



Contracted Terms and Conditions for Kansas City Metro Moving L.L.C.

1. All work is charged on a per-hour basis, drive-time included. Under no circumstances are estimated costs, whether via telephone or on site, intended as a guarantee of the total costs for completed work.
2. There is a four hour minimum on all services. Method of payment is cash and check only.
3. If the customer chooses to cancel a scheduled move and does not contact Kansas City Metro Moving L.L.C., KCMM, 48 hours prior to a scheduled move date, and the customer is not able to be contacted up to one hour after the scheduled move time, the customer will be charged a late-cancellation fee of \$100.00. If KCMM does not provide the customer with at least 48 hours notice of a cancellation, and does not contact the customer for up to one hour after the scheduled move time, KCMM will pay the customer a late-cancellation fee of \$100.00.
4. Total charges must be paid to the lead mover upon completion of move unless other arrangements are made with us when the work was scheduled prior to the move date.
5. KCMM reserves the right to provide and charge for additional movers. We also require that the customer, or someone appointed by the customer, to be present throughout the move to be available for any consultation that our moving specialists might require.
6. KCMM has the right to refuse partial or complete service for the following but not limited to: customer is unprepared to move, rodents, insects or any condition that is hazardous or a health risk to the movers, overall un-cleanliness of the property, and abusive treatment of the movers by any person on the premises.
7. KCMM is not responsible for snow removal. That is the customer's responsibility. If not done by the customer, we will remove the snow and the customer will be charged our standard hourly moving rate that day.
8. KCMM is not responsible for cleaning floors. We will make every effort with the customer to maintain the integrity of existing flooring, but unless previously requested by the customer prior to the scheduled move time, we will not be responsible for any damage due to soiling.
9. KCMM is not liable for any damage to property or belongings of the customer when items are moved contrary to movers' advice.
10. KCMM is not liable for any goods once out of their care, custody or control. Including or not limited to: items placed in a storage facility or rental truck.
11. An extra charge of \$250 will be charged to move a grand piano.
12. No perishable items will be moved by KCMM such as, but not limited to: food, candles, fishing bait, and open liquor.
13. KCMM will not transport gasoline, kerosene, propane, spray paint, or any paint cans, ammunition or weaponry of any kind.
14. KCMM will not transport plants, pets, livestock or any living creatures, caged or un-caged.

15. KCMM is not liable for any damage to items made of particle boards or pressed woods.
16. KCMM is not liable for any cement-based statuary, including birdbaths, fountains, etc., which could break, crack, or separate due to vibrations in transit during the move.
17. KCMM is not liable for damages to glass shelves or table tops, hanging artwork, outdoor pottery or ceramic items unless appropriately packed by our movers.
18. In the absence of any external or recognizable damage, KCMM is not liable for mechanical or electrical malfunction of computers and components, washing machines, dryers, refrigerators, freezers, television sets, stereos, phonographs, etc. These devices often fail for other reasons than transportation or from normal vibrations inherent to transportation. Proper servicing and after care is the customer's responsibility.
19. KCMM has the standard of parking in the driveway. If there is not a driveway, KCMM movers will park in the most convenient space available near the entryway of the move-site. KCMM is not liable for damages to yard, trees or landscaping due to the positioning of the truck if not otherwise notified by the customer prior to the scheduled move time.
20. Under no circumstances will KCMM be liable for cracking, crumbling or breakage of concrete approaches, such as driveways and sidewalks.
21. KCMM requires all small loose items to be packed by the customer or a moving specialist. Loose items include, but are not limited to: items in jewelry boxes, dressers, bureaus, items on counter tops, dresser tops, bookshelves, toys, dvds/cds, etc. If these items are not securely packed, KCMM reserves the right to refuse to move these items. KCMM is not liable for the loss of or any damage incurred to small loose items.
22. In the event of loss, KCMM will make every attempt to locate and return lost items. Should lost items not be located, KCMM will fully cooperate with the customer to recover these items. KCMM is not liable for items that the customer believes are missing that cannot be shown to be in the care, custody or control of KCMM.
23. In the event of damage, the invoice must be paid in full before the claim can be settled.

Claims Valuation

- A. In the event of claims for damaged property, the following procedure must be followed:
 1. Customer will notify KCMM to request a claim form and discuss the claim WITHIN 30 DAYS.
 2. Customer must complete and submit the form to KCMM WITHIN 10 DAYS of receiving the claim form.
 3. Once the claim form is received by KCMM, KCMM will investigate the claim and notify the customer of the results WITHIN 30 DAYS.
- B. Those responsible for the damage or loss will be determined by KCMM based on the terms and conditions listed above.
- C. If determined that KCMM is responsible for the property damage, KCMM will pay the depreciated value of the damaged property.
- D. If the item(s) is(are) repairable, KCMM reserves the right to select the vendor(s) who will subsequently make the repairs. This also includes structural damage to property such as walls, doors, flooring, etc. If the customer repairs or replaces the item before a claim is submitted and thoroughly evaluated with a response, KCMM is not liable for any charges incurred to the customer and the customer has voided their right to a claim.

- E. If it is determined by KCMM that they are not responsible for the damage, the claim will be denied.
- F. There is a \$100.00 deductible on all claims.
- G. After deductible has been received you are entitled up to \$5,000.00 insurance.

I have read, understand and agree completely with all of the above Contracted Terms and Conditions for this move. By affixing my signature below, I authorize Kansas City Metro Moving L.L.C. to provide exclusive moving services.

Notice: In event of any litigation or legal action arising out of services rendered by or on behalf of this company, the customer specifically agrees that all actions shall be instituted in and that the venue shall be Jackson County, Missouri. All legal fees will be incurred by the customer.

Name Of Customer

Date

I agree to the terms and conditions above