



Moving Agreement / Guidelines

Moving, Logistics & Freight Services

P.O. BOX 25927 Richmond, VA 23260
(804) 641-4671

1. Please be advised that certain things you may ask for come with certain risks, and we cannot be responsible for the results of these requests. The agreement and guidelines stated below are for your protection as well as ours. TrueBlue Xpress highly encourages all customers to purchase moving insurance. Moving insurance offers protection for your belongings that may get damaged during a move. The customer acknowledges the inherent risk of moving and is encouraged to seek third-party insurance to cover moving damages to property/goods.
2. The customer or his/her representative must be present during the move at all times. The customer being moved agree to protect, defend and hold **TrueBlue Xpress** harmless for damages or legal consequences resulting from acts that the movers perform at the direction of the customer being moved. You expressly acknowledge and agree that minor dents or small nicks or scratches are typical of any move and cannot be prevented. It is the customer's responsibility to do a final "walk-through" of the premises to ensure we have performed the moving services to your expectation, and there are no damages. We are not liable for any damages as a result of sharp turns, overcrowded areas, difficult stairways, sharp edges, tight or irregular doorways, railings, tight squeezes, or damage caused by weather. You will be asked to sign a waiver if both parties agree to attempt a move that we deem unsafe or unreasonable. Damage claims made by the customer must be reported to the owner immediately, or within seven (7) calendar days in writing to the company's office or it will be NULL & VOID. Final inspection of all furniture, premises, and property is the responsibility of the customer.
3. If **TrueBlue Xpress** is contracted for loading or unloading services, we are not responsible for any **damages** which may occur in transporting the furniture and is released of all liability after loading the truck prior to unloading. We are only responsible for items in our immediate care, custody and control.
4. **TrueBlue Xpress** will place your furniture where you request 1 time, and movers will not rearrange or relocate your items unless paid to do so.
5. Our personnel will move your heavy or oversized items over 300 lbs, if indeed the work can be done safely. We do not move pianos up or down flights of stairs inside the house. We only move pianos from ground-to-ground floor.
6. **TrueBlue Xpress** will not perform any work that we feel is unsafe. We reserve the right not to service you under dangerous, unsanitary, or abusive conditions which is at our sole discretion and we will not be liable to you or any other entity for direct or consequential damages.
7. **TrueBlue Xpress** is not legally permitted to transport any hazardous materials! This includes items that are flammable, corrosive or combustible.
8. Please note: Insurance regulations prohibit us from allowing you or anyone else other than our staff, on the moving truck. If you choose to help with any part of the move, per our contract, we are excluded from liability for the entire move and any damages.
9. TrueBlue Xpress liability for lost or damaged items is limited to no more than \$0.60 per pound per article (**Released value protection**) unless the customer have purchased additional insurance from a

third-party insurance provider. It's important to note that your items won't be covered as high as their market value, but this option is always included in the cost of your move. All parties hereby designate an agreed value of \$0.60 per pound per article with this being the only settlement for damage or loss. All parties expressly disclaim and exclude liability for wear from normal use, adjustments, consumable items, loss of revenue, damage from road hazards, accidents, fire and acts of nature including, but not limited to rain, wind, flood, hail, sun damage. Lastly, if you failed to report lost or damaged items immediately after the move, TrueBlue Xpress will not be liable for the items.

10. The condition of any item(s) packed by the customer and not inspected by the company prior to move is not insured by TrueBlue Xpress and is the responsibility of the customer.
11. **TrueBlue Xpress** shall not be responsible for glass in any form or damage resulting from glass breakage unless special packaging has been purchased. This also applies to porcelain and ceramic items. We do not cover damages done to paintings, artwork, glass, marble, stone, or granite.
12. TrueBlue Xpress is not be responsible for damage to items requiring special instructions if customer fails to provide such instructions including, but not limited to, disassembly or assembly of said items such as pianos, beds, tables etc... It is your responsibility to provide special tools if needed.
13. TrueBlue Xpress may use dollies or other moving equipment to move heavy objects such as pianos, appliances, oversize items and items over 300 lbs etc.. We will not be held liable nor assume the responsibility for protecting customers flooring or walls from dirt or debris. Customer may provide protection for flooring to prevent any damages. TrueBlue Xpress will not be held liable for damage to customers floors including wood, tile, marble, or any other floor coverings. Customer shall contact their insurance company to cover any and all damages to the floor covering resulting from the move or moving service. This includes common areas of the property or building where the customer's items are moved from and to. It is agreed that **TrueBlue Xpress** will not be held liable for damage to driveways, or any parking surface whatsoever.
14. All valuables including but not limited to jewelry, gold, money or any other items should be locked up, moved directly by the customer themselves, and/or removed from the property prior to the mover's arrival. **TrueBlue Xpress** is not responsible for missing or lost valuables, this includes any cash, jewelry, stones, or any item of value (including sentimental value.)
15. We do not install/ hook-up washing machines, dryers or other appliances. If you ask a member of our team to do so and they agree, they are acting independently from TrueBlue Xpress and the company will not liable for any issues or damages caused by the mover's action.

I have read the preceding Moving Agreement/Guidelines and agree to the terms.

**IT IS YOUR RESPONSIBILITY TO READ ALL SECTIONS OF THIS DOCUMENT.
FAILURE TO READ BEFORE SIGNING THE CONTRACT WILL NOT RELIEVE YOU OF
ANY RESPONSIBILITIES OR RELIEVE TRUEBLUE XPRESS FROM PROTECTION THAT
IS AFFORDED WITHIN THIS DOCUMENT**

Customer Signature _____ **Date** _____

Company Representative _____ **Date** _____