

Your Rights and Responsibilities



Topics

- ✓ Your Rights
- ✓ Your Responsibilities

YOUR RIGHTS

Know and exercise your rights:

- To estimate. Get a written estimate from at least three companies. The estimate should cover get an accurate non-binding:
- How costs are calculated, such as truck and crew size, distance, cost per hour, materials.
- Date and time the mover will provide services
- The company's proper name, address and telephone number and name of the moving consultant who provided the estimate
- How any extra charges will be calculated, such as heavy articles, stairs, and storage?
- Terms and forms of payment.
- To get a binding estimate or flat rate guarantees that you cannot be required to pay more than the amount on the estimate.
- To know the company's responsibility for loss or damage, limitations on liability and any extra costs for more protection.
- To know if the company has their own equipment or will a sub-contractor be providing the service.
- To know whose storage facilities will be used, if your belongings will be left overnight in the moving truck or to store your belongings for short/long term, - company's or a third party's?
- To reschedule the move.
- To cancel the move.

Your moving consultant will email you a moving estimate that outlines exactly what you are moving, our services included, a breakdown of all charges, date and time of service, company's and moving consultant's full contact details, and terms of payment.

We can supply a flat-rate quote based on detailed information of your move. We usually add 2-3 hours more on a binding estimate to secure ourselves against any unforeseen circumstances.

We are happy to answer all your questions and concerns and want you to be fully informed and prepared prior to your move date.

Amazon Vanlines has always abided to these guidelines to ensure high standards of our moving services and continued excellent relations with our customers.

Amazon Vanlines holds a Certificate of Insurance. Policy number is BIN146920

Mover's liability and options for more protection are outlined in the "Terms" section of your moving estimate.

Amazon Vanlines owns all equipment: trucks, dollies, hand-trucks, pump trucks, etc., and ensures that it is always in good working order

Amazon Vanlines provides warehouse /storage service at its own facility located at 217 Huntington Hill NW, Edmonton, AB T6H 5Y6, Canada.

You can reschedule your move date without penalty with a notice of 5 business days in advance of your scheduled move date.

You can cancel your move by sending email or by phone but 10% or deposit amount will not be refunded.

- To see a contract. Make sure it has a mailing address, e-mail, etc., an itemized list of prices
- To sign a contract that contains all relevant information about all moving services provided and breakdown of all charges
- To tip the movers for great service
- To share your moving experience by posting reviews online and referring us to your friends, family and other business and homeowners

Your moving consultant will email you a moving estimate with attached contract for your reference

The foreman of your crew will have the contract filled out in details with a complete breakdown of all charges

Gratuities are optional but appreciated. The rule of thumb is \$5-\$10 per crew per hour. Tips can be paid in cash or added to the final bill

Posting a positive review of your moving experience with Amazon Vanlines is the biggest “Thank You” for us. We always want to know how did we do on your move

_____ (Customer signature) _____ (Date)

YOUR RESPONSIBILITIES

Know and exercise your responsibilities:

- Reading all moving documents, fine print and footnotes issued by the mover.
- Knowing exactly what you want moved. Describe and show everything to the movers before they give you an estimate. A detailed inventory is essential for an accurate estimate.
- Telling the movers about any factors or obstacles that may slow them down, such as long carry (walking distance to/from movers’ truck), stairs, elevator time-frames, disassembly/reassembly of items, packing of breakables and special-care items, difficult parking, waiting for the keys, etc.
- Ensuring that all items, such as cabinets, armoires, dressers, file cabinets, drawers, etc.) are empty prior to movers’ arrival. Exceptions may apply. Ask your moving consultant for advice.
- Transport all valuables, such as passports, documents, currency, money, precious stones, jewelry, etc. by themselves.
- Ensuring that legal parking for our vehicles is available at all locations. Any and all parking tickets received will be added to the final bill.
- Finding out what is the mover’s liability, limitations on liability and extra cost for more protection
- Securing your move date, time and crew with a deposit in advance.
- Notifying promptly your mover if something has changed regarding your move (dates, delivery address, additional items, etc.)

- Being available at the time of pick-up and delivery of your belongings. If you are not available, you should appoint a representative to act on your behalf.
- Making sure that all documents you are being asked to sign, such as contracts and waivers, are complete.
- Making payment in the amount required and in the form agreed to with the mover.
- Filing promptly claims for loss or damage with your mover, if necessary

_____ (Customer signature) _____ (Date)

DEFINITIONS

Estimate, Non-binding – This is what the mover believes the cost will be, based upon the inventory provided, layout of pick-up and drop off households and services provided. The final charges will be based on actual moving time and services provided.

Estimate, Binding (flat rate) – it guarantees the total cost of the move based upon the quantities and services shown on the estimate.

Bill of Lading – the receipt of your shipment and the contract for its transportation

Inventory – the detailed list of your household goods to be moved

Extra Charges – accessorial or additional charges other than the hourly rate and travel time, such as packing, unpacking, appliance handling, stair carry, heavy article handling, etc.

Stair carry – stair fee is charged when movers have to bring your belongings over the floors up or down which requires more precautions and makes mover's work more strenuous, especially when handling your medium and large size items.

Long carry – a charge for carrying articles excessive distances between the mover's vehicle and your residence.

Mover's liability and valuation – the monetary value that you declare for your belongings. This is the maximum amount that your mover is liable for in the event of loss or damage to your items.

Amazing!

Thank you for doing your due diligence and reading Your Rights and Responsibilities!