

Date 5/5/2025	Type Non-Binding	Number 26708
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**Shipper**  
Name: **Britt Smith**  
Phone Number: (368) 997-9060  
Job No: 26708

**Origin**  
Calgary, Alberta

**Stops**  
None planned

**Destination**  
Duncan, British Columbia

### DAMAGE POLICIES AND LIMITS OF LIABILITY

**Claim:** Any damage claims must be submitted in written form via email to [claims@amazonvanlines.com](mailto:claims@amazonvanlines.com) within 5 days from your move completion day and uniform conditions of carriage apply. Each claim must include pictures and a description of the damages and how they may have occurred. We promise to thoroughly investigate and resolve all claims within five-ten business days, provided all applicable moving payments have been received. We also would like to note that it is illegal for customers to deduct money from their final bill to compensate themselves for perceived damages, and that should our movers have not been compensated for their services, we reserve the right to not answer or refuse to process a claim.

**Items with Water:** Freezers, refrigerators, waterbeds, aquariums, and the like must be emptied and drained prior to being moved.

**Boxed Items:** All boxed items are considered the client/owner's responsibility. The condition of any item(s) packed by the customer/owner prior to moving is not covered by Amazon Van Lines unless there is clear proof that our movers have caused physical damage to the box itself. It is also the customer's responsibility to inspect all boxes for physical damage upon their delivery prior to the movers' departure.

**Simulated Wood Furniture:** Our movers cannot be responsible for damage to simulated wood, particleboard, or pressed board furniture. This type of material is structurally weak and is not repairable.

**Fragile Items:** Dishware, porcelain, glasses, pictures, lampshades, and other specialty items are not covered by our mover's insurance unless packed by our professional movers using adequate packing materials. You are welcome to do it by yourself but - Pad the fragile items yourself by specific packing materials (packing paper, bubble wrap, foam peanuts, cartons, tape, etc.), pack it prior to your move, and information to our representative so that our movers will take great precaution to ensure they are transported as safely as possible, but they will not be insured.

**Electrical Goods:** our movers are not liable for internal damage to electronic goods or other similar items if no external damage has been caused. Certain electronics may develop unavoidable faults no matter how carefully they are handled.

**Appliances and Heavy items:** Movers cannot be responsible for dents or scratches on major appliances and heavy large items (like dressers, couches, etc). Many of these are covered by a thin metal that is extremely vulnerable to dents and scratches.

**Downtime:** All downtime (waiting for elevators to be set up or arrive, for new keys to be delivered, traffic, customer inspecting their belongings upon delivery, etc.) is billable unless otherwise specified.

**Self-inspection:** It is the customer's responsibility, before signing their final receipt prior to the movers leaving, (i) To inspect their belongings to ensure they were delivered in good condition, and (ii) to inspect the truck's interior to ensure that nothing has been left behind.

**Valuables: Amazon Van Lines** shall not be responsible for loss or damage to bills, cheques, evidence of debt, letters of credit, passports, tickets, documents, manuscripts, notes, mechanical drawings, securities, currency, money, precious stones, jewelry, or other similar valuables. All customers must take full responsibility for moving the above-mentioned themselves.

**Shipper Authorization (Must Sign Before Job)**

I hereby read all the regulations which are mentioned above, agreed and signed the agreement before the move.

Customer Signature\*

### WAIVER AND RELEASE OF LIABILITY AGREEMENT

Our number one goal at Amazon Van Lines is to move all your belongings from one place to another as safely and efficiently as possible. At times we are asked to move or do things that no matter what precautions we take, the risk of certain items incurring damage is more likely. Unfortunately, we are not and cannot be responsible for these items. The items that we are referring to are listed below. We ask you to place your initials next to the items and then sign at the bottom. Amazon Van Lines will still take all possible precautions to make sure all of your items are moved as safely as possible.

**RISKY TASKS:** Amazon Van Lines will not be responsible for any damage caused by non-routine moving, including but not limited to, standing pieces on end; sharp turns; over-crowded work areas; difficult stairways; snags and sharp edges in work areas and doorways; handing over balconies, railings, etc.; tight squeezes; and damage caused by weather. You will be asked to sign a waiver if we agree to attempt any non-routine moving request.

Customer Initials\*

**UNAVOIDABLE DAMAGES** Unavoidable damages or scratches are not covered in any way. Damages incurred due to the size of the item compared to the size of a hall, doorway, stairs, elevators, or similar. Movers will attempt to get the item in if you desire, but damages may result. If you want the crew to stop, tell them. If movers are moving an item and there is a snag on a door frame, stairwell, or other structure that nicks or tears an item, we will not cover the damages.

Customer Initials\*

**ABSENT CUSTOMERS** We encourage our customers to be with us throughout the entire move. Whenever we move a piece of furniture we like to be able to point out any scratches, marks, or dings that you may not have noticed. If for some reason you are not able to be there for your move, or if you need to leave in the middle of the move, we need you to sign a release accepting all of the items in the condition that we bring them to you. We will not be responsible for any missing items, or damaged items. We will not be responsible for any of your items that were not moved.

Customer Initials\*

**PACKING AND WRAPPING** Amazon Van Lines is not responsible for any damages to your belongings or property if the customer (carrier) does not want the furniture to be wrapped.

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Customer Initials\*

**PROPERTY DAMAGES** Due to the nature of moving and its conditions, I knowingly assume full responsibility of the below and do hereby release Amazon Van Lines of any possible damage which may occur to the *Walls/Floors/Ceiling Steps/Railings/Stairwell Light/Lamps/Paintings Concrete/Cement/Driveway/Garden/Fences Others.*

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Customer Signature\*

**CUSTOMER HEREBY RELEASES Amazon Van Lines AND ALL ITS EMPLOYEES FROM LIABILITY ASSOCIATED WITH ANY OF THE ACTIVITIES DESCRIBED ABOVE AND INITIALED. THE CUSTOMER ASSUMES RESPONSIBILITY FOR ALL OF THE ABOVE THAT MAY OCCUR.**

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Customer Signature\*