted to us that he/she is the legal owner or in lawful possession of the property and has the legal right and authority to contract for services for all the property subject to this contract, and that there are no existing liens, mortgages or encumbrances on said property. If any litigation that results from a breach of this clause, the Customer agrees to pay all charges that may be due together with such costs and expenses (including attorney fees) which we may incur or become liable to pay in connection therewith; Professional Movers.com shall have a lien on said property for all charges that may be due as well as said costs and or expenses.

5. MANDATORY PRE-MOVE SURVEY FOR HOME OR OFFICE MOVING SERVICES: Professional Movers.com requires all customers to participate in a pre-move survey prior to scheduling any service. A pre-move survey may be performed in-person by a Professional Movers.com Moving Consultant or Virtually through a video conference call. (Exceptions can be made to waive in-home / in-office pre-move survey or virtual pre-move survey if Moving Consultant approves a customer providing pictures to support an exact list of items to be moved.)

6. CUSTOMER INFORMATION: Professional Movers.com will need to collect and store customer information. This will include name, contact email, and contact phone number, origin address, destination address, and any other additional stops you need Professional Movers.com to visit. This will only be used to coordinate the services you request with the location you selected. You may request to have this information provided to you or deleted at any time. By agreeing to our terms and conditions, you are authorizing Professional Movers.com to contact you via email, phone, or text message. You may ask us to not use any of these communication types at any time by replying "stop" or "unsubscribe" or by asking your Move Consultant to update your preferences.

7. DISCLOSURE OF INFORMATION BY CUSTOMER DURING PRE-MOVE SURVEY: During the pre-move survey process, Professional Movers.com will ask customer specific questions to obtain the required information necessary for estimating and scheduling. The accuracy in the information that the customer shares is a direct correlation to the accuracy of the customer's estimate. Specifically, the accuracy of the inventory of items the customer would like moved is very important. The number of movers, number of trucks, moving supplies, estimated time, and total estimated cost associated with the customer's move is based on the inventory of items to be moved that the customer shared during the pre-move survey. Customer agrees to share any and all known information at time of pre-move survey. Including the declaration of any items of extraordinary value (defined as having value in excess of \$100 per pound).

8. DISCLAIMER: This information provided to Professional Movers.com by the customer is the basis for the agreement for services contained herein. All agreements between the customer and Professional Movers.com are presented to the customer in writing, and Professional Movers.com do not make any verbal agreements. Please make sure any agreement with your Moving Consultant is written on the Estimate / Order for Service, otherwise it will not be honored.

9. CUSTOMER TO CONFIRM ACCURACY OF THE LIST OF ITEMS TO BE MOVED LOCATED ON THE ESTIMATE: Customer agrees to review the inventory of items to be moved on the estimate to confirm the list to be an accurate and complete account of all items to be moved. Customer understands and accepts it is their responsibility to verify this list and confirm its accuracy. It doesn't matter if the customer thinks that they told the Moving Consultant about something, if an item is NOT identified and included on the list, then it was not accounted for and is therefore, not part of the customer's estimate. If the inventory of items to be moved that is located on your estimate needs to be revised, the customer is responsible to contact the Moving Consultant prior to the date of service to have the estimate updated to add or remove any items from the list. At which time Professional Movers.com will inform customer of any necessary modifications to rates or scheduling availability. Customer understands that adding additional items to this list on the date of the move may result Professional Movers.com not being able to move added items. If Professional Movers.com is able to move the additional items, it may require Professional Movers.com to add additional movers, trucks, moving supplies and may result in additional time and charges.

10. PROCESS FOR SCHEDULING SERVICES: Professional Movers.com has a limited number of movers and trucks and due to our high quality of service, repeat business, and referrals, we often book up weeks in advance. The customer is encouraged to provide their Moving Consultant with multiple preferred move dates at the time of pre-move survey to increase the likelihood of Professional Movers.com being able to offer an available service date. The most commonly requested service dates include the

first and last week of every month, Fridays, Saturdays, Sundays, and the week of any holiday. Scheduling an estimate or receiving and signing an estimate, does NOT guarantee a service date.

Reserving a service date is subject to the availability of Professional Movers.com. Service dates are booked only after the following conditions are met:

- a. An in person or virtual pre-move survey has been performed by a Professional Movers.com Moving Consultant at the customer's home or office to verify an exact list of items to be moved. (Exceptions can be made to waive in-person pre-move survey or virtual video call if total number of items being moved is less than 10 items and Moving Consultant approves a customer providing pictures to support an exact list of the items to be moved.)
- b. Customer has received the Moving Estimate / Order for Service and has reviewed, signed, accepted, and submitted it back to Professional Movers.com. This includes reviewing, signing, and accepting the inventory of items to be moved, the estimated costs for services, the valuation options, and the terms & conditions.
- c. The Professional Movers.com Scheduling Department reviews the accepted Moving Estimate / Order for Service to look at the numbers of movers and trucks needed for the project, then checks the operational capacity calendar to verify if the requested service date is available.
- d. If the service date is available, the customer will receive email notification that their move has been booked and confirmed for the service date.
- e. If the Professional Movers.com Scheduling Department determines that the service date the customer wanted is not available, the Scheduling Department will provide the next set of available dates and have the Moving Consultant contact the customer to discuss alternative service dates. If the customer agrees to an alternative service date, the customer will receive email notification that their move has been booked and confirmed for the new service date.

11. HANDLING CUSTOMER REQUEST TO RESCHEDULE SERVICE DATE: In the event that a customer must reschedule their service date, Professional Movers.com will make every attempt possible to reschedule service for an alternate service date and time requested by the customer. However, rescheduled service dates are based on Professional Movers.com availability; Professional Movers.com makes NO guarantee that the customer's requested date to reschedule their service will be available until such time that a Professional Movers.com Moving Consultant confirms service availability in writing. To inquire about a reschedule date/time, customer should contact their Professional Movers.com Moving Consultant via email or at (248) 926-9999. There are no fees or charges associated with a reschedule request.

12. SAME DAY CUSTOMER CANCELLATION: Cancellation on the same day of the Customer's service date will result in the Customer being charged a cancellation charge. The cancellation charge is one hour of time at the hourly rate for the reserved number of movers/packers and the reserved number of trucks scheduled.

13. ARRIVAL TIME FOR SERVICES ESTIMATED AT LESS THAN 4 HOURS: Moves that are estimated to take 4 hours or less to complete, will not be assigned an exact arrival time at the date of booking. Moves that take less than 4 hours are combined with other small moves and will be provided a morning or afternoon window for arrival by the Professional Movers.com Scheduling Department. Arrival windows are made available at 5:00pm the day before a scheduled move date. Arrival windows include morning arrival window (8:00am - 12:00pm) or afternoon arrival window of (12:00pm - 4:00pm). Customers may call 248-926-9999 to receive their scheduled window as well as provide best contact information for the date of the move so they may be provided a 1-hour call ahead on the day of move. If you are scheduling a small move that requires arrival at an exact time, make sure to inform your Moving Consultant in writing prior to receiving your estimate.

14. ARRIVAL TIME FOR SERVICES ESTIMATED AT MORE THAN 4 HOURS: Professional Movers.com does NOT guarantee a specific or exact arrival time for services. Professional Movers.com does provide each Customer with an estimated 1-hour arrival time window, however an estimated arrival window is just an estimate and could fluctuate. There are multiple variables that could affect ProfessionalMovers.com's actual arrival time. Unexpected circumstances such as heavy traffic, inclement weather, an issue with equipment, a preceding move taking longer than expected, or an employee related issue may cause delay in arrival time. Professional Movers.com will attempt to contact Customer as soon as we become aware that there may be a delay in our ability to arrive within the estimated 1 arrival window. Professional Movers.com recommends each Customer supply their email address and alternate phone numbers (cell, neighbor, office, etc.) to the Moving Consultant in case Customer phone service has already been disconnected. Customer may contact Professional Movers.com Scheduling Department on the date of their service via text or phone at (248) 926-9999 to inquire about the most accurate and updated arrival time.

15. RIGHT OF REFUSAL OR CEASE OF SERVICES: In the event that the act of performing services could put Professional Movers.com team members, their family, our equipment, or our future customers at risk, Professional Movers.com reserves the right of refusal or cease of services. Professional Movers.com reserves the right not to service any customer under conditions that, at our sole discretion, we consider dangerous, unsanitary, or abusive. In the event we exercise this right, Professional Movers.com will not be liable to the customer or any other entity for direct or consequential damages. Professional Movers.com may refuse to handle or

transport any items it reasonably determines is not safe for handling or transportation and shall inform the customer promptly of any such refusal and the reason therefore.

16. IF BED BUGS ARE DISCOVERED, IT IS AN IMMEDIATE TERMINATION OF SERVICE: Professional Movers.com has a very strict policy when it comes to BED BUGS. We will NOT book or schedule any move where BED BUGS are known to exist. If the customer knows that BED BUGS exist, this information should be disclosed at time of estimate to the Moving Consultant. In the event a job is booked and BED BUGS are discovered on move day during the shifting of furniture, the customer will be notified, all moving will stop, and there will be an immediate termination of service. Professional Movers.com will stop services to protect our move team and our future customers who use our trucks. Any items already loaded onto the moving truck will be immediately unloaded off the moving truck at the current location and all packing or moving will stop.

The customer would be responsible to provide payment for any time and materials used prior to the discovery of bed bugs. This will include purchase of the moving pads inside the truck and/or any cost associated with having the interior professionally treated to remediate BED BUGS from the moving truck. The customer will not hold Professional Movers.com liable in any form for refusal or cease of services. In the event we exercise this right, Professional Movers.com will not be liable to the customer or any other entity for direct or consequential damages.

17. CUSTOMER MUST TRIM TREE BRANCHES NEAR DRIVEWAY BEFORE SERVICE DATE: Professional Movers.com may ask the customer to remove or trim tree branches that obstruct the path of Professional Movers.com vehicles. Professional Movers.com maintains modern and clean fleet of trucks and will not place truck in driveway where branches may scratch, scrape, rub, or puncture the moving truck, should branches obstruct an ability for Professional Movers.com to park the moving truck in the driveway, the moving truck will need to be parked in the street which could result in additional move time and labor costs. Including but not limited to additional movers to assist in loading or unloading.

18. CUSTOMER MUST BE PRESENT ON MOVE DAY: Customer is responsible to be present on move day to provide or perform the following:

- a. Provide a declaration of transit valuation and loading signature on the Bill of Lading.
- b. Provide a room-by-room walkthrough of the origin with Professional Movers.com Team Leader to make sure nothing has changed from "Inventory of Items to Be Moved" listed on the original estimate.
- c. Answer any questions from the move team throughout the service date.
- d. Perform a room-by-room walkthrough at the origin to make sure all items are loaded BEFORE the move team departs for destination. In the event that something was discovered as being left at the origin address, the customer would be responsible to pay for any time and materials associated with Professional Movers.com returning to the origin to load more items.
- e. Be available to provide additional liability waiver signatures if needed.
- f. Provide instructions for furniture placement at the destination address.
- g. Inspect the move truck at the end of move to confirm all items have been delivered.
- h. Provide unloading signature and final payment.

In an emergency situation where a customer is unable to be present, the customer is responsible to have an authorized representative present on their behalf. Customer will need to provide a letter or text message to the Moving Consultant stating the name and contact information for the person that Customer has designated as your authorized representative. This person must have access to the customer's home, be over the age of 18, and legally authorized to sign on behalf of the customer.

19. 8:00PM CUT-OFF TIME / RIGHT TO COMPLETE MOVE ANOTHER SERVICE DATE: In the event a customer's move is not finished by 8pm eastern standard time, Professional Movers.com reserve the right to lock the moving truck(s), transport the moving truck(s) to a secured parking lot at 1270 North Pontiac Trail, Walled Lake, MI 48390 and resume the move on the next available service date and time that works for Professional Movers.com and the customer. It is the customer's responsibility to pay for such "Secured Parking" / "Truck Storage". The customer shall also pay for the actual remaining move time as well as the time it takes Professional Movers.com to get from the Customer's place to the secured parking location and from the secured parking to the Customer's place of destination.

20. CUSTOMER DECLARATION OF TRANSIT VALUATION: Valuation is NOT Insurance. Valuation is the mechanism for assigning the value of goods while in the care, custody or control of Professional Mover.com. Customer will be presented the valuation options on the Order for Service / Estimate and again on the date of service, with the Bill of Lading / Contract for Moving Services where the customer can review valuation options and must select a valuation option. The option the customer selects establishes Professional Movers.com's maximum liability for loss or damage to customer's goods while in Professional Movers.com's custody. If Customer fails to select a valuation option, **OPTION 1: Limited Liability Protection** will apply and no additional charge will be applied to your final charges.

21. TRANSIT VALUATION OPTIONS: Professional Movers.com provides (2) options for valuation. The Customer must select only one valuation option. In the event Professional Movers.com is liable for loss or damage resulting from negligence or failure to use ordinary care while your property is in our care, custody, or control, the valuation option you select will determine Professional Movers.com's maximum liability for loss or damage. **Although Professional Movers.com is fully insured, only the valuation option you select will apply to loss or damage to your property.** In the event, you fail to select a valuation option, **OPTION 1: Limited Liability Protection** will apply and no additional charge will be applied to your final charges. Below you will find Professional Movers.com two valuation options:

TRANSIT VALUATION OPTION 1: Limited Liability Protection: This option is NOT an insurance policy. This means that your property is covered for the minimum agreed value of \$.60 cents per pound per article. **Option 1: Limited Value Protection** is included in the basic moving charges. There is no deductible for **Option 1: Limited Value Protection**. In case of loss or damage, this option will NOT pay for the full value of an item. Instead, if Professional Movers.com is found responsible for loss or damage to an item, the weight of the lost or damaged item is multiplied by \$.60 cents per pound to determine the settlement coverage. Actual full value of the damaged or lost item is not considered for settlement. Professional Movers.com liability is limited to \$.60 cents times the weight of the lost or damaged item. For example, if a 100-pound dresser, valued at \$1,000.00 was lost or destroyed Professional Movers.com maximum liability for the dresser would be \$60.00. The actual value of the dresser does NOT matter. Customer would receive a settlement of only \$60.00 for claim resolution. (100-pound dresser. x \$.60 cents = \$60.00 coverage) No claim resolution will be honored until all charges for the moving services have been paid in full. **Option 1: Limited Liability Coverage** has general conditions and limitations that apply to **Option 1: Limited Liability Coverage**. For a full list of limitations of liability, see Professional Movers.com Terms and Conditions, Section 15. **LIABILITY OF PROFESSIONAL MOVERS.COM - LIMITATIONS OF PROFESSIONAL MOVERS.COM LIABILITY:**

TRANSIT VALUATION OPTION 2: Full Value Protection: This option is NOT an insurance policy. This option provides coverage based on current replacement value at the time of loss or damage, "up to" the "Full Valuation Protection Policy Value" that you select from the Schedule of Charges Table for Option 2: Full Value Protection. The "Full Valuation Policy Value" selected must be at least \$6 per pound times the actual or estimated weight of your shipment. For example, if it is estimated that your shipment weighs 12,500 lbs. You would take 12,500 lbs. and multiply it by \$6.00 to determine the Full Valuation Policy value you should select or declare. In this example 12,500 lbs. x \$6.00 = \$75,000.00. So, from the Schedule of Charges Table, you would select "\$6.00 per pound up to \$75,000" as your declared value.

The "up to" amount selected from the Schedule of Charges Table is the maximum you could receive in the case of a total loss. Regardless of the number of items lost or damages sustained, you would not receive more than \$6.00 per pound or the "up to" amount selected. The value of any high-valued items must be included in the "up to" amount, not in addition to this amount. There is an additional charge for **Option 2: Full Value Protection** based on the Full Valuation Protection Policy Value you select and the deductible you choose. See Schedule of Charges Table for Option 2: Full Value Protection for costs.

Under Option 2: Full Value Protection: **If any article is lost, destroyed or damaged while in Professional Movers.com custody, Professional Movers.com will, at its discretion, offer to do one of the following for each item: repair the item, replace with a similar item, or make a cash settlement for the cost of the repair or the current market replacement value less any applicable deductible. (Be aware, the decision of the resolution is based on whichever cost is lower, if the lowest cost is to have the item repaired, it will always be repaired.)** No claim resolution will be honored until the charges for all services have been paid in full.

Option 2: Full Value Protection has general conditions and limitations that apply to **Option 1: Full Value Protection**. For a full list of limitations of liability, see Professional Movers.com Terms and Conditions, Section 25. **LIABILITY OF PROFESSIONAL MOVERS.COM - LIMITATIONS OF PROFESSIONAL MOVERS.COM LIABILITY & EXCLUSIONS TO COVERAGE**

Transit Valuation Charge for Transit for Option 2 Full Value Protection: If a customer would like to select Option 2 Full Value Protection for Transit, the following one-time charges will apply based on the "up to" valuation amount and deductible selected.

Schedule of Charges for Option 2: Full Value Protection		
	Transit Valuation Charges	
Full Valuation Protection Policy Value	No Deductible	\$300 Deductible

\$6.00 per pound up to \$25,000	\$225	\$138
\$6.00 per pound up to \$50,000	\$450	\$275
\$6.00 per pound up to \$75,000	\$675	\$413
\$6.00 per pound up to \$100,000	\$900	\$550
\$6.00 per pound up to \$150,000	\$1,350	\$825
When a customer declares their policy value for their belongings and the policy value amount falls between those amounts shown on the table, the charge for the next highest policy value amount applies. For example, if it is estimated that a customer's goods weigh 4,000lbs. and the customer multiplies 4,000 lbs. times \$6.00 to determine what their declared value should be, they will see that 4,000 lbs. x \$6.00 = \$24,000. So, the customer would select "\$6.00 per pound up to \$25,000" as the declared value since the next highest policy value would apply.		

22. STORAGE OF ITEMS AT PROFESSIONAL MOVERS.COM STORAGE WAREHOUSE: For any of the customer's property being placed into Professional Movers.com Storage warehouse, the following conditions will apply:

- a.) Any customer property placed inside Professional Movers.com storage will require a pre-move inventory, and the customer must identify in writing a detailed list of any items of extraordinary value prior to any property being placed into Professional Movers.com Storage Warehouse. A separate cost for time required to inventory the customer's property prior to moving will apply to the final move costs.
- b.) The transit valuation option chosen by the customer for their property while in transit will be the same level of storage valuation while in storage. For example, if a customer selected transit valuation Option 2: Full Value Protection of \$6.00 per pound up to \$50,000 with a \$300 deductible, then the customer will receive the same level of storage valuation protection for customer's property while in the Professional Movers.com storage warehouse. The customer may NOT select a different transit valuation and storage valuation option or level of coverage.
- c.) The monthly charge for storage valuation will be 8.5% of the transit valuation charge. See chart below Section 22 STORAGE VALUATION OPTIONS for Monthly Storage Valuation Charge.
- d.) A Storage Contract and Warehouse Receipt will be issued to the customer for property that is received into the Professional Movers.com storage warehouse. Customer must review, sign, and return a copy of this document on the date they place items in storage.
- e.) Any change of address of the customer, to be valid and binding to Professional Movers.com, must be provided by the customer in writing, and acknowledged in writing by Professional Movers.com.
- f.) No Transfer of ownership of these goods will be recognized unless entered on the books of Professional Movers.com, on the warehouse receipt, and upon all charges being paid.
- g.) The storage rates as stated in the storage contract for service cannot be raised for 6 months. After which, they can be raised in accordance with the local rates for all applicable customers.
- h.) Storage fees are charged in one-month blocks with the 1st month beginning on date items are received into storage. Any additional months after the 1st month are charged on the 1st day of the following month(s). For example, if items are received on January 5th, 2022, the first storage month will be January 2022. On February 1st, 2022, the customer would be charged for the 2nd month of storage. Storage Fees will not be prorated and customers are charged storage based on the total monthly price. Although storage fees incur monthly, Professional Movers.com reserves the right to invoice on a monthly or per project basis depending on the anticipated storage duration and size of the storage space utilized.
- i.) There will be a labor charge (warehouse handling) made for placing goods in storage and taking them out. All labor utilized for access to goods, un-piling, unpacking, replacing and piling shall be charged at the current rate for such service. A charge will also be

made for the use of the dock facilities and forklift of the Mover, for vehicles other than its own, at the current rate for such services.

j.) Customers are required to provide 48 business hours' notice for access to storage. Move-out or delivery of goods from Professional Movers.com storage warehouse is subject to the availability of labor and equipment.

23. CUSTOMER DECLARATION OF STORAGE VALUATION: In the event the customer elects to have items placed inside Professional Movers.com storage warehouse located at 1270 North Pontiac Trail, Walled Lake, MI 48390, the customer must select their storage valuation. Storage Valuation is NOT Insurance. Storage Valuation is the mechanism for assigning the value of goods while in the care, custody or control of Professional Mover.com storage. Customer will be presented the storage valuation options on the Order for Service / Estimate and again on the date of service, with the Bill of Lading / Contract for Storage Services / Warehouse Receipt where the customer can review storage valuation options and must select a valuation option. The option the customer selects establishes ProfessionalMovers.com's maximum liability for loss or damage to customer's goods while in ProfessionalMovers.com's custody inside the storage warehouse. If Customer fails to select a storage valuation option, **OPTION 1: Limited Liability Protection** will apply and no additional charge will be applied to customer's final charges.

24. STORAGE VALUATION OPTIONS: Professional Movers.com provides (2) options for storage valuation. The Customer must select only one storage valuation option. In the event Professional Movers.com is liable for loss or damage resulting from negligence or failure to use ordinary care while your property is in our care, custody, or control at the Professional Movers.com storage warehouse, the storage valuation option the customer selects will determine Professional Movers.com's maximum liability for loss or damage. **Although Professional Movers.com is fully insured, only the storage valuation option you select will apply to loss or damage to your property.** In the event, customer fails to select a valuation option, **OPTION 1: Limited Liability Protection** will apply and no additional charge will be applied to your monthly storage charges. Below you will find Professional Movers.com two valuation options:

STORAGE VALUATION OPTION 1: Limited Liability Protection: This option is NOT an insurance policy. This means that the customer's property is covered for the minimum agreed value of \$0.60 cents per pound per article. **Option 1: Limited Value Protection** is included in the monthly storage charges. There is no deductible for **Option 1: Limited Value Protection**. In case of loss or damage, this option will NOT pay for the full value of an item. Instead, if Professional Movers.com is found responsible for loss or damage to an item, the weight of the lost or damaged item is multiplied by \$.60 cents per pound to determine the settlement coverage. Actual full value of the damaged or lost item is not considered for settlement. Professional Movers.com liability is limited to \$.60 cents times the weight of the lost or damaged item. For example, if a 100-pound dresser, valued at \$1,000.00 was lost or destroyed, Professional Movers.com maximum liability for the dresser would be \$60.00. The actual value of the dresser does NOT matter. Customer would receive a settlement of only \$60.00 for claim resolution. (100-pound dresser. x \$.60 cents = \$60.00 coverage) No claim resolution will be honored until all charges for services have been paid in full. **Option 1: Limited Liability Coverage** has general conditions and limitations that apply to **Option 1: Limited Liability Coverage**. For a full list of limitations of liability, see Professional Movers.com Terms and Conditions, Section 15. Limitations.

STORAGE VALUATION OPTION 2: Full Value Protection: This option is NOT an insurance policy. This option provides coverage based on current replacement value at the time of loss or damage, "up to" the "Full Valuation Protection Policy Value" that you select from the Schedule of Charges Table for Option 2: Full Value Protection. The "Full Valuation Policy Value" selected must be at least \$6 per pound times the actual or estimated weight of your shipment. For example, if it is estimated that your shipment weighs 12,500 lbs. You would take 12,500 lbs. and multiply it by \$6.00 to determine the Full Valuation Policy value you should select or declare. In this example 12,500 lbs. x \$6.00 = \$75,000.00. So, from the Schedule of Charges Table, you would select "\$6.00 per pound up to \$75,000" as your declared value.

The "up to" amount selected from the Schedule of Charges Table is the maximum you could receive in the case of a total loss. Regardless of the number of items lost or damages sustained, you would not receive more than \$6.00 per pound or the "up to" amount selected. The value of any high-valued items must be included in the "up to" amount, not in addition to this amount. There is an additional charge for **Option 2: Full Value Protection** based on the Full Valuation Protection Policy Value you select and the deductible you choose. See Schedule of Charges Table for Option 2: Full Value Protection for costs.

Under **Option 2: Full Value Protection:** **If any article is lost, destroyed or damaged while in Professional Movers.com custody, Professional Movers.com will, at its discretion, offer to do one of the following for each item: repair the item, replace with a similar item, or make a cash settlement for the cost of the repair or the current market replacement value less any applicable deductible. (Be aware, the decision of the resolution is based on whichever cost is lower, if the lowest cost is to have the item repaired, it will always be repaired.)** No claim resolution will be honored until the charges for all services have been paid in full. **Option 2: Full Value Protection** has general conditions and limitations that apply to **Option 1: Full Value Protection**. For a full list of limitations of liability, see Professional Movers.com Terms and Conditions, Section 13. Limitations.

Monthly Storage Valuation Charge for Option 2 Full Value Protection: If a customer would like to select Option 2 Full Value Protection for Storage, the following monthly charges will apply based on the “up to” valuation amount and deductible selected.

Schedule of Charges for Storage Valuation Option 2: Full Value Protection

	Monthly Storage Valuation Charges	
Full Valuation Protection Policy Value	No Deductible	\$300 Deductible
\$6.00 per pound up to \$25,000	\$19 per month	\$12 per month
\$6.00 per pound up to \$50,000	\$38 per month	\$23 per month
\$6.00 per pound up to \$75,000	\$57 per month	\$35 per month
\$6.00 per pound up to \$100,000	\$77 per month	\$47 per month
\$6.00 per pound up to \$150,000	\$115 per month	\$70 per month

When a customer declares their policy value for their belongings and the policy value amount falls between those amounts shown on the table, the charge for the next highest policy value amount applies. For example, if it is estimated that a customer's goods weigh 4,000lbs. and the customer multiplies 4,000 lbs. times \$6.00 to determine what their declared value should be, they will see that 4,000 lbs. x \$6.00 = \$24,000. So, the customer would select “\$6.00 per pound up to \$25,000” as the declared value since the next highest policy value would apply.

25. LIABILITY OF PROFESSIONAL MOVERS.COM - LIMITATIONS OF PROFESSIONAL MOVERS.COM LIABILITY & EXCLUSIONS TO COVERAGE: Below are limitations to Professional Movers.com liability that specify that Professional Movers.com liability for loss or damage to household goods or general commodities shall be limited by the following limitations and exclusions, regardless of the valuation option chosen by the customer:

A. RESTRICTED ITEMS - CUSTOMER MUST REMOVE THESE ITEMS, TRANSPORT, AND MAINTAIN POSSESSION ON ALL SERVICE DATES: Professional Movers.com is **NOT** liable and will **NOT** pack, move, transport, or provide storage for any of these types of property: Jewelry, watches, gemstones, precious stones, gold, silver, or platinum household articles (such as silverware, coffee-service sets, trays, candlesticks, and dishes), firearms, furs, ammunition, prescription medication, cash, coins, currency, credit cards, check books, debit cards, travelers checks, passports, birth certificates, social security cards, bank notes, bonds, stock certificates, securities, deeds, financial statements, tax returns, wills, medical records, employment records, passports, medical records, personal documents with social security number, family heirlooms, items of personal or sentimental nature (pictures, photographs, newspaper articles), laptops, tablets, data contained on flash drives, diskettes, hard drives, video tapes, cassettes, CDs, and high value collections such as but not limited to trading cards, comic books, and vinyl records. Professional Movers.com will **NOT** be liable for loss or damage to any of the property listed above. This limitation applies to Valuation Option 1 or Option 2. The Customer **MUST** have all types of property that is identified above secured outside of the Customer's home or office during packing and/or moving service dates and **NOT** available or accessible to Professional Movers.com on date of service. The Customer **MUST** transport these items in the customer's own personal vehicle and customer **MUST** maintain full control of these items.

B. THE NON-ALLOWABLES LIST OF PROHIBITED ITEMS THAT CAN NOT BE PACKED, TRANSPORTED, OR STORED BY PROFESSIONAL MOVERS.COM: Government regulations along with our safety cargo policy prevent Professional Movers.com from transporting live

plants or live animals, aerosols, bleach, batteries, fertilizer, fire extinguisher, paints, varnishes, solvents, thinners, oils, ammonia, bleach, household cleaning agents, chlorine granules/powder, muriatic acid / hydrochloric acid, auto batteries, gasoline, kerosene, matches, muriatic acid, nitric acid, nail polish, nail polish remover, pool chemicals, charcoal, oil, oil fluid, lighter fluid, fireworks, liquor, chemistry sets, pets, pressurized or toxic materials, firearms, ammunition, any type of gas in bottles or tanks including propane, helium, or oxygen tanks, or any other hazardous material or combustible product. Customer must make sure to not pack any item from the non-allowable list into a moving box where such a moving box is anywhere at the origin at time of loading. Professional Movers.com will NOT be liable for loss or damage to any customer property where cause of loss or damage is determined that an item on the non-allowable list was transported and determined to be a contributing factor to the loss or damage of customer property. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

Professional Movers.com can transport lawn equipment that operates using gasoline and oil as long as the customer has completely drained all gasoline and oil prior to move day.

C. ITEMS OF EXTRAORDINARY VALUE: Articles of extraordinary or unusual nature or value are defined as an item having value in excess of \$100 per pound. The term "articles of extraordinary value" refers to those articles tendered to Professional Movers.com for transportation which because of uniqueness or rarity have a value substantially in excess of the cost of newly manufactured items of substantially the same type and quality apart from such uniqueness of rarity, such as, but not limited to, laptop computer, musical instruments of rare quality or historical significance; original manuscripts, first editions or autograph copies of books or cards, antique furniture, china, crystal, figurines, oriental rugs, tapestries, rare or collectible items, heirlooms, paintings, sculptures, and other works of art; and hobby collections and exhibits. In accordance with insurance guidelines, failure to disclose items of extraordinary value will result in limited liability.

Any item in a customer's shipment that can be identified as having extraordinary value must be specifically identified by the customer at time of estimate during the pre-move survey and again on the date of service, prior to the start of service. No liability shall be provided for loss or damage to articles of extraordinary value except under circumstances where each such article is specifically listed on the Items of Extraordinary Value Inventory Form on the Professional Movers.com Bill of Lading / Contract for Moving Services. Each article must be specifically designated as an article of extraordinary value and listed. If items are not specifically listed, the customer expressly understands and agrees that Professional Movers.com liability for loss and or damage to those items will be limited to no more than \$100 per pound per article (based on the actual weight).

By the customer listing such an article on the Items of Extraordinary Value Inventory Form on the Professional Movers.com Bill of Lading / Contract for Moving Services, Professional Movers.com is afforded the opportunity prior to pickup of the shipment to inspect the pre-move conditions of each article and must be packed by Professional Movers.com for control, receipt, and liability. Professional Movers.com reserves the right to pack and otherwise provide adequate protection for each article (at Professional Movers.com published charges). If the customer has already packed an article and the packing by customer is determined by Professional Movers.com to be inadequate protection for such an article, Professional Movers.com reserves the right to repack and otherwise provide adequate protection for such articles (at Professional Movers.com published charges).

Customer is required to have these articles unpacked at time of delivery and acknowledge receipt and condition at the time of delivery. Declaration of high value items does not provide coverage during your relocation. Professional Movers.com liability is determined by the valuation option the customer selects on the Bill of Lading / Contract for Moving Services. Customer/authorized representative agrees that any claim for loss or damage must be supported by proof of value. Customer understands the settlement of items of extraordinary value will be based on the information furnished and/or the value of said property as determined at the time of loss based on today's actual cash value.

Should loss or irreparable damage occur to one or more pieces of a matching set, Professional Movers.com is responsible for only the one item, not the entire set. Should loss or irreparable damage occur to an item listed on the Declaration of Items of Extraordinary Value, the customer is required to make notation of loss or damage at the time of delivery. In the event no appraisals are available, the burden of proof will be upon the owner of the goods to provide proof of value. If the final destination of the shipment is at a warehouse other than a Professional Movers.com warehouse then coverage shall cease at the time of delivery to the "foreign" warehouse, with any and all claims subject only to those items listed at the time of delivery to the "foreign" warehouse. Any claims must be submitted to Professional Movers.com in writing with supporting documents of repair or (if required) proof of value. Under any circumstances, Professional Movers.com is only obligated to restore the item to the original condition when it was originally tendered to transportation. To effect further repairs would be known as betterment, and is not allowable.

D. BOXES PACKED BY CUSTOMER / PACKED BY OWNER (PBO): Regardless of the Valuation Option chosen, Professional Movers.com is not liable for contents of any boxes packed by the owner (PBO), or for loss, damage or breakage unless there is clear external damage to the carton or box and the external damage is proven to be a direct result of the mishandling of the box or

carton by Professional Movers.com. Professional Movers.com cannot be held liable for concealed damage to items within a box, carton, trunk, or other casing without physical damage to the exterior of the package. Any external damage must be identified and noted on the Bill of Lading / Contract for Moving Services at the time of delivery. The contents and conditions of contents within PBO containers is unknown to Professional Movers.com. Professional Movers.com will not be liable for items missing from customer packed boxes (PBO). Claims for missing items will not be honored unless the shortage has been noted on the inventories at the time of delivery. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

E. CUSTOMER MUST MAKE SURE ALL BOXES ARE SEALED OR TAPED CLOSED: Customer is responsible to have all boxes and cartons completely sealed. This prevents items from falling out, getting damaged, or lost during handling. It also ensures boxes can be stacked safely inside the moving truck. Remember, no open top boxes can be moved or loaded on Professional Movers.com trucks. Any open top boxes or boxes without closed lids will not be moved on move day and will be left at the customer's origin for the customer to transport in their own vehicle. In the event an open top box is moved or transported by Professional Movers.com on the customer's service date, Professional Movers.com is not liable for the loss, damage, or breakage of any contents of open top boxes, regardless of the Valuation Option chosen. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

F. PREPARATION FOR WINTER MOVING: Customer to clear driveway and walkway of all snow and ice. Driveways and pathways must be shoveled and treated with salt or ice melt application. All pathways from entrances from home or office to the driveway must be cleared of snow and ice with a minimum width of 36" to allow the team to carry furniture. If a customer is requesting any items from the backyard to be moved, a pathway to the area the items are located should be free of snow and all items to be moved should be cleared of snow. In the event that a Professional Movers.com team member slips while moving due to the pathway not being cleared and safe, Professional Movers.com will not be liable for any damages that occur from unsafe moving conditions. Professional Movers.com reserves the right to stop working until the pathway and driveway are made safe by the customer. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

G. LAMPSHADES: Professional Movers.com does not guarantee the safety of Lampshades during handling or transportation. Due to their brittleness, inherent fragile nature, and their sensitivity to tear, soil, or become mis-shaped during handling and transport, Professional Movers.com will not be liable for the damage or breakage, soiling, staining, or tearing of a customer's lamp shade. The Customer is advised and responsible to handle and transport lamp shade in their own vehicle. Requesting Professional Movers.com to handle, move, and transport lampshade relieves Professional Movers.com of any liability for any damage that occurs during the handling, moving, and transportation of your lampshade. If Professional Movers.com is requested to move lampshade by a customer, it must be in a box prior to transporting, however even inside a box, Professional Movers.com cannot accept liability. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

H. STANDING FLOOR LAMPS: Professional Movers.com does not guarantee the safety of standing floor lamps during handling and transportation. Due to the inherent fragile nature of a standing floor lamp, specifically, the inherent weakness of where the pole attaches to the base of a standing floor lamp, Professional Movers.com will not be liable for the damage or breakage of any standing floor lamp. The Customer is advised and responsible to handle and transport any standing floor lamp in their own vehicle. Requesting Professional Movers.com to handle, move, and transport a standing floor lamp relieves Professional Movers.com of any liability for any damage that occurs during the handling, moving, and transportation of the standing floor lamp. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

I. TABLE LAMPS: Any table lamp must be packed into a box prior to Professional Movers.com arrival on service day. Unless a customer's Moving Estimate / Order for Service states in writing that Professional Movers.com is packing any table lamp into a box, it is expected that the customer is responsible to pack any table lamp into a box. No table lamp can be handled or transported by Professional Movers.com without being packed into a moving box. Professional Movers.com does not actively stock available table lamp boxes on moving trucks for packing. If any table lamp is unboxed and Professional Movers.com has an available lamp box and bubble wrap for packing, Professional Movers.com reserves the right to pack the table lamp into a box at Professional Movers.com published charges. As an alternative option, if Professional Movers.com does not have an available table lamp box for packing, Customer is advised to place any unboxed table lamp into the customer's own vehicle. Professional Movers.com is not liable for the loss, damage, or breakage of any table lamp that is not packed inside a box by Professional Movers.com, regardless of the Valuation Option chosen. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

J. WRINKLED, SOILED, AND CREASED CLOTHING, TIES, LINENS, DRAPES AND CREASED, SCUFFED, SOILED, OR MIS-SHAPED SHOES OR PURSES: Professional Movers.com is not liable for wrinkled, soiled, and creased clothing, ties, linens, drapes, or rugs or creased, scuffed, or mis-shaped shoes or purses caused from handling, packing, moving, transporting, or stacking. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

K. THE CONTENTS OF ALL DRESSERS, DESKS, LATERAL FILING CABINETS, NIGHT STANDS, CABINETS, ENTERTAINMENT CENTERS AND BOOKSHELVES MUST BE EMPTY:

All dressers, desks, lateral filing cabinets, night stands, cabinets, entertainment centers, and bookshelves **MUST BE COMPLETELY EMPTY** prior to the arrival of Professional Movers.com on move day. Customer is responsible to have ALL CONTENTS REMOVED from furniture listed above. Moving furniture that is full of contents will cause unnecessary stress and could cause cracking or the furniture to break apart while moving or possible drawer malfunction after moving. Eliminating any additional weight by removing all contents before moving will make the furniture easier to maneuver and keep it at less risk of damage during moving and transportation. In order for Professional Movers.com to move items out of and into rooms, it is possible items will be placed on their sides, slid around tight corners, turned upside down, and carried up or down flights of stairs.

The elimination of all contents will help protect customer home or office walls, floors, and doorways since the furniture is easier to move. In the event Professional Movers.com arrives on move day and any of the identified furniture has contents inside, the customer will be presented with 4 options:

Option 1: The customer can empty the contents of drawers and either leave the contents behind or pack them into boxes for the movers.

Option 2: The move team will remove the loaded drawers from the furniture and move the furniture without the drawers. The loaded drawers would remain at the origin or movers can place the loaded drawers in the customers vehicle.

Option 3: Professional Movers.com can pack the drawers for an additional cost of packing materials and any time needed to perform packing service.

Option 4: The furniture with contents can be left behind at the origin and not moved.

Professional Movers.com is not liable for the loss, damage, or breakage of any contents left inside dressers, desks, lateral filing cabinets, night stands, cabinets, entertainment centers, and bookshelves, regardless of the Valuation Option chosen. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

L. ALL ELECTRONIC AND MECHANICAL DEVICES ARE MOVED AS MECHANICAL CONDITION UNKNOWN: All electronic and mechanical devices are moved as mechanical condition unknown (MCU). No liability shall be provided for the mechanical or electrical derangements of flat screen TVs, arcade machines, air hockey tables, hot tubs, audio / visual equipment, grandfather clocks, pianos, radios, phonographs, clocks, computers, treadmills, ellipticals, exercise bikes, peloton equipment, refrigerators, TVs, washers, dryers, freezers, mechanical beds, generators, lawn equipment, sewing machines, medical devices such as ultrasound equipment or other equipment found throughout home, office, or medical environment, or other instruments or appliances unless item in question is evidenced to contain external damage to the carton or item where external damage was proven to be caused by Professional Movers.com. The transportation and movement of mechanical and electronic devices is subject to inherent vice or a hidden defect of an article which itself is the cause of (or contributes to) its deterioration or damage. Over the course of the move, mechanical and electronic items may be lifted, hoisted, turned on their sides, or upside down to be moved out of or into a space. In addition, during moving and transportation of the mechanical or electronic items, hidden internal parts like motherboards, wiring, fuses, etc. are subject to the possibility of derangement through the natural vibration that occurs through moving and transportation.

Professional Movers.com assumes no liability whatsoever for loss of data, hidden malfunctions, recalibration or tuning, or internal disconnection of electrical or mechanical components unless external damages to the carton or item are proven to be a direct result of the mishandling of the item by Professional Movers.com and the external damage is identified and noted on the Bill of Lading / Contract for Moving Services at the time of delivery. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

M. PARTICLE BOARD FURNITURE: Professional Movers.com does not guarantee the structural integrity or transportation of particle board furniture. Manufacturers of this type of furniture suggest these items should not be moved once they are assembled. They are made to be assembled just once and are not made to withstand assembled handling or transportation while assembled. Professional Movers.com is not liable for any damage due to the inherent weakness of particle board furniture. (Pressboard, Particle Board, or Engineered Wood Furniture is designed to go into a box from the manufacturer to the retailer and then to the end user unassembled. It is not constructed to withstand the normal stress of a move as an assembled unit.) All drawers of pressed wood or particle board furniture must be completely empty. Professional Movers.com will do our best to transport Press Board / Particle Board furniture for the customer in a safe and careful manner, but because Pressed Board / Particle Board furniture is so unstable, Professional Movers.com is unable to offer increased cargo valuation of Option 2: Full Value Protection on these items. If damage does occur, the customer will be able to submit a claim only for the basic cargo valuation coverage of Option 1: Limited Value Protection of \$.60 cents per pound per article.)

N. CURVED SCREEN TV, FLAT SCREEN TV, DLP, DIRECT-VIEW, LED, LCD, OLED, QLED, OR PLASMA TVs: Professional Movers.com requires that all curved screen tv, flat screen tv, DLP, direct-view, LED, LCD, OLED, QLED, or plasma TVs **MUST** be packed inside the

original packaging and box or it must be packed inside a rental TV Box provided by Professional Movers.com. Rental TV Box can be provided on the day of the move for a rental charge, but must be reserved in advance of move day and returned the same day of move. All curved screen tv, flat screen tv, DLP, direct-view, LED, LCD, OLED, QLED, or plasma TVs are moved as mechanical condition unknown. Professional Movers.com will not be liable for any curved screen tv, flat screen tv, DLP, direct-view, LED, LCD, OLED, QLED, or plasma TVs that does not work properly or turn on upon delivery. Professional Movers.com assumes no liability whatsoever for operational function, loss of data, hidden malfunctions, recalibration or tuning, or internal disconnection of electrical or mechanical components unless external damage to the TV are visible, clear, and obvious and are proven to be a direct result of the mishandling of the TV by Professional Movers.com. The external damage must be identified and noted on the Bill of Lading / Contract for Moving Services at the time of delivery. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

O. CUSTOMER PREPARATION FOR LAWN EQUIPMENT & BBQ GRILLS: Professional Movers.com requires customer to have all gasoline, oil, and any flammable liquids drained and removed before the service date from all lawn mowers, chainsaws, generators, leaf blowers, pressure washers, tillers and cultivators, weed whackers, snow blowers, and any other item that operates using gasoline, oil, or any other flammable liquids. Customer must also remove propane tanks from any BBQ Grill, patio heater, or fire pit prior to service date. Customer would be responsible for transporting the propane tank in their own vehicle. Failure to remove gasoline, oil, and any other flammable liquid from equipment or failure to remove any propane tank from BBQ grill or heaters will result in Professional Movers.com leaving these items and not moving them. In the event that the items are unknowingly moved by Professional Movers.com containing gasoline, oil, flammable liquids, or propane and it is determined that gasoline, oil, flammable liquids, or propane where a contributing factor for any damage or loss caused, Professional Movers.com will not be liable for any loss or damage in the shipment. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

P. MEMORY FOAM MATTRESSES: Due to manufacturer's statements, memory foam mattresses have a high probability of foam shifting internally during the moving process. If this occurs, the mattress may not be repairable. Due to this fact, Professional Movers.com is not responsible or liable for internal damages to memory foam mattresses caused from the normal course of moving. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

Q. HOT TUB OR SPA: Customer is responsible to ensure the hot tub is completely drained of water and disconnected of all power sources before Professional Movers.com arrives. Professional Movers.com will NOT drain, disconnect, or connect any electrical. Customer must make sure all items on top and/or around the hot tub must be removed before the move team arrives. This includes any obstructions such as handrails or railing on deck, gazebos, patio furniture, fencing, landscaping, planters, BBQ Grills, etc. Professional Movers.com is not liable for internal electronic or mechanical derangement of the hot tub, before, during, or after the hot tub is moved. This Includes the loss of any functionality and working order of the hot tub electronic or mechanical parts including but not limited to the controls, control panel, hydro-jets, pump, heater unit, lights, plumbing, valves, ozonator, or air blower. All electronic and mechanical components of the hot tub are moved as mechanical conditions unknown (MCU). Customer accepts that any post move mechanical or electrical service needed for the hot tub to work is the sole responsibility of the customer to pay for and NOT Professional Movers.com.

It is expected that moving any hot tub will result in the hot tub having some conditional rub marks, scratches, dents on the spa shell, staves, or exterior cabinet walls as a result of moving, sliding, lifting, dollying, and transporting the hot tub. Professional Movers.com is not liable for normal conditional rub marks, scratches, dents on the spa shell, staves, or exterior cabinet walls as a result of moving, sliding, lifting, dollying, and transporting the hot tub. For this reason, Hot tubs are only moved under Option 1: Limited Value Protection: This means that the hot tub is covered for the minimum agreed value of \$0.60 per pound per article. Option 2: Full Value Protection is NOT available for hot tub moving services.

R. GLASS, GRANITE, MARBLE, CORIAN, CONCRETE, SOAPSTONE, OR QUARTZ: Glass, Granite, Marble, Corian, Concrete, Soapstone, and Quartz are not covered under Professional Movers.com liability due to fragility, sharp edges, variations in hairline cracks, veining, fissures, and pitting. Customer is responsible to hire a 3rd party service provider to professionally crate any Glass, Granite, Marble, Corian, Concrete, Soapstone, Quartz. Requesting Professional Movers.com to handle, move, and transport any Glass, Granite, Marble, Corian, Concrete, Soapstone, or Quartz that is not crated will relieve Professional Movers.com of any liability for any damage that occurs during the handling, moving, transportation, of customer's Glass, Granite, Marble, Corian, Concrete, Soapstone, or Quartz. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

In the event the customer hires a 3rd party service to crate Glass, Granite, Marble, Corian, Concrete, Soapstone, and Quartz, Professional Movers.com will not be liable for any damage unless external damages to the crate are proven to be a direct result of the mishandling of the crate by Professional Movers.com and the external damage is identified and noted on the Bill of Lading /

Contract for Moving Services at the time of delivery. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

S. MIRRORED SURFACE FURNITURE: Professional Movers.com accepts no liability for the handling, moving, or transportation of mirrored surface furniture. Mirrored surface furniture has several stress points that can crack during handling and transportation. Customers are advised and responsible to hire a 3rd party service provider to professionally crate mirrored surface furniture. Requesting Professional Movers.com to handle, move, and transport mirrored furniture without being crated, will relieve Professional Movers.com of any liability for any damage that occurs during the handling, moving, transportation, of mirrored surface furniture. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

In the event the customer hires a 3rd party service to crate mirrored surface furniture, Professional Movers.com will not be liable for any damage unless external damages to the crate are proven to be a direct result of the mishandling of the crate by Professional Movers.com and the external damage is identified and noted on the Bill of Lading / Contract for Moving Services at the time of delivery. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

T. CUSTOMER MUST DISASSEMBLE AND ASSEMBLE ANY CRIBS, BUNK BEDS, TRAMPOLINES, EXERCISE EQUIPMENT, PLAY STRUCTURES, SLEEP NUMBER BEDS, AND SWING SETS OR HIRE A THIRD PARTY TO PERFORM THIS WORK: All baby cribs, bunk beds, trampolines, exercise equipment, play structures, and swing sets must be disassembled and assembled by the customer or third-party service hired directly by the customer. Professional Movers.com will NOT disassemble or assemble any baby cribs, bunk beds, trampolines, exercise equipment, play structures, or swing sets. Professional Movers.com accepts no liability and does not provide any liability coverage for disassembly or assembly. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

U. CUSTOMER MUST DISCONNECT AND CONNECT ANY WATER, GAS, AND ELECTRICAL OR HIRE A THIRD PARTY TO PERFORM THIS WORK: Any water, gas, and electrical lines MUST be disconnected and connected by the customer or third-party service hired directly by the customer. Professional Movers.com is NOT liable for any gas, water, or electrical and will NOT disconnect or connect any gas, water, or electrical. This especially applies to any water, gas, or electrical lines for any appliance. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

V. DISCONNECTION AND CONNECTION OF CABLES, WIRES, AND ELECTRICAL CORDS FOR ALL ELECTRONIC EQUIPMENT: Customer is responsible to disconnect and connect all cables, wires, and electrical cords, for all computers, monitors, printers, TVs, audio and video equipment, hard drives, sound system, sound bar, video gaming system, surround sound, subwoofer, receiver, Blu-ray player, cable box, Roku, apple tv, and amazon fire stick. These devices along with the cables, wires, electrical cords, and any remotes should be disconnected and packed into boxes or rental crates. Unless the customer's estimate states in writing that Professional Movers.com is packing these items, it is expected that the customer is responsible to pack these items into boxes. Professional Movers.com is NOT liable for disconnection and connection from any cables, wires, and electrical cords for all electronic equipment and assumes no liability whatsoever for loss of data, hidden malfunctions, recalibration or tuning, internal disconnection of electrical or mechanical components or cable, wire, or cord mismanagement. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

W. TREADMILL RESTRICTIONS & PREPARATION: First, Professional Movers.com will NOT move any Peloton treadmill. This particular brand is excluded from types of treadmills Professional Movers.com will move. If a customer has a Peloton treadmill, the customer should hire a third-party company to move the Peloton treadmill.

For any other brand of treadmill, the electrical display controls and the handrail arms of treadmills must be disconnected and connected by the customer or a third-party service provider hired directly by the customer. Professional Movers.com will not take apart or assemble any treadmill. Professional Movers.com is not liable for internal electronic or mechanical derangement of the treadmill, before, during, or after the treadmill is moved. This includes the loss of any functionality and working order of the treadmill electronic or mechanical parts including but not limited to the controls, control panel, display, touch screen, running deck, motor, cushioning system, heart sensors, emergency stop, lights, power knob, running belt, drive system, and pulse sensor. All electronic and mechanical components of the treadmill are moved as mechanical conditions unknown (MCU). Customer accepts that any post move mechanical or electrical service needed for the treadmill to work is the sole responsibility of the customer to pay for and NOT Professional Movers.com. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

X. RESTRICTIONS ON SAFES: Professional Movers.com will move any safe up to the maximum weight of 250lbs. when it is located on the 1st floor. If the weight of a safe is greater than 250lbs. or if the safe is located in the basement or upper level where a staircase is needed, Professional Movers.com will not move or transport the safe and it will be up to the customer to secure a 3rd party service provider to move the safe. To verify the weight of a safe, the customer is responsible to provide the Moving Consultant of the make and model of the safe prior to securing a move date. In an instance where make and model are unavailable, the safe will be categorized above 250lb. and Professional Movers.com will not move it. All safes must be completely

empty and not contain any contents. Any safe that requires floor mounting must be unattached and mounted by the customer or a 3rd party service provider.

Y. RESTRICTIONS ON ANY PIANO: Professional Movers.com will not move any piano up or down any staircase. If a customer requests a piano to be moved up or down any staircase, the customer is responsible to secure and hire a 3rd party service provider to perform this service. All pianos must be professionally tuned after any move. Professional Movers.com is not liable for any costs associated with tuning services that are needed after a move. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

Z. TUNING AND CALIBRATION OF INSTRUMENTS, CLOCKS, & LAB EQUIPMENT: All pianos must be professionally tuned after any move. All grandfather clocks and lab equipment must be professionally recalibrated after a move. Professional Movers.com is not liable for any costs associated with tuning services or recalibration services that are needed after a move. Professional Movers.com does not perform piano tuning or grandfather clock or lab equipment recalibration. Any costs associated with tuning or recalibration are the responsibility of the customer and NOT Professional Movers.com. It is recommended that pianos are professionally tuned by a 3rd party service after transportation. It is recommended that grandfather clocks and lab equipment are professionally recalibrated by a 3rd party service after transportation. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

AA. SLEEP NUMBER BED: Professional Movers.com is NOT liable for the working mechanical condition of a sleep number bed. Customer responsible to disconnect and connect Sleep Number Bed or hire a 3rd party service provider to disconnect and reconnect. Requesting Professional Movers.com to disconnect and connect Sleep Number Bed relieves Professional Movers.com of any liability for any damage that occurs during the disconnection, handling, moving, transportation, and connection of your Sleep Number Bed. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

BB. THIRD PARTY SERVICES: Professional Movers.com will not be liable for the loss, damage or breakage of Customer's property caused by the services provided by a 3rd party service provider hired by the customer. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

CC. LIVE PLANTS: Professional Movers.com will NOT accept liability for any live plants. Live plants should be transported in a customer's vehicle only. In the event Professional Movers.com moves a live plant for the customer, Professional Movers.com will be relieved of any and all liability. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

DD. AQUARIUMS / FISH TANKS: Professional Movers.com will NOT accept liability for any aquariums or fish tanks. Due to their inherent fragile nature, aquariums and fish tanks should be transported in a customer's vehicle only. In the event Professional Movers.com moves an aquarium or fish tank, it must be empty of water, and also empty of creatures such as lizards, turtles and snakes and Professional Movers.com will be relieved of any and all liability. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

EE. PAIRS AND SETS OF ITEMS: If an item that is part of a pair or set is lost or damaged, Professional Movers.com will only be liable to repair or replace the item that has actually been lost or damaged. Professional Movers.com is not liable to repair or replace the remaining undamaged items. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

FF. PRE-EXISTING DAMAGES DISCOVERED: Professional Movers.com is not liable for any valuation claims or damages filed by the customer for already broken or damaged items that were picked up in their broken and damaged condition at the pickup location. Professional Movers.com reserves the right to photograph and state the damaged and broken items on the bill of lading at the pickup and drop off location. The customer must acknowledge and sign next to these items that they were already damaged and broken prior to Professional Movers.com moving the items. The customer suspends Professional Movers.com from being liable for any claims for these specific damaged items during the performance of the moving & storage services. If the customer refuses to sign their bill of lading Professional Movers.com cannot perform the moving services and refund the customer.

GG. INCLEMENT WEATHER DAMAGE: In the case of inclement weather where Professional Movers.com deems the weather to create unsafe working conditions, Professional Movers.com reserves the right to reschedule the move at an agreed upon time, without liability. If Professional Movers.com deems the inclement weather as safe enough to continue work, Customer will have two options:

Inclement Weather Option (1): Customer can approve Professional Movers.com to continue working during the inclement weather of rain, snow, or ice. By allowing Professional Movers.com to continue working, the customer accepts and relieves Professional Movers.com of any liability for any damage to customer property that could be caused by inclement weather during the loading or unloading of your property. Or

Inclement Weather Option (2): Customer can approve Professional Movers.com will pause work until conditions have improved, but the Customer will continue to be charged for the time that the Professional Movers.com team is present. If it is raining or

snowing on the service date and customer allows Professional Movers.com to continue working during the inclement weather, Professional Movers.com will take all possible care to protect customer's property, but Professional Movers.com will NOT accept liability for property damaged by inclement weather that occurs during the loading or unloading of your property.

This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

HH. MATTRESS BAGS REQUIRED FOR ALL MATTRESSES AND BOXSPRINGS: All mattresses and box springs must be bagged prior to any mattress or box spring being moved and loaded onto the moving truck. Professional Movers.com can place mattresses and box springs into the mattress bags on move date. Customer can secure and provide their own mattress bags to Professional Movers.com or customer can purchase mattress bags directly from Professional Movers.com. In the event that a customer refuses to have any mattress bagged, Professional Movers.com is not liable to repair or replace any mattress that was not in a mattress bag. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

II. PACKED BAGS MUST CONTAIN SOFT GOODS ONLY: Customer may pack bags in addition to boxes, however bags must only contain soft goods such as linens, towels, pillows, comforters, and blankets. It is recommended clothing be boxed or placed in wardrobe boxes. Bags must not include any glass, kitchenware, pots, or pans. Professional Movers.com is not liable to repair or replace any bag packed by customer. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

JJ. STRIPPED HARDWARE OR STRIPPED HOLES IN FURNITURE: Professional Movers.com is not liable for the condition of stripped hardware or stripped furniture holes discovered during disassembly or assembly of furniture. In the event that stripped hardware or stripped holes on the furniture are discovered at time of disassembly or assembly, Professional Movers.com will notify the customer, but will not be liable for replacement hardware or repair to stripped holes, or furniture. In certain situations, stripped hardware beyond the ability to remove hardware or secure hardware may mean furniture must be left in place assembled or not assembled. In this situation, Professional Movers.com is not liable for any costs associated with customer having stripped hardware removed or furniture moved. This limitation applies to Valuation Option 1: Limited Value Protection or Option 2: Full Value Protection.

KK. SECURE SHIPPING BOLTS FOR FRONT LOAD WASHER: Per manufacturer recommendations, all front load washers require shipping bolts be reinstalled for transport of the washer. Customer is responsible to provide Professional Movers.com with the original shipping bolts or replacement shipping bolts on move day. Professional Movers.com can provide shipping bolts at an additional charge if the customer provides advanced notice and parts are available through RepairClinic.com. Customer must provide Moving Consultant with the make and model number for the washer via email or text to 248-926-9999. It is the responsibility of the customer to install the shipping bolts on move day. Asking Professional Movers.com to install shipping bolt waives Professional Movers.com liability for the loss or damage caused by installation of shipping bolts. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

LL. RELEASE OF LIABILITY FORM: It is possible that the act of moving an item into or out of a space could cause possible damage to the item or premises. An example of this is when a customer may ask for a large and awkwardly shaped piece of furniture to be carried up or down a tight staircase where it is impossible for the item to be moved without the item rubbing up against the wall and causing damage to the wall or the item. If this situation or a similar situation arises, Professional Movers.com will explain to the customer the risks associated with moving the item and if the customer would like the movers to proceed, the customer will be presented a "Release of Liability Waiver Form" to sign. The waiver form and customer signature will verify that the customer has been explained the risk associated in moving the item and the customer accepts responsibility for any ensuing damage. Professional Movers.com will not attempt to bring Customer's items to their desired location unless the release of liability has been signed. The signed Release of Liability Form will release Professional Movers.com and all of its employees from liability associated with the act of performing the specific request identified as high risk of possible damage. The customer will assume all liability for any damages that may occur. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

MM. CONTRACT LOADING SERVICES OR UNLOADING SERVICES OF CUSTOMER'S VEHICLE OR TRAILER, RENTAL TRUCK, OR 3RD PARTY STORAGE CONTAINER: If Professional Movers.com is hired by customer to provide labor only to load or unload a customer's vehicle or trailer, rental truck, or 3rd party storage container, Professional Movers.com will only be liable for external damage that is proven to be a direct result of the mishandling of the item by Professional Movers.com while loading or unloading the customer's vehicle or trailer, rental truck, or 3rd party storage container. Professional Movers.com will NOT be liable for any loss, damage, or shortage that occurs due to transportation. Any external damage that occurs during loading must be identified and noted on the Bill of Lading / Contract for Moving Services on the date of service and BEFORE the customer's vehicle or trailer, rental truck, or 3rd party storage container is moved to a different location by customer or 3rd party container company. Professional Movers.com is not responsible for customer's goods during transportation of customer's vehicle or trailer, rental truck, or 3rd party storage container.

In all situations where loading services are being provided into a customer's vehicle or trailer, rental truck, or 3rd party storage container, Professional Movers.com will not be liable for any loss, damage, or shortage that is discovered when the shipment is ultimately unloaded. Professional Movers.com is not responsible for ensuring the items loaded into customer's vehicle or trailer, rental truck, or 3rd party storage container are secure for transportation. It is the responsibility of the customer to secure any items loaded inside the customer's vehicle, trailer, rental truck, or 3rd party storage container are secure. It is also the responsibility of the customer to provide the necessary protective equipment for loading. This includes, but is not limited to, moving blankets, straps or tie-downs, and protective cardboard. Professional Movers.com recommends that anytime items are loaded into a customer's vehicle or trailer, rental truck, or 3rd party storage container, the inside of the customer's vehicle or trailer, rental truck, or 3rd party storage container should be inspected regularly by the customer during the transportation to ensure items have not shifted. Professional Movers.com is not liable for any

Professional Movers.com will only provide a valuation of \$0.60 per pound per article for contract loading services or unloading services of customer's vehicle or trailer, rental truck, or 3rd party storage container. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

NN. PROFESSIONAL MOVERS.COM STORAGE TRAILER OR MOVING TRUCK STORAGE: In situations where Professional Movers.com will provide a storage trailer or moving truck to store a customer's goods, Professional Movers.com will only be liable for loss or damage to property resulting from Professional Movers.com negligence while the customer's property is being loaded into or unloaded from the storage trailer or moving truck or while the trailer or moving truck is being transported. The maximum amount of such liability is \$0.60 per pound per article. However, Professional Movers.com will NOT be liable for any loss or damage resulting from water, heat, humidity, weather, atmospheric conditions, or the actions of insects or animals while customer's property is stored inside the storage trailer or moving truck. Professional Movers.com will not assume any liability for loss or damage to property while in the storage trailer or moving truck once it has been locked and stored on the Customer's property or Professional Movers.com property. Nor will Professional Movers.com be liable for loss or damage resulting from the Customer's access to the stored property during the storage period wherever the storage trailer or moving truck is located. Option 2: Full Value Protection is **NOT** available for Trailer Storage or storage inside a moving truck.

OO. PETS ON MOVING DAY: Professional Movers.com does NOT move pets of any kind. The best way to ensure the physical and emotional safety of customer's pet during the move is to secure them at a neighbor or friend's home, or in a professional kennel. In the event a customer cannot secure someone to watch your pet on move day, do some planning in advance to create a safe space where your pet can stay during the move. Identify a room with a door that can be closed and keep your pet inside that room with the bed, plenty of food, water, and toys. Place a large sign on the outside of the door that says "Pet Inside, Do Not Open Door". This will remind the movers to keep this door closed during the move. It will also be important to let the move team know at the beginning of the day that you have a pet and show them the room the pet is located during the move so they will have heightened awareness as they are moving. Professional Movers.com assumes no responsibility or liability in the safety of customer pet on service date. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

PP. CHILDREN / KIDS ON MOVING DAY: We recognize that the moving process fascinates children, but for their own safety, customer is advised that kids stay with family or friends on moving day if possible. This will keep the kids clear and safe of our moving trucks as we back them in and out of your property. In addition, children will naturally be curious during the move, especially when they see their boxes of toys being moved. This can lead to them following the movers or asking questions. The move team will be lifting heavy furniture, carrying items up and down staircases, around corners, and coming in and out of your home regularly. As the movers are working efficiently, a curious or unaware child can get caught up in the pathway of the movers. By coordinating your children to stay with family or friends, customer will not have to worry about them accidentally finding themselves in a spot where they might get injured during the move.

In the event you are unable to secure family or friends to watch the kids on move day or you prefer to have them present, customer must be prepared to supervise kids carefully to ensure their safety during an often-frenzied day. Try to set-up a safe space for them where they will be out of the way of any moving. Highly recommend that they not be near any staircases or any of the high traffic areas movers will be moving. This would include the front doorways, the driveway, the front porch or anywhere heavy bulky furniture is being moved. Make sure that they are never outside near the moving trucks. Kids must be with customer at all times and under the direct supervision of the customer. It will also be important to let the move team know at the beginning of the day that children are present during the move so they will have heightened awareness as they are moving. Professional Movers.com Professional Movers.com assumes no responsibility or liability in the safety of children or kids on service date. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

QQ. NO BUILDING-FIRE-WATCHMAN AT STORAGE WAREHOUSE: Professional Movers.com does not represent or warrant that its storage warehouse located at 1270 North Pontiac Trail, Walled Lake, MI 48390 is fireproof or that the contents of said buildings including any customer property cannot be destroyed by fire. Professional Movers.com shall not be required to maintain a

watchman, and its failure to do so shall not constitute negligence. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

RR. RELEASE OF LIABILITY FOR INCIDENTAL DAMAGE TO RESIDENTIAL PROPERTY: Customer will release liability of Professional Movers.com in regards to the damage of real property such as floors, walls, ceilings, landscaping, driveways, walkways, etc. Professional Movers.com cannot be held liable or negligent for any damage to the interior or exterior of any residence. This is known as incidental damage and is supported by Federal guidelines that the customer should take reasonable precautions with their floors, walls, driveways to prevent incidental damage by the movers. It is the responsibility of the customer, not Professional Movers.com, to take all necessary and prudent precautions to protect any driveway, flooring or walls that they feel may sustain damage in the ordinary course of a move.

SS. HIGHWAY OBSTRUCTION: Except in the case of negligence Professional Movers.com shall not be liable for delay caused by highway obstruction, faulty or impassable highway, lack of capacity of any highway, bridge, ferry, or caused by breakdown or mechanical defect of vehicles or equipment.

TT. DELAY FROM STORAGE IN TRANSIT: Except in the case of negligence of Professional Movers.com shall not be liable for loss, damage, or delay occurring while the customer's property is stopped and held or stored in transit upon the request of the customer or party entitled to make such request was made before or after Professional Movers.com comes into possession of the property.

UU. QUARANTINE OF PROPERTY: In case of quarantine, the property may be discharged at the risk and expense of the customer into quarantine depot or elsewhere, as required by quarantine regulations, or authorities, and in such case, Professional Movers.com responsibility shall cease when the property is so discharged or property may be returned by Professional Movers.com at customer's expense to shipping points earning charges both ways. Quarantine expenses of whatever nature or kind upon or in respect to property shall be borne by the customer / owners of the property or be a lien thereon. Professional Movers.com shall not be liable for loss or damage occasioned by fumigation or disinfection or other acts done or required by quarantine regulations or authorities even though the same may have been done by ProfessionalMovers.com's officers, agents, or employees, nor for detention, loss, or damage of any kind occasioned by quarantine or the enforcement thereof. Professional Movers.com shall be liable except in case of negligence for any mistake or inaccuracy in any information furnished by Professional Movers.com, its agents, or officers, as to quarantine laws or regulations. The customer shall hold the Professional Movers.com harmless from any expense they may incur, or damages they may be required to pay by reason of the introduction of the property covered by this contract into any place against the quarantine laws or regulations in effect at such price.

VV. LIABILITY AND INDEMNITY FOR PERSONAL PROPERTY DAMAGES AND PERSONAL INJURY DAMAGES: Liability for property damage, personal injury, disability, and death of workers and other persons caused by the operation, handling, or transportation of the any rental equipment provided by Professional Movers.com / Rental Crates.com Equipment during the rental period shall be assumed by the Customer / Lessee, and Customer / Lessee shall indemnify Rental Crates.com, Professional Movers.com, Professional Movers, Inc. against any and all such liability. The Customer / Lessee shall defend, indemnify and hold harmless Rental Crates from and against any and all liability, loss, damage, suit, cost and expense, including, without limitation, legal expenses, claim or action of any nature of kind by reason of injuries to any person or persons, including, without limitation, death, or loss to, or loss of, any property, arising out of or in connection with the items leased hereunder or any other matter relating to this transaction. Lessee shall indemnify, defend and hold harmless Rental Crates.com, Professional Movers.com, Professional Movers, Inc., its owners, directors, officers, employees and agents from any claims, and resulting damages and losses and expenses, including associated legal fees and expenses arising from Renter's breach of this Rental Agreement, or Renter's willful misconduct or negligence in connection with this Rental Agreement. In no event will Owner be responsible for lost profits, or any special, incidental or consequential damages in connection with this Rental Agreement. The maximum liability of the Owner, its owners, directors, officers, employees and agents to Renter or any third party in any circumstance is limited to the amount of fees the Renter paid Owner in connection with this Agreement. This paragraph shall survive the expiration or termination of the Rental Agreement.

WW. ACTS OF GOD: Professional Movers.com is not liable for loss or damage caused by or resulting from an irresistible superhuman cause, such that no reasonable human foresight, prudence, diligence and care can anticipate and/or prevent; flood, earthquake, or other accident or event that is without human intervention and which could not have been prevented by reasonable means; result of natural cause. The following: Acts of God, natural disasters like fires, hurricanes, tornadoes or other extreme weather conditions, loss of electricity / power, strikes, riots, civil commotion, labor disturbances, closure of roads or bridges, acts of war or rebellion, acts of terrorism, or nuclear reaction or radiation or radioactive contamination acts of any government and/or customs authority (This includes but is not limited to, official confiscation, or consequential delays). We are not liable for loss or damage caused by changes in climatic conditions (temperature and humidity), dampness of atmosphere or extremes of temperature or other forms of inherent vice, including, but not limited to mold, mildew, rust and warping, infestations

of any kind, or loss or damage attributable to fumigation or contamination of the shipment; marring, scratching, denting, chipping or rubbing on items received by Professional Movers.com in an unknown condition. This limitation applies to Valuation OPTION 1: Limited Value Protection or OPTION 2: Full Value Protection.

XX. NOT BOUND BY SCHEDULE, VEHICLE, TRAIN, VESSEL: Professional Movers.com is not bound to transport by any particular schedule, vehicle, train or vessel or otherwise than with reasonable dispatch. Professional Movers.com shall have the right in case of physical necessity to forward said property by any carrier or route between the point of shipment and the point of destination. In all cases not prohibited by law, where a lower value than actual has been represented in writing by the customer or has been agreed upon in writing as the released value of the property as determined by the classification or tariffs upon which the rate is based, such lower value shall be the maximum amount to be recovered, whether or not such loss or damage occurs from negligence.

YY. TRANSPORTING CUSTOMER'S GOODS ACROSS FERRY OR WATER: If all or any part of customer property is carried by water over any part of said route, such water carriage shall be performed subject to all the terms and provisions of, and all the exemptions from liability contained in, Act of Congress of the United States, approved on February 3, 1893, and entitled "An Act Relating to the Navigation of Vessels, Etc." and of other statutes of the United States, according carriers by water the protection of limited liability, and to the conditions in this bill of lading not consistent therewith, or with this section. Professional Movers.com shall not be liable for any loss or damage resulting from any fire happening to or on board the vessel, or from explosion, bursting of boilers or breaking of shafts, unless caused by the design or neglect of Professional Movers.com.

(c) If the owner shall have exercised due diligence in making the vessel in all respect seaworthy and properly manned, equipped, and supplied, no such carrier shall be liable for any loss or damage resulting from the perils of lakes, seas, or other waters, or from latent defects in bill, machinery, or appurtenances whether existing prior to, at the time of, or after sailing, or from collision, stranding, or other accidents of navigation or from prolongation of the voyage. And, when for any reason it is necessary, any vessel carrying any or all of the property herein described shall be at liberty to call at any port or ports, in or out of the customary route to tow and be towed, to transfer, transship, or lighter, to load and discharge goods at any time to assist vessel in distress, to deviate for the purpose of saving life or property, and for docking and repairs. Except in case of negligence Professional Movers.com shall not be responsible for any loss or damage to property if it be necessary or is usual to carry the same upon deck.

26. CLAIM FILING AND SETTLEMENT OPTIONS: Customer must provide full and complete payment for all services prior to the review and settlement for any claim. Any obvious loss or damage should be noted on the Bill of Lading / Contract for Moving Services or inventory when the services have been completed. Professional Movers.com Customer Service Representative should contact you about filing a formal claim.

A formal claim must be made in writing no later than ten days after the last day of service. Claim form can be filled out online and is found at www.professionalmovers.com/customer Professional Movers.com representatives or the representatives of our insurance company have the right to inspect any damage, so do not discard damaged items or the container(s) in which the items were packed.

Professional Movers.com reserves the right to repair any damaged item before the customer has it repaired or replaced. In case a customer chooses to repair or replace the damaged item before Professional Movers.com has been given an opportunity to do so, Professional Movers.com liability will be limited to \$.60 per pound per article.

Claims will only be adjusted and settled based on the Valuation option that the customer selected; the circumstances of any claim cannot change the Valuation Basis. Claims are generally settled within 60 days of your written claim presentation. If claims are not settled to your satisfaction, alternative dispute resolution services may be available. Requests for such service or any litigation must be filed no later than four months after the last day of service.

For any customer who selected Option 1: Limited Value Protection. In case of loss or damage, this option will NOT pay for the full value of an item. Instead, if Professional Movers.com is found responsible for loss or damage to an item, the weight of the lost or damaged item is multiplied by \$.60 cents per pound to determine the settlement coverage. Actual full value of the damaged or lost item is not considered for settlement. Professional Movers.com liability is limited to \$.60 cents times the weight of the lost or damaged item. For example, if a 100-pound dresser, valued at \$1,000.00 was lost or destroyed Professional Movers.com maximum liability for the dresser would be

\$60.00. The actual value of the dresser does NOT matter. Customer would receive a settlement of only \$60.00 for claim resolution. (100-pound dresser. x \$.60 cents = \$60.00 coverage) Option 1: **Limited Liability Coverage** has general conditions and limitations that apply to **Option 1: Limited Liability Coverage**. For a full list of limitations of liability, see Professional Movers.com Terms and Conditions, Section 15. **LIABILITY OF PROFESSIONAL MOVERS.COM - LIMITATIONS OF PROFESSIONAL MOVERS.COM LIABILITY:**

For any customer who selected **Option 2: Full Value Protection:** If any article is lost, destroyed or damaged while in Professional Movers.com custody, Professional Movers.com will, at its discretion, offer to do one of the following for each item: repair the item, replace with a similar item, or make a cash settlement for the cost of the repair or the current market replacement value less any

applicable deductible. (Be aware, the decision of the resolution is based on whichever cost is lower, if the lowest cost is to have the item repaired, it will always be repaired.) No claim resolution will be honored until the charges for all services have been paid in full. **Option 2: Full Value Protection** has general conditions and limitations that apply to **Option 1: Full Value Protection**. For a full list of limitations of liability, see Professional Movers.com Terms and Conditions, Section 13. Limitations.

27. TERMS OF PAYMENT AND LIENS PROVISIONS: For all local moving services (moves within Michigan where the distance between the origin and destination are less than 40 miles), total costs as shown on the Contract for Moving Services or on an Invoice are due and payable upon completion of services.

For all Intrastate moving services (moves within Michigan where the distance between the origin and destination is greater than 40 miles) and Interstate moving services (moves that cross state lines), total costs as shown on the Contract for Moving Services or on an Invoice are due and payable prior to unloading services are performed.

Professional Movers.com may require a certain amount as deposit prior to the commencement of services. If a deposit is paid, the balance of costs is payable on completion for local moves and prior to unloading at destination for all intrastate and interstate moves. Failure to pay under the agreed terms will result in Professional Movers.com exercising a general lien on all property in the possession of the Professional Movers.com. This lien also contemplates any charges necessary in the enforcement of the lien, including legal expenses, court costs, reasonable attorney's fees and other legal expenses incurred by Professional Movers.com as a result of any litigation in which Professional Movers.com may be involved in connection with the property. All goods upon which the Professional Movers.com has a carrier's lien are subject to sale at public auction to satisfy all unpaid charges including interest or other charges as described above. For a full explanation of a Carrier's Lien, see the Uniform Commercial Code.

28. PAYMENT OPTIONS: Payments to Professional Movers.com can be made in form of cash, certified check, or credit card. Please note, Professional Movers.com does NOT accept American Express for payment. All credit cards are subject to a 3% administration fee. Personal checks are only accepted by Professional Movers.com if customer has received written authorization from the Moving Consultant approving a personal check for payment in advance of the service date. Please note, use of a personal check will require a copy of the customer's driver's license or state issued identification card at time of payment.

29. MISCALCULATION ON INVOICE, MOVING CONTRACT / BILL OF LADING: If an addition or calculation error is made on an invoice, contract, bill of lading or any other written form by a representative of Professional Movers.com and is found by our billing department after the fact, the customer is still liable for actual charges and time that the bill should have reflected regardless what the invoice, contract, or other written form states if it directly contradicts itself based on the totals of the (A) moving time between the arrival and finished time, (B) discount time if any, (C) transportation time, (D) fuel charge, (E) materials if any, (F) storage if any, (G) Additional service, (H) or any other charges listed on said form that do not calculate to the correct grand total. Customer hereby agrees for said correct grand total to be billed and to provide payment.

30. EXPLANATION OF CHARGES: Professional Movers.com believes in complete transparency in our pricing. This section of the Terms and Conditions helps Customers understand the different types of services provided as well as how the costs are calculated.

A. INTRASTATE MOVE: Intrastate move is defined as any move completed within the State of Michigan where the distance between the Customer's origin and the Customer's destination are greater than 40 Miles. All intrastate costs are based on published rates listed in CVED MMA Tariff 4000. Part of the pricing for an intrastate move is normally based on weight of the items being moved and the distance between the origin and the destination. To view a published copy of the CVED MMA Tariff 4000 with all pricing, please visit Michigan Movers Association website at [www.michiganmovers.com](#).

B. INTERSTATE MOVE: Interstate move is defined as any move in which the goods are moved from a Customer's origin in one state to a Customer's destination in a different state. In most cases, an interstate move is governed by the rules laid out by the FMCSA (Federal Motor Carrier Safety Administration). An interstate move is any relocation that involves the transportation of goods across a state line. Professional Movers.com provides interstate moving services and is an agent for Wheaton World Wide Moving. Pricing for interstate moving services is based on the WVL-100 Tariff. To view a published copy of the WVL-100 Tariff, please visit Wheaton World Wide Moving website at <https://www.wheatonworldwide.com/legal/wvl-100-tariff/>.

C. LOCAL MOVE: Local Moves are defined as moves completed within the State of Michigan where the distance between the Customer's origin and the Customer's destination are less than 40 Miles. Pricing for local moves is billed by the hour at the hourly rate for number of movers and number of trucks provided. In addition, all local moves include a transportation charge. Local Moves may also include separate charges outside of hourly rates and transportation time charge. Separate charges may include any rental or purchase prices for any move or packing materials provided or for any special services provided to complete the move.

D. LOCAL PACKING SERVICE: Local Packing services are billed by the hour at the hourly rate for number of packers and number of trucks provided. In addition, all local packing services include a transportation charge and separate charges for the cost of any moving supplies and/or packing materials provided to complete the pack.

E. INCOMPLETE / NON-DISCLOSED CUSTOMER PACKING: On (PBO) packed by owner shipments. It is the customer's responsibility to let the Professional Movers.com know if the items they had intended to pack, do not get packed by the customer before the scheduled service date. All loose or fragile articles need to be boxed in advance of the service date in order to be safely transported. Due to resource and scheduling limitations or restraints, it is possible that Professional Movers.com would have to leave all loose and fragile items that are unboxed behind at the origin on the scheduled service date since they are not packaged safe for transport. In the event that a customer does have any extra loose or fragile articles such as: lamps, artwork, paintings, dishes, glasses, books, and/or other articles of a fragile and delicate nature, and Professional Movers.com has the resources available to pack those items, Professional Movers.com will charge fee to provide packing materials and packers. Please see material and packing labor rates on your estimate for actual costs.

F. TRANSPORTATION TIME CHARGE: A one hour transportation time charge at the hourly rate for the number of movers and number of trucks provided is added to every local move. The transportation time charge covers ½ hour of time it takes Professional Moves.com to drive to Customer's origin location to start the move and then the ½ hour of time it takes Professional Movers.com to drive from the Customer's destination back to Professional Movers.com warehouse once the move or pack is complete. Included in the transportation time charge is any time needed to prepare truck with any packing materials or moving equipment before the truck departs the Professional Movers.com terminal at the beginning of the day and any time at the end of the day for any packing materials or moving equipment to be unloaded from truck returned back into the Professional Movers.com warehouse. In situations where it may take longer than a ½ hour to drive to the Customer's origin or longer than a ½ hour to drive back from the Customer's destination to the Professional Movers.com warehouse, the transportation time charge may be increased to 1.5 hours or 2 hours. Check with your Moving Consultant or on your Moving Estimate / Order for Service to confirm your transportation time charge.

G. HOURLY RATES FOR LOCAL MOVING & LOCAL PACKING SERVICES: Professional Movers.com charges the following hourly rates for local moving and local packing services performed Monday through Saturdays from 6:00am to 6:00pm: \$60.00 per hour, per mover. \$60.00 per hour, per packer. \$30.00 per hour, per truck. \$10.00 per hour, per transport van.

H. HOURLY RATES FOR AFTERHOURS, HOLIDAYS, & SUNDAYS FOR LOCAL MOVING & PACKING SERVICES: Services provided between the hours of 6:00pm to 6:00am, or on Sundays or holidays are billed at higher hourly rates.

I. SPECIAL CONTRACT HOURLY RATES: Special hourly rates and material charges apply for approved corporate accounts with multi-year, exclusive preferred moving partner agreements in place.

J. CALCULATION OF TIME FOR HOURLY RATES FOR LOCAL PACKING SERVICES: Start time begins when Professional Movers.com arrives at Customer's home, office, or storage location at origin. The time will run continuously until the following tasks are completed: 1) Professional Movers.com has packed the designated items. 2) The Customer has done a final walkthrough to confirm packing services are complete. 3) All Professional Movers.com tools, protective materials, and unused packing materials are back inside the moving truck. 4) The quantity of packing materials provided by Professional Movers.com has been documented on the Bill of Lading and Customer has provided a signature on the Bill of Lading and has provided payment to Professional Movers.com. Start time and end time will be documented on Professional Movers.com Bill of Lading. The start time and end time will be rounded to the nearest quarter hour and will follow the 7/8 rule. Here is a quick reference table to help explain:

Minutes After the Hour	Minute Mark to Round To
0 - 7	:00 (of the current hour)
8 - 22	:15
23 - 37	:30
38 - 52	:45
53 - 59	:00 (of the next hour)

K. CALCULATION OF TIME FOR HOURLY RATES FOR MOVING SERVICES: Start time begins when Professional Movers.com arrives at Customer's home, office, or storage location at origin. The time will run continuously until the following tasks are completed: 1) The Customer's belongings are unloaded from the moving truck and delivered to the final destination. 2) The Customer has done a final walkthrough to confirm services are complete. 3) All Professional Movers.com tools, protective materials, and moving equipment are back inside the moving truck. 4) The Customer has provided an unloading signature on the Bill of Lading and has provided payment to Professional Movers.com. Start time and end time will be documented on Professional Movers.com Bill of Lading. The start time and end time will be rounded to the nearest quarter hour and will follow the 7/8 rule.

L. MINIMUM SERVICE CHARGES FOR LOCAL MOVING & PACKING SERVICES: All residential moving services and/or packing services completed during non-peak season of October, November, December, January, February, March, and April are subject to a 3-hour minimum charge. This includes 2 hours of moving or packing time and 1 hour for transportation time. Any residential services provided that are completed in less than 3 hours, the full 3-hour minimum service charge would apply. However, any residential moving services and/or packing services completed during peak season of May, June, July, August, and September are subject to a 4-hour minimum charge. This includes 3 hours of moving or packing time and 1 hour for transportation time. All commercial office moving services completed are subject to a 4-hour minimum charge. This includes 3 hours of move time and 1 hour for transportation time. Any commercial office moving services provided that are completed in less than 4 hours, the full 4-hour minimum service charge would apply.

M. PER UNIT MOVING SUPPLIES & PACKING MATERIALS PRICING: Professional Movers.com provides moving supplies and/or packing materials for purchase or rent. Pricing for the moving supplies fluctuates depending on current supplier pricing Professional Movers.com receives from our suppliers. For a full list of available moving supplies or packing materials and rates, please ask your Moving Consultant to provide an updated rate sheet.

N. MICHIGAN SALES TAX: 6% Michigan Sales tax will be added to the purchase of any moving supplies, packing materials and/or the rental of any moving supplies or packing materials.

O. CREDIT CARD ADMINISTRATION CHARGE: a 3% charge is added to any payment made by credit card.

P. FUEL SURCHARGE: A fuel surcharge is added to all Local Packing & Moving Services. Each truck provided will have a minimum fuel surcharge of \$30.00 per truck. If the use of the truck to complete the move travels over 30 miles from port to port on the date of service, there will be an additional charge of \$1.00 per mile for each mile above 30 miles.

Q. DISPOSAL CHARGE: In addition to any hourly rates and transportation time that are applicable for the loading and unloading of disposal items, Professional Movers.com charges the following disposal fees for if a customer requests for the disposal of unwanted items: \$75.00 for a ¼ truck of space used inside a 26' Truck, \$150.00 for a ½ truck of space used inside a 26' Truck, \$300.00 for a full truck of space used inside a 26' Truck, and \$450.00 for a full truck of space used inside a semi-trailer.

R. FREON REMOVAL CHARGE: In the event that a customer requests the disposal of an appliance that contains freon, there will be an additional charge for a 3rd party service provider to professionally remove the freon from the appliance prior to disposal. Typical Freon removal charge is \$150.00 per appliance.

S. SHUTTLE SERVICE CHARGE: In cases where it is impossible for the Professional Movers.com driver to deliver your shipment directly from the Moving Truck (usually a 26' Straight Truck or a long tractor-trailer), Professional Movers.com may require shuttle service. Situations that may cause the need for shuttle service include but are not limited to low hanging tree limbs that could cause damage to the Moving Truck or property, A shuttle service includes placing your household goods on a smaller vehicle and transporting them between the larger Professional Movers.com vehicle and your residence. While the charge shown on the Additional Service Price List has been based on the estimated weight of your shipment, the actual charge for shuttle service will be based on the actual weight of the shipment unless the weight is guaranteed, and the location where the service is provided.

T. INVENTORY CHARGE: In the event that a customer would like to select Option 2: Full Value Protection for either transit or storage services, a pre-move inventory of the items to be moved and/or placed in storage must be completed by Professional Movers.com and signed by the customer. Inventory charges are based on the number of movers provided to create the inventory and are billed hourly based on the time to complete the inventory. Start time begins when Professional Movers.com arrives at Customer's home, office, or storage location at origin. The time will run continuously until the following tasks are completed: 1) Professional Movers.com has inventoried all items. 2) The Customer has signed inventory sheets to acknowledge that the condition of the goods at the time of the loading is noted on the inventory and they have received a copy of the inventory. Start time and end time will be documented on Professional Movers.com Bill of Lading. The start time and end time will be rounded to the nearest quarter hour and will follow the 7/8 rule.

U. TRANSIT VALUATION CHARGE FOR OPTION 2: FULL VALUE PROTECTION: If a customer would like to select Option 2 Full Value Protection for Transit, the following one-time charges will apply based on the "up to" valuation amount and deductible selected.

Schedule of Charges for Option 2: Full Value Protection		
	Transit Valuation Charges	
Full Valuation Protection Policy Value	No Deductible	\$300 Deductible
\$6.00 per pound up to \$25,000	\$225	\$138
\$6.00 per pound up to \$50,000	\$450	\$275
\$6.00 per pound up to \$75,000	\$675	\$413
\$6.00 per pound up to \$100,000	\$900	\$550
\$6.00 per pound up to \$150,000	\$1,350	\$825
When a customer declares their policy value for their belongings and the policy value amount falls between those amounts shown on the table, the charge for the next highest policy value amount applies. For example, if it is estimated that a customer's goods weigh 4,000lbs. and the customer multiplies 4,000 lbs. times \$6.00 to determine what their declared value should be, they will see that 4,000 lbs. x \$6.00 = \$24,000. So, the customer would select "\$6.00 per pound up to \$25,000" as the declared value since the next highest policy value would apply.		

V. MONTHLY CHARGE FOR STORAGE VALUATION FOR OPTION 2: FULL VALUE PROTECTION: If a customer would like to select Option 2 Full Value Protection for Storage, the following monthly charges will apply based on the "up to" valuation amount and deductible selected.

Schedule of Charges for Storage Valuation Option 2: Full Value Protection		
	Monthly Storage Valuation Charges	
Full Valuation Protection Policy Value	No Deductible	\$300 Deductible
\$6.00 per pound up to \$25,000	\$19 per month	\$12 per month
\$6.00 per pound up to \$50,000	\$38 per month	\$23 per month
\$6.00 per pound up to \$75,000	\$57 per month	\$35 per month
\$6.00 per pound up to \$100,000	\$77 per month	\$47 per month

\$6.00 per pound up to \$150,000	\$115 per month	\$70 per month
When a customer declares their policy value for their belongings and the policy value amount falls between those amounts shown on the table, the charge for the next highest policy value amount applies. For example, if it is estimated that a customer's goods weigh 4,000lbs. and the customer multiplies 4,000 lbs. times \$6.00 to determine what their declared value should be, they will see that 4,000 lbs. x \$6.00 = \$24,000. So, the customer would select "\$6.00 per pound up to \$25,000" as the declared value since the next highest policy value would apply.		

W. STORAGE MOVE-IN CHARGE / STORAGE MOVE-OUT CHARGE: If Customer chooses to store their items at Professional Movers.com storage warehouse, there is a separate Move-In charge to unload the customer's items from the moving truck(s) into the Professional Movers.com storage vault(s). In addition, when it is time to move the customer's items out of Professional Movers.com storage warehouse, there is a separate Move-Out charge to unload the storage vault(s) and load the moving truck(s). Local hourly rates to Move-In and Move-Out of Professional Movers.com storage would not apply. Instead, the customer would receive a flat-rate cost to Move-In and a flat-rate cost to Move-Out. The cost to Move-In into or Move-Out of storage is based on the following calculation:

Estimated weight of items being placed in storage divided by 100 x \$7.50. For example, if the items being moved into storage vaults is estimated to weigh 4,000 lbs. The Move-In cost would be $4,000/100 = 40 \times \$7.50 = \$300.00$. In addition, the Move-Out cost would be \$300.00.

X. MONTHLY STORAGE CHARGE FOR VAULT STORAGE: Professional Movers.com offers Interior Vault storage at our storage warehouse at 1270 N. Pontiac Trail, Walled Lake, MI 48390. The dimensions of each storage vault are 8' High x 5' Wide x 7' Deep. The storage space is rented per vault on a monthly basis and is NOT prorated. Storage vaults are ideal for furniture that can be pad wrapped and stacked inside each vault. Usage of interior storage vaults require items to be inventoried prior to delivery or receiving items into Professional Mover.com storage. Each storage vault can hold an estimated 800-1,000 lbs. of household goods per storage vault. The cost per storage vault is \$75.00 per vault per month. For example, (2) storage vaults would cost \$150.00 per month. Storage fees are due and payable on the first of every month and automatically billed to the card we have on file. Storage fees are charged in one-month blocks with the 1st month beginning on date items are received into storage. Any additional months after the 1st month are charged on the 1st day of the following month(s). For example, if items are received on January 5th, 2021, the first storage month will be January 2021. On February 1st, 2021, the customer would be charged for the 2nd month of storage. Storage Fees will not be prorated and customers are charged storage based on the total monthly price. Although storage fees incur monthly, Professional Movers.com reserves the right to invoice on a monthly or per project basis depending on the anticipated storage duration and size of the storage space utilized. There are (2) valuation options available for interior warehouse Storage Vaults. Option 1: Limited Value Protection or Option 2: Full Value Protection. There is an additional charge for Option 2: Full Value Protection that is charged on a monthly basis. Customers are required to select their valuation option, prior to items being placed into storage.

Y. MONTHLY STORAGE CHARGE FOR INTERIOR SQUARE FOOTAGE: Professional Movers.com offers Interior Warehouse Storage space rented by the square foot at our facility at 1270 N. Pontiac Trail, Walled Lake, MI 48390. The storage space is rented by square foot measurement on a monthly basis. Interior Warehouse Storage includes palletized storage, floor storage, and shelving or racking storage. Storage space provided by square foot is ideal for single item storage like a piano or commercial projects where groups of furniture should be grouped together, but not stacked. It is also ideal for palletized storage. The Cost to rent space by the square foot at Professional Movers.com warehouse is \$1.15 per sq. ft. per month. Example: a 10' by 20' storage space would be 200 Square Feet of Interior Storage. $200 \text{ Sq. Ft.} \times \$1.15 = \$230.00$ per month. Professional Movers.com requires a minimum charge for 43 square feet or \$50.00 per month for interior square foot storage. Storage fees are due and payable on the first of every month and automatically billed to the card we have on file. Storage fees are charged in one-month blocks with the 1st month beginning on date items are received into storage. Any additional months after the 1st month are charged on the 1st day of the following month(s). For example, if items are received on January 5th, 2021, the first storage month will be January 2021. On February 1st, 2021, the customer would be charged for the 2nd month of storage. Storage Fees will not be prorated and customers are charged storage based on the total monthly price. Although storage fees incur monthly, Professional Movers.com reserves the right to invoice on a monthly or per project basis depending on the anticipated storage duration and size of the storage space utilized. Usage of interior storage space by the square foot sometimes requires items to be inventoried prior to delivery or receiving items into storage. There are (2) valuation options available for interior warehouse Storage Vaults. Option 1: Limited

Value Protection or Option 2: Full Value Protection. There is an additional charge for Option 2: Full Value Protection that is charged on a monthly basis. Customers are required to select their valuation option, prior to items being placed into storage.

Z. MONTHLY STORAGE CHARGE FOR TRAILER STORAGE: Professional Movers.com offers Trailer Storage. This is not climate controlled. The dimensions of each storage trailer are approximately 9' High x 8' Wide x 53' Long. Each storage trailer is rented per trailer on a monthly basis. The cost for a storage trailer is \$450.00 per storage trailer per month. In addition, there is a delivery and pick-up fee depending on the location. Storage fees are due and payable on the first of every month and automatically billed to the card we have on file. Storage fees are charged in one-month blocks with the 1st month beginning on date items are received into storage. Any additional months after the 1st month are charged on the 1st day of the following month. Storage Fees will not be prorated and customers are charged storage based on the total monthly price. Although storage fees incur monthly, Professional Movers.com reserves the right to invoice on a monthly or per project basis depending on the anticipated storage duration and size of the storage space utilized. Storage trailer is ideal for items that do not require a climate-controlled environment. Trailer storage is recommended for short-term storage periods. Customers are responsible to provide their own locks for the storage trailer. Storage trailers can be stored at customer's location or at Professional Movers.com facility.

AA. TOW CHARGE: Customer is responsible to provide parking space at origin and destination that is clear and stable so Professional Movers.com vehicles can be driven on and off the property without the assistance of towing service. In the event that Professional Movers.com vehicle requires a towing service in order to be removed from Customer's driveway and/or any portion of the Customer's property due to snow, ice, mud, soft ground, or landscaping grade, the Customer will be responsible to pay for the cost of a tow company service. In addition, Customer would be responsible to pay for any waiting time at the hourly rate for the number of mover(s) and truck(s) on-site while Professional Movers.com is waiting for towing service.

BB. THIRD PARTY SERVICE: Professional Movers.com does NOT perform 3rd Party services. Customer is responsible to schedule and pay for any 3rd Party Services directly with a 3rd Party Service Provider. Examples of types of 3rd Party services may include disconnecting or connection of water lines or gas lines on appliances, removal of freon, disconnection or assembly of things like trampolines, cribs, pool tables, play structures, sleep number beds, and moving of any safe that weighs more than 250lbs. Any 3rd Party service should be coordinated so that the 3rd party service is completed in advance of Professional Movers.com providing moving services.

CC. ROAD TOLLS, BRIDGE FEES, STREET METERS OR BAGGED METERS: Local tolls, bridge / ferry fees, and street parking meters are to be paid by the customer. Customers are responsible to provide ample parking spaces and permits if necessary for the number of trucks required on the date of scheduled packing or moving services. Any tickets or fees acquired during packing or moving services due to parking of the moving vehicle will be the responsibility of the customer and will be added to the final bill.

DD. LATE PAYMENT INTEREST CHARGE: Customer is responsible to provide full and complete payment to Professional Movers.com upon completion of the job on the service date. If customer unable to make payment on due date, 30 days after becoming due, Professional Movers.com may: (i) charge interest on any such unpaid amounts at a rate of 1% per month or, if lower, the maximum amount permitted under applicable law, from the date such payment was due until the date paid; and (ii) suspend performance for all Services until payment has been made in full.

EE. DOWNTIME CHARGE: Customers are responsible to pay for any downtime or waiting time at the hourly rate for the number of movers / packers and moving trucks. Examples of downtime or waiting time may include but are not limited to when customer is not on-site at origin or destination to provide access and instructions, customer is delayed or waiting on completion of closing, customer does not have keys, customer is waiting for access to the elevator, customer does not have form of payment with them, or any other type of delay that causes waiting time.

FF. NO SHOW CHARGE: In the event that the customer does not show on the scheduled service date, the customer will be assessed a \$150.00 'No Show Fee'.

GG. UNRETURNED RENTAL EQUIPMENT BY CUSTOMER: Failure of customer/lessee to Return Equipment. If the Professional Movers.com / Rental Crates.com Equipment has not been returned after 30 days and there has been no communication to extend the rental, it is assumed that the customer / lessee wishes to purchase the Equipment and will be charged the full retail value of the equipment at a rate of \$75.00 per Large Rental Crate, \$55.00 per Medium Rental Crate, \$75.00 per Rental Skate, \$350.00 per Rental Dolly, \$75.00 per Rental Four Wheeler, \$5.00 per Rental File Bar, \$5.00 per Rental Monitor Bag, \$4.00 per Rental Keyboard Bag, \$15.00 per Rental Wardrobe Box, \$75.00 per Rental TV Box, and \$30.00 per Rental Speed-Pack. Retail prices listed will be subject to sales tax and the retail prices listed above do not include sales tax.

HH. ALTERING OR DEFACTING RENTAL EQUIPMENT BY CUSTOMER: Customer / Lessee shall not write directly on the surface of any of Rental Crates.com Equipment with pen, marker, or any other writing. Customer / Lessee shall not alter, disfigure, or cover up any numbering, lettering, insignia, or placards displayed on the Rental Crates.com Equipment. Writing directly on the Rental Crates.com Equipment may result in lessees being charged replacement costs for damaged equipment.

II. BEDBUG TRUCK AND PAD CLEANING CHARGE: In the event that there is the discovery of bed bugs or any type of infestation of a customer's origin or destination. Professional Movers.com Team Leader will notify the customer and Moving Consultant immediately. Any items already loaded onto the moving truck will be immediately unloaded off the truck and all packing or moving will stop. The customer would be responsible to provide payment for any time and materials used prior to the discovery of bed bugs. In addition, the customer will be charged a \$250.00 cleaning charge so Professional Movers.com can have the interior of the truck professionally treated.

ACCEPTANCE OF MOVE QUOTE – Please sign and send back to reserve your move team.

X _____

White Lake Township

X Andrew Androff

Andrew Androff
Professional Movers.com

STATE OF MICHIGAN

Request for Proposal No. 240000001486

Moving Services and Moving Supplies - Statewide

SCHEDULE D

White Lake Township Office Move Quotation/ Pricing Sheet- Zone #6

A. The following rates apply for work performed when the Contractor arrives at the Origin site until they leave the Destination site. (Rates will include **ALL** costs).

Move Personnel		Rate/Hour	# of Hours	# of Personnel	Total
Move Supervisor	Straight Time	\$54.00	9.5	2	\$1,026.00
	Includes Saturday				\$0.00
	Overtime (after 8hrs)	\$62.00			\$0.00
	Double-Time	\$75.00			\$0.00
	Sunday/Weekend	\$75.00			\$0.00
Mover	Straight Time	\$40.00	9.5	20	\$7,600.00
	Includes Saturday				\$0.00
	Overtime (after 8hrs)	\$46.00			\$0.00
	Double-Time	\$55.00			\$0.00
	Sunday/Weekend	\$55.00			\$0.00
Project Manager	Straight Time	\$70.00	9.5	2	\$1,330.00
	Includes Saturday				\$0.00
	Overtime (after 8hrs)	\$78.00			\$0.00
	Double-Time	\$90.00			\$0.00
	Sunday/Weekend	\$90.00			\$0.00
Driver	Straight Time	\$54.00	9.5	10	\$5,130.00
	Includes Saturday				\$0.00
	Overtime (after 8hrs)	\$62.00			\$0.00
	Double-Time	\$75.00			\$0.00
	Sunday/Weekend	\$75.00			\$0.00
				A. SUBTOTAL	\$15,086.00

B. The following rates apply for work performed when the Contractor arrives at the Origin site until they leave the Destination site. (Rates shall include **ALL** costs)

Transport/Moving Vehicles	Cost	# Hours	Quantity	Total
Tractor/Trailers: Rate Per Hour:	\$50.00			\$0.00
Tractor/Trailers: Storage per Day	\$150.00			\$0.00
Tractor/Trailers: Storage per Week	\$300.00			\$0.00
Tractor/Trailers: Storage per Month	\$600.00			\$0.00
Large Truck (over 28 feet): Rate per Hour	\$50.00			\$0.00
Large Truck (over 28 feet): Rate per Day (Max.)				\$0.00
Small Truck: Rate Per Hour:	\$50.00	9.5	10	\$4,750.00
Van: Rate per Day (Max.)				\$0.00
Insurance, gas costs and charges for mileage will be included in the hourly rates for Transport/Moving vehicles.			B. SUBTOTAL	\$4,750.00

C. Mobilization/Demobilization Rates for Contractor moves in Zone. (Rates shall include **ALL** costs)
 (These rates are for vehicle and personnel costs from the Contractor's location to the origin site and from the destination site back to the Contractor's location)

Vehicle	Item	Cost	Quantity	Total
*All vehicles	Driver Only			\$0.00
	Driver + 1 Mover			\$0.00
	Driver + 2 Movers	\$230.00	20.00	\$4,600.00
	Driver + 3 Movers			\$0.00
	Driver + 4 Movers			\$0.00
*Vehicles include van, small & large truck, and tractor trailer.			C. SUBTOTAL	\$4,600.00

D. Additional Mileage Rates (These rates are chargeable only if they meet both of the following requirements:
 1). are between two different zones and 2). exceed 100 miles between the Origin Site and Destination Site.

Vehicle	Item	Cost	Quantity	Total
*All vehicles	Driver Only			\$0.00
	Driver + 1 Mover			\$0.00
	Driver + 2 Movers			\$0.00
	Driver + 3 Movers			\$0.00
	Driver + 4 Movers			\$0.00
*Vehicles include van, small & large truck, and tractor trailer.			D. SUBTOTAL	\$0.00

E. Packaging Rates for Contractor Moves

	Office or Laboratory (rate/hour)	# of Hours	Total
Packing Charge (hourly)			\$0.00
Computer/IT Equipment (hourly)			\$0.00
Unpacking Charge (hourly)			\$0.00
Computer/IT Equipment (hourly)			\$0.00
		E. SUBTOTAL	\$0.00

<i>F. Delivery charge for moving equipment and supplies other than reusable plastic bins:</i>	Cost	Quantity	Total
One time drop or one time pickup	\$130.00	1	\$130.00
Hourly Rate to Distribute Equipment and Supplies ☐	\$144.00	8	\$1,152.00
F. SUBTOTAL			\$1,282.00

<i>G. Delivery charge for reusable plastic bins/ totes:</i>	Cost	Quantity	Total
One time drop or one time pickup	\$140.00	1	\$140.00
Hourly Rate to Distribute Reusable Bins/ Totes ☐	\$144.00	8	\$1,152.00
G. SUBTOTAL			\$1,292.00

<i>H. Reusable Plastic Bins/Totes Rental</i>				
RENTAL CHARGES	Cost	Quantity	# of Wks.	Total
Rental charge <u>per day</u> for reusable plastic bins with or without mover assistance (1 dolly included per 4 bins)	\$2.50	100	5	\$1,250.00
F. SUBTOTAL				\$1,250.00

I. Moving Equipment and Supplies					
Daily Rental		Cost/day	Quantity	# of days	Total
Masonite fiberboard – for floor protection (4' x 8') sheet:					\$0.00
1/2" Plywood – for floor protection (sheet)					\$0.00
1/4" Plywood – for floor protection (sheet)					\$0.00
Protection Material (walls/doorways/floors) Foam Insulation Sheets:					\$0.00
Protection Material (walls/doorways/floors) Cardboard Sheets:					\$0.00
Speed Pack – rental (39 x28 x 24) 1 dolly included		\$2.00	10	1	\$20.00
6.0 Cartons (24 x 18 x 24)					\$0.00
4.5 Cartons (18 x 18 x 24)					\$0.00
3.0 Cartons (18 x 18 x 16)					\$0.00
Legal Tote Boxes/Cartons (24 x 16 x 13)					\$0.00
Letter Tote Boxes/Cartons (24 x 12 x 12)					\$0.00
1.5 Cartons (17 x 13 x 13)					\$0.00
Specialty Cartons (Specify size and type if applicable):	available upon request				\$0.00
Size: _____					
Size: _____					
Carts (CRT)					\$0.00
Dollies/Carts Charge					\$0.00
Library/Panel Carts					\$0.00
Pads					\$0.00
Dish Pack					\$0.00
Weekly Rental		Cost/week	Quantity	# of wks.	Total
Masonite fiberboard – for floor protection (4' x 8') sheet:					\$0.00
1/2" Plywood – for floor protection (sheet)					\$0.00
1/4" Plywood – for floor protection (sheet)					\$0.00
Protection Material (walls/doorways/floors) Foam Insulation Sheets:					\$0.00
Protection Material (walls/doorways/floors) Cardboard Sheets:					\$0.00
Speed Pack – rental (39 x28 x 24) 1 dolly included					\$0.00
6.0 Cartons (24 x 18 x 24)					\$0.00
4.5 Cartons (18 x 18 x 24)					\$0.00
3.0 Cartons (18 x 18 x 16)					\$0.00
Legal Tote Boxes/Cartons (24 x 16 x 13)					\$0.00
Letter Tote Boxes/Cartons (24 x 12 x 12)					\$0.00
1.5 Cartons (17 x 13 x 13)					\$0.00
Specialty Cartons (Specify size and type if applicable):	available upon request				\$0.00
Size: _____					
Size: _____					
Carts (CRT): Double Sided File Carts		\$20.00	10	5	\$1,000.00
Dollies/Carts Charge					\$0.00
Library/Panel Carts					\$0.00
Pads					\$0.00
Dish Pack					\$0.00

Purchase		Purchase	Quantity	Total
Masonite fiberboard – for floor protection (4' x 8') sheet:				\$0.00
1/2" Plywood – for floor protection (sheet)				\$0.00
1/4" Plywood – for floor protection (sheet)				\$0.00
Protection Material (walls/doorways/floors) Foam Insulation Sheets:				\$0.00
Protection Material (walls/doorways/floors) Cardboard Sheets:				\$0.00
Speed Pack – rental (39 x28 x 24) 1 dolly included				\$0.00
speed pack without dolly – purchase price		\$20.00	30	\$600.00
4-wheel dolly for use with speed pack – purchase price				\$0.00
6.0 Cartons (24 x 18 x 24)				\$0.00
4.5 Cartons (18 x 18 x 24)				\$0.00
3.0 Cartons (18 x 18 x 16)				\$0.00
Legal Tote Boxes/Cartons (24 x 16 x 13)				\$0.00
Letter Tote Boxes/Cartons (24 x 12 x 12)				\$0.00
1.5 Cartons (17 x 13 x 13)				\$0.00
Specialty Cartons (Specify size and type if applicable):	available upon request			\$0.00
Size: _____				
Size: _____				\$0.00
Charge for Destroyed Boxes: (type, number, material made of cardboard, etc.)	Purchase price charged			\$0.00
Carts (CRT)				\$0.00
Dollies/Carts Charge				\$0.00
Library/Panel Carts				\$0.00
Pads				\$0.00
Dish Pack				\$0.00
Bubble Warp, small 3/16 – 24" x 750" roll – perf 12"				\$0.00
Bubble Wrap, large ½ - 24" x 250" roll – perf 12"				\$0.00
Bubble Wrap, large ½ - 48" x 250" roll – perf 12"				\$0.00
Bubble Dispenser, small 12" x 150" – perf 12"				\$0.00
Bubble Dispenser, large 12" x 100" – perf 12"				\$0.00
Cellulose Wadding 6 ply – 36" x 72"				\$0.00
Cellulose Wadding 6 ply – 48" x 72"				\$0.00
Cellulose Wadding 6 ply – 60" x 72"				\$0.00
Paper Pack – Wrapping – White Sheet (cost per pound)				\$0.00
Shrink/Stretch Wrap – 18" x 1500' rolls				\$0.00
Corrugated Roll – 36" x 250' single face				\$0.00
Box Tape 2" x 55 yards		\$2.00	24	\$48.00
Labels – Rolls (300 each)		\$12.00	12	\$144.00
Computer Bags				\$0.00
Miscellaneous quoted item: Monitor bags		\$2.00	60	\$120.00
Miscellaneous quoted item: E-Bags		\$2.00	40	\$80.00
G. SUBTOTAL				\$1,932.00

J. Storage/Warehousing				
Warehousing (per sq. ft.)	Cost	Quantity (sf)	# of days/weeks/months	Total
Per Day				\$0.00
Per Week				\$0.00
Per Month				\$0.00
H. SUBTOTAL				\$0.00

GRAND TOTAL **\$30,192.00**

By signing below, Contractor attests that its Site Supervisor or other designee has conducted a Site Visit, and therefore warrants that the costs identified and notated above represent an estimate of the services to be provided, which must not exceed 10% of the final invoice total.

The State is not liable for any amount exceeding 10% of the Cost Estimate unless pre-approved by the Program Manager in writing.

SITE VISIT ATTESTATION:

Contractor Signature

Invoicing for any move must be based on a review of this estimate by the End-user Coordinator, and possibly revised estimate. A copy of this reviewed estimate sheet must accompany the invoice.

MOVE TIME AND MATERIAL ATTESTATION:

End-User Coordinator Signature