



Terms of Service

Updated February 2024

Important Information About Your Move

IMPORTANT: If packing hourly rates are not listed on your estimate or in pricing above, you are electing to pack all or most of your own goods. You are expected to adhere to all packing requirements outlined in the Terms and Conditions below.

Load Until Full Service: If your service has been estimated and scheduled as a Load Until Full Service. This means that our crew will fill our truck(s) to capacity and make one trip to the destination address. Any items that do not fit will not be transported All You Need Moving LLC Movers, and will become the responsibility of the customer. These item(s) can be transported by All You Need Moving LLC Movers if you agree to pay for additional trips and/or services required to transport the remaining goods. This type of service is typically scheduled when your estimated volume of goods is very close to the capacity of the truck(s) assigned, and you do not wish to utilize an additional truck(s) and/or the additional costs associated. If you have any questions or concerns, please ask your estimator and they will fully explain the circumstances of your Load Until Full Service.

Important Notice: No rates higher than the Maximum Fixed Rates promulgated in the Bureau of Household Goods and Services maximum Rate Tariff 4 may be quoted or charged, unless an Estimated Cost of Services has been issued three (3) days or more before the day of the move. The Not To Exceed Price shall not exceed the estimated cost of services plus any Change Order for Services issued prior to signing this Agreement. The maximum charge shall be quoted rates applied to: the number of hours, weight, or number of other units of measurement, no higher than the Not To Exceed Price. Copies of the Bureau of Household Goods and Services Maximum Rate Tariff 4 are open to the public for inspection at the Bureaus office in Phoenix or at carriers office located at 6709 S Lakeshore Drive, Tempe AZ 85283 . .

Execution of the agreement does not exempt carrier from compliance with any provision of the law or Bureau of Household Goods and Services rules or regulations, even though not expressly set forth in the agreement.

Valuation Declaration

Everyones belongings have value, whether monetary or sentimental. Our movers take great care to ensure that nothing is damaged in the course of a move, but unfortunately damage claims do happen from time to time. The common assumption is that full coverage insurance is included when a moving company lists itself as a licensed and insured carrier. However, the terms licensed and insured simply mean that the company has the sufficient auto, general liability, and cargo coverage that the Department of Transportation requires.

Valuation is what covers your household goods during your move. As explained in the Important Information for Persons Moving Household Goods booklet, there are options available to cover loss or damage to your goods.

These options are:

1. \$0.60 CENTS PER POUND PER ARTICLE (BASIC)

This option provides for recovery for lost or damaged item(s) based on \$0.60 cents times the weight of the item(s). Regardless the items actual value you would be reimbursed \$0.60 cents per pound. This level of coverage is provided at no additional charge.

Our employees take the utmost care when handling your belongings and go the extra mile to protect your items. However, moving is manual labor and moving can provide extremely difficult situations at times. Accidents can happen. Make sure you have considered your options prior to the move and select an option that you will be satisfied with should an accident occur.

Please review your estimate and pricing above to confirm valuation provided with your move. If you would like to make a different selection or have any questions, please call our office.

Information and detail regarding the claims process and carriers liability can be found in the Important Information for Persons Moving Household Goods Booklet, in your All You Need Moving LLC Movers Estimate packet, and in the Max-4 Tariff located on the Bureau of Household Goods and Services (BHGS) website.

All You Need Moving LLC Movers Terms and Conditions

To ensure that your move is completed efficiently and successfully, please read and adhere to the following Company Policies. Although lengthy, this is important information that we want every customer to thoroughly understand. The moving process can be very challenging and comes with all sorts of unique requests and tasks. As your service provider, we will work diligently for you and make every effort to meet your requests to make your move as seamless as possible. However, please be advised that certain things you may ask for come with related risks, and we cannot be responsible for the possible results of these requests. The following policies are for both your protection and ours. Your anticipated cooperation is appreciated. If you have any questions, please call our office, we are available to assist you at any time.

The terms, conditions & liability waivers outlined in this document are meant to provide our consumers with as much information as possible for their protection, as well as the protection of All You Need Moving LLC Movers. Each service is unique, and it is not possible to outline every scenario that may arise. If you have any specific questions about your service, please discuss with your estimator or call our office for clarification.

Payment: Payment is due upon completion of the move. Acceptable payment methods are Credit Card, Check, or Cash.

Cancellations and Rescheduling: As a courtesy, All You Need Moving LLC Movers does not require a reservation deposit for local moves, and we do not charge any fees or penalties if you need to cancel or reschedule your move. We do ask as a return courtesy that you give us as much advance notice as possible when there are any potential date changes or cancellations. We will do everything in our power to accommodate your new move date, but we are only as flexible as our schedule allows us to be. If your new desired date is not available, we will schedule you on the closest possible day when the required resources are available.

Shipper/Customer Involvement and Availability: The shipper(you) or the shippers appointed representative is required to be present for all phases of the move. If the you or your appointed representative is unavailable at the scheduled times for pickup or delivery, billing will start at the time(s) designated for pickup or delivery. Please provide our office with all contact phone numbers, preferably a cell phone as land lines are often disconnected prior to the move.

Walk-Through Policy: Several walk-throughs will be performed on the day of your move to ensure your moving crew knows exactly what is to be moved, nothing has been left behind at the pickup location, or left in the moving truck at delivery. Once the crew departs pickup/delivery locations, additional charges may apply if return trips are requested. The job supervisor will prompt and direct the walk-throughs, but **ULTIMATELY IT IS YOUR RESPONSIBILITY TO ENSURE THAT EACH PHASE OF THE SERVICE HAS BEEN COMPLETED TO YOUR SATISFACTION.**

Packed by Owner Box Policy (PBO): If you choose to do your own packing, please be advised All You Need Moving LLC Movers is not responsible for the contents of a PBO carton unless, negligence or mishandling is shown. If you have not already done so, please contact our office for a packing estimate. If you wish to do your own packing, please follow these guidelines:

All items that can fit into a standard carton (1.5 to 6 cubic ft.) must be packed. This includes but is not limited to: Lamp shades and table lamp bases, electronics, décor, misc. items, etc. The exception to this policy are extra heavy items such as weights and floor speakers. Please refer to the Moving Tips section of our website or contact our office if you have any questions about packing or specific items.

All boxes shall be NEW or in like-new condition. Never use crumpled or deteriorating boxes for packing.

All boxes must be sealed with a lid and taped securely with professional packing tape. Identify the contents of each box along with the designated rooms where they should be delivered. It is advised to label both the top and one side of each carton for easy identification when stacked. Where applicable, clearly label boxes fragile, with arrows on the box indicating the correct upright position. Do not leave any boxes with open tops.

All boxes should be less than 50 lbs. Never pack goods too tightly, but pack to the top of the box. Small boxes should be used for small, heavy articles like books, records, and canned goods; large boxes for light items like bedding and linens. Dishes, glasses, and fragile items should be packed in small cartons or specialty dish packs.

Personal Items: Prior to the arrival of your packing and/or moving crew(s), you should identify, separate, and place all pertinent personal items in your car. These types of items include wallets, purses, keys, cell phones & chargers, medications, cable or satellite boxes, TV controllers, jewelry, passports, pink slips, sentimental, and all other important items that you may need immediate access to before, during, or after the move. If these items are boxed or sitting out, they may be loaded onto the moving truck. While still safe, they will become a needle in a haystack and may take significant time to locate after the move takes place. All You Need Moving LLC Movers will make every attempt to identify and separate these types of items, but it is your responsibility to ensure that this is done prior to our arrival.

High Value Items: Items of extraordinary monetary or sentimental value, such as antiques, family heirlooms, art objects, gold or silver articles, etc., should be identified to both the estimator and the job supervisor prior to the start of the move. These may need to be insured separately and special handling may be required. Failure to disclose high value items may result in the denial of a claim. Ask your carrier for additional detail and procedures.

Non-Allowables: Movers are not allowed to transport anything that could leak, combust, corrode, or spoil. Please visit our website for a comprehensive list, below is a general summarization of non-allowables

Combustibles, explosives, flammable or corrosive chemicals or liquids. The list includes but is not limited to: gasoline, paint, oil, propane fuel, fertilizers, insecticides, herbicides, cleaning supplies, ammunitions, or any item deemed illegal by any law.

Perishable Items: All food items that could spoil, leak, or perish should not be part of your shipment.

This list also includes ALL liquids and oils including but not limited to: Alcohol, cooking oils, vinegar, laundry detergent, bleach, dish soap, etc.

Firearms: are allowed but they must be in a locked, hard case. They may be left in a secure gun safe but must be disclosed and inspected by the move supervisor. In addition, a Chain of Custody Form must be completed with make, model, and serial numbers for all firearms. UNDER NO CIRCUMSTANCES WILL LIVE AMMUNITION BE PACKED OR TRANSPORTED BY All You Need Moving LLC MOVERS.

Inventory: In an effort to keep our rates low and time to a minimum, no inventory of goods will be taken during your move. It is your responsibility to ensure all your items are present at the end of your move. If you feel an inventory list is necessary, we can provide this service for an additional hourly fee. We ask that, you examine the back of our trucks upon completion of your move to assure yourself that all your belongings were unloaded.

Safety: All You Need Moving LLC Movers reserves the right to refuse any service or request that it deems unsafe, unreasonable, or hazardous to either you, the company, and/or their goods or equipment. In addition, our movers have the right to refuse any item or request they deem unsafe, unsanitary, or may cause property damage.

Crew Size(s): All You Need Moving LLC Movers reserves the right to send fewer, or additional men than quoted to complete any service, solely at the company's discretion. The hourly rate charged will be according to the number of men/trucks assigned to the job, and always within regulation of the Max-4 tariff. Although the crew size may change, the Not-To-Exceed price quoted for your move will not change, regardless of crew size. Reasons for an adjustment to the crew size may include, but not limited to; Labor Laws, Hours of Service Regulations for drivers, available company resources, scheduling requirements, and/or weather concerns.

All You Need Moving LLC Movers Release of Liability and/or Waivers

Appliances: All You Need Moving LLC Movers will transport washers, dryers, refrigerators, freezers, and other appliances. We will also assist with disconnecting and reconnecting water and gas lines. However, we are not plumbers familiar with proper installation of every make and model and we are not experts regarding the water and gas systems of your residence. Any assistance we give is as a courtesy only, we highly recommend contacting a professional plumber to handle these connections. **All You Need Moving LLC Movers will not be held liable for any leaks or damage that may result in the dis/reconnection of gas or water lines.**

Water Lines and Shut-Off Valves: Have a towel handy, if your refrigerator or washer has a water line connected, it will need to be disconnected. All You Need Moving LLC Movers does carry the necessary tools to disconnect the water line, but in some cases the water lines need to be shut off from somewhere in the home other than the back of the fridge. Since every system is different, it's important to locate all shut off valve(s) prior to the day of your move. Water and drain connections are your responsibility but All You Need Moving LLC Movers will assist with this task as a courtesy only. Once disconnected, existing water from the hose may drain onto the floor. It is also common for a water shut-off valve to deteriorate over time. When the hose is disconnected, the valve may not close completely and may drip or leak. Please inspect your valve(s) once the hose and appliance has been disconnected.

Refrigerators and Freezers: Must be empty and defrosted. Defrost appliances 48 hours prior to the move. Upright freezers (with lid on top) may be left full only if, there are no steps or stairs to go up or down, and you are moving locally (less than 50 miles of driving). All You Need Moving LLC Movers will not be liable for any damage that occurs to the appliance if moved with contents inside or for any water damage that occurs due to appliance leaking water.

Monitor Your Appliances After the Move: All You Need Moving LLC will reconnect your water and gas lines as a courtesy, we are not responsible for any damages due to flooding or gas leaks. Your local service provider should install your connections when your service is initially turned on at no additional cost. When you run a load of laundry for the first time after your move, make sure you monitor the wash and dry cycles checking for water leaks or the smell of gas. Look for signs of water collecting at the base of your refrigerator or washing machine. It is impossible for All You Need Moving LLC Movers to guarantee the integrity of your lines, valves, and systems. Some leaks can take a while to occur and All You Need Moving LLC Movers cannot properly monitor these connections over time.

Lawn Mowers, Engines, and Power Tools: All gasoline, oils, and fluids must be drained from all lawn mowers, engines, power tools, and the like. If this is not done prior to the move, All You Need Moving LLC Movers will not be held liable for any circumstances that may arise due to these hazardous materials.

Contents of Furniture Drawers: Best practice is to remove all contents from furniture drawers. However, you may leave clothing and/or fabric items in small dressers and night tables. For larger, heavy furniture with drawers, doors, and cabinets, please remove all contents to avoid possible loss or damage to the contents or piece during the moving and truck transportation phases. All You Need Moving LLC Movers will not be held liable for the contents of any drawers, nor damage that may result to an item due to contents being left in drawers, doors, and cabinets.

Contents of File Cabinet Drawers: Best practice is to remove all contents from file cabinets. However, you may leave papers and files in small file cabinets, two drawers or less. All 4-drawer, lateral, and other larger file cabinets must be completely emptied and boxed. All You Need Moving LLC Movers will not be held liable for the contents of any drawers, nor damage to the file cabinet drawers that may result due to contents being left in drawers.

Electronics: Unless you have contracted packing services, it is your responsibility to disconnect and pack wires, cables, and cords from electronics such as computers, TVs, stereo systems, and the like. All You Need Moving LLC Movers will not disconnect, reconnect, or set up any computer, stereo, or audio/video systems. Barring any outward damage or negligence shown, the functionality of internal components of electronics will not be covered by All You Need Moving LLC Movers.

Flat Screen Televisions: All Televisions that fall under the description of flat panel (LED, LCD, Plasma) are extremely sensitive items and must be moved in the original factory packaging or an approved equivalent. All You Need Moving LLC is not liable for any flat panel TVs that are not moved in the above manner. If you request a flat panel TV to be moved without proper packaging, he/she releases All You Need Moving LLC from any liability for any damage that may occur to the television during or after All You Need Moving LLC services.

Plants: All You Need Moving LLC Movers will not transport plants across state lines. For moves within California, all plants must be drained of water. Your last watering should be at least 3 days prior to your scheduled move. Leaking plants may compromise the condition of your items in the truck. Plants may also have insects, spiders, or other pests that will be inside an enclosed truck with the rest of your household goods. Plants can not only be challenging to move, but even more challenging to protect. All You Need Moving LLC will not be liable for the health or condition of plants upon arrival. We will however take all precautions and protect your important plants to the best of our ability.

Pots, Planters, and Barrels: When possible, plants and dirt should be removed from pots, planters, and barrels prior to transportation. When this is not possible, All You Need Moving LLC Movers will take all reasonable action to transport your pots, planters, and barrels as-is. Please keep in mind that the soil and plants can add extreme weight that will put a lot of stress on the container. This can lead to cracking, breakage, and deterioration of the container, especially with outdoor containers. All You Need Moving LLC Movers will not be held liable for damage to pots, planters, and/or barrels when transported full.

Stone Related Items: All items made of stone, concrete, porcelain, terra cotta, clay, etc... may have internal/external chipping or cracking due to drying out, weathering, or plant growth. These cracks and/or chipping may not be visible and even with proper padding/care can still result in further damage. Also marble, granite, stone, etc. surface tops of furniture with previous cracks or repairs cannot be held to All You Need Moving LLC accountability if further damage occurs.

Wall Attachments and Fixtures: All You Need Moving LLC Movers will not remove any screws, bolts, or items from any wall. This includes TV Mounts, light fixtures, chandeliers, shelving, cabinets, and any other item(s) that are attached to a wall. It is your responsibility to have everything ready for transportation prior to the arrival of the crew. All You Need Moving LLC Movers also will not attach or hang anything on any wall. This includes pictures, mirrors and/or any type of item listed above.

Pressboard/Particle Board Furniture: Pressboard furniture assembled in home, after purchasing (garage/utility cabinets, Ikea-type furniture, desks, etc.) is manufactured to be built and assembled once. This type of furniture is not structurally sound and is not meant to be taken apart or moved once constructed. The joints and connecting pieces are very weak and can chip and crumble when moved, especially when moved or taken apart multiple times, or has absorbed any moisture. As a company, we will do everything in our power to make sure these items are transported safely and securely but they will not be covered by the valuation option selected. All You Need Moving LLC is not responsible for any damage that may occur to any pressboard item in any way (joint weakness, chipping and/or complete collapse).

Rental Truck(s), Self-Storage, Containers, PODS, etc.: When All You Need Moving LLC provides loading and/or unloading of your rental truck, self-storage unit, container, or POD, All You Need Moving LLC is only responsible for items while in its immediate care. When the doors are closed, All You Need Moving LLC liability ends. All You Need Moving LLC Movers will not be liable for any damage to your goods while not in our immediate care such as; in transit inside your rental truck(s), inside self-storage, container, or POD. If All You Need Moving LLC returns to move these items at a later date, it is considered a completely new job.

Exterior Risks: Driving over the lawn, sidewalk or other areas not suitable for a truck may cause tire ruts, cracking of concrete, damage to plants/trees, damage to sprinklers and/or light fixtures. All You Need Moving LLC is not responsible for any of the damages and/or towing charges that may occur if you request/require us to perform any of the actions listed above.

Previously Damaged Items: All You Need Moving LLC is not responsible for items with existing damage done prior to our services taking place. In addition All You Need Moving LLC Movers is not responsible for damage that may occur to items that have previous damage, repairs, defects, or weakness.

Cribs and Bunk Beds: All You Need Moving LLC Movers will not disassemble or reassemble cribs and/or bunk beds. If requested All You Need Moving LLC will only disassemble cribs and/or bunk beds. Due to the fact that a wide variety of cribs and/or bunk beds exist, each of which differs in construction, it is up to you to assemble and confirm the structural integrity of the crib and/or bunk beds after moving services have been completed.

Trampolines: All You Need Moving LLC Movers will not disassemble or reassemble large trampolines. We will handle and transport trampolines once broken down. It is up to you to assemble and confirm the structural integrity of the trampoline after moving services have been completed.

Aquariums, Terrariums, & Animal Habitats: All You Need Moving LLC Movers will only move empty aquariums, terrariums, or habitats. This means that all water needs to be completely drained, and it needs to be empty of all contents. Under no circumstances will All You Need Moving LLC Movers transport live animals of any type, including fish, birds, lizards, turtles and snakes. Large or delicate habitats may require crating prior

to the move. Please consult your estimator with any questions prior to your move.

Items of Excessive Weight: All You Need Moving LLC Movers will not carry or transport items of excessive weight up or down any flights of stairs or terrain if deemed unsafe by the movers or furniture/property damage could occur.

Pianos: All You Need Moving LLC can expertly disassemble, protect, transport, and set-up all types of upright, grand, and concert pianos. However, we will not carry or transport pianos up or down any flights of stairs. In addition, you will likely need to schedule a professional to tune and inspect the working elements of the piano after the move. Barring any outward damage or negligence shown, All You Need Moving LLC Movers will not be held liable for the internal components of any musical instrument.

Gun Safes: All You Need Moving LLC can expertly handle, protect, and transport all types of gun safes and fireproof cabinets up to 1,200 lbs. For any items more than 1,200 lbs., a 3rd party service may be required. In addition, All You Need Moving LLC Movers will not carry or transport these types of items up or down any flights of stairs.

Pool Tables: All You Need Moving LLC Movers will not disassemble or reassemble pool tables. We will expertly handle, and transport pool tables once broken down and prepared for transport by a 3rd party service. All You Need Moving LLC Movers also will not attempt to transport any pool table that has not been properly broken down and prepared for transport prior to the move. Pool tables require a professional to disassemble, crate the slate slabs, reassemble, re-felt, and level a pool table. While we can recommend a 3rd party service, this service is beyond our level of expertise.

Grandfather Clocks: Unless packing services have been contracted, it is your responsibility to prepare your grandfather clock for transport. Preparation includes but is not limited to; remove and pack pendulum, remove and pack weights, and tie cables or chains to prevent tangling or damage. We will expertly handle, and transport grandfather clocks once prepared for transport. In addition, you will likely need to schedule a professional to inspect the working elements of the grandfather clock after the move. Barring any outward damage or negligence shown, All You Need Moving LLC Movers will not be held liable for the internal components of any grandfather clock.

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