

Bob the Mover Inc.

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Waiver and Release Agreement

- 1) Items not on the Bill of Lading may be subject to additional fees.
- 2) Boxes we did not pack cannot be insured.
- 3) Pictures and mirrors should be packed properly with bubble wrap or in a box prior to arrival. Unpacked items cannot be insured.
- 4) Unless otherwise agreed by the Company in writing, payment is required in full by cleared funds, cash, credit card, e-transfer, at the end of the moving period. Cheques will not be accepted.
- 5) Deposits are non-refundable.
- 6) Additional fees for keywait/elevator service or any other unforeseen wait times are as follows unless indicated otherwise:
 - 1-2 Movers - \$180/hr + tax
 - 3 Movers - \$200/hr + tax
 - 4 Movers - \$225/hr + tax
 - 5 Movers - \$250/hr + tax
- 7) Elevators: Be sure to contact your building supervisor to reserve the elevator and have it padded for the day of your move. Also, note any time restriction that might apply.
- 8) Unpacked items or unsealed boxes may be refused to be transported.
- 9) If clients are not on site during load or unload, the items cannot be insured.
- 10) A snow removal fee of \$200 will be charged if the pathway is not cleared for movers at the agreed start time.
- 11) The following is not included in the Company's Quotation, unless agreed by the Company in writing prior to the beginning of work:
 - Dismantle or assemble furniture of any kind.
 - Disconnect, re-connect, dismantle or re-assemble appliances, fixtures, fittings or equipment.
 - Take up or lay fitted floor coverings.
 - Move or store any items excluded under Clause Excluded Items.
 - Dismantle, move or assemble garden furniture and equipment including, but not limited to: sheds, greenhouses, garden shelters, outdoor play equipment, satellite dishes, move paving slabs, planters and the like.
- 12) **Changes to the Item List**

Reductions to the item list must be made at least 7 days in advance. Items can be added at anytime, but may be refused
- 13) **Goods Company Will Not Move or Store for Customer**
 - Potentially dangerous, damaging or explosive items, including gas bottles, aerosols, paints, firearms or ammunition.
 - Jewelry, watches, trinkets, precious stones or metals, money, deeds, securities, mobile telephones, portable media and computing devices, stamps, coins, or goods of any similar kind.
 - Perishable items and/or those requiring a controlled environment.
 - Any animals, birds, fish, reptiles or plants. Goods which require special license or government permission for export or import.

Initial _____

14) **Parking & Reservations**

- All parking and loading areas are to be reserved during your move by the Customer prior to the Company arriving at any location along the Customer route. Customer acknowledges that Company's trucks weigh in excess of 26,000 pounds and may potentially damage Customer's driveway. Therefore Customer must inform Bob The Mover Niagara Inc. 24 hours before the Customer's move if the Company's truck cannot drive onto or park in the Customer's driveway. Under no circumstances will Bob The Mover Niagara Inc. be responsible for damaged driveways.
- We cannot guarantee movers meet requirements for COVID vaccines and it is the responsibility of the client to inform us if this is a requirement. In the event we cannot enter a building (apartment, retirement home, etc) we may have to place items in the lobby or other arrangements may have to be made at the clients expense.

15) **Excluded Items – What is Not Covered**

Understanding the exclusions list will help you prepare better for your move:

- Any items that were packed by Customer or Customer Agent and not by Company movers or any items not on the Bill of Lading
- Damage from acts of god or poor weather conditions (snow, rain, etc)
- Items of extraordinary value, unless agreed upon in writing. These items should be pointed out prior to moving to ensure proper handling.
- Mechanical/motorized items such as beds, recliners, etc.
- Granite, marble, tile and concrete are not covered under our Liability due to variations in hairline cracks, veining, fissures, and pitting.
- Any furniture items when no furniture pads are used for protection (based on customer refusal).
- Special care/fragile items that are not packed by Bob The Mover, including but not limited to glass, glass tops, mirrors, fine art, clocks, mirrors, pictures, lamps, lamp shades, electronics or high value items without proper packing and preparation.
- Jewelry and Other Valuables: Please note that we will not be liable for any valuables such as documents, medicine, priceless items, jewelry and currency.
- Clay Pots, concrete statues and other outdoor decor will not be covered under any circumstances.
- We are not responsible for damage resulting when moving household items that have deteriorated such as, but not limited to, lamp shades, mattresses, electrical wiring, etc.
- We may use dollies to facilitate removal or placement of appliances, etc., and damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of Bob The Mover Niagara Inc.
- We assume no liability or responsibility for any items and cargo placed in the customer's own vehicle or in rental equipment and which Bob The Mover Niagara Inc. does not transport
- Damage to plants or perishables
- Contents of Drawers: All drawers of furniture must be completely empty. The contents of all desk drawers must be removed. We cannot be liable for damages due to any items with contents in the drawers.
- If elevators are not on service mode all contents of your move will not be insured.
- Any particle board furniture (Ikea, self assembled, etc) cannot be insured. These items are not built to be moved and can break from normal moving scenarios.
- Loss of articles at apartment type buildings (clients responsibility to secure safe access)
- Any items that do not have a minimum of 2" of clearance on both sides of environment (doorway, walls, stair railing , etc) cannot be insured.
- Mattress shape after a move

16) Damages and claims

- Any damage claims must be submitted in writing. Applicable notes about these damages must be made in writing on the bill of lading on the day of your move before movers leave your premises. Damaged items cannot be insured after final inspection.

17) Right of refusal

- We reserve the right not to service you under conditions that, at our sole discretion, we consider dangerous, unsanitary, abusive or contained outside the scope of household moving. In the event we exercise this right, we will not be liable to you or any other entity for direct or consequential damages. Customer forfeits their deposit.

18) Water Connections

- We will not connect washer/dryer, or ice makers. Please note: you or your representative must check or accept any plumbing connections. Please make sure the main water valve(s) are completely turned off before disconnecting them. Any assistance we give is as a courtesy only. Water and drain connections are the responsibility of the user.

19) Delays in Transit

- Other than by reason of Company negligence or breach of contract, Company will not be liable for delays in transit.

20) Inclement Weather

- Company is not held liable for damages caused by inclement weather including but not limited to property (floors, walls, doors, damage by salt, etc), transported items, and driveways.
- We will make the strongest possible effort to keep items undamaged by weather but cannot make any guarantees. In case of a snow or ice storm, jobs may be cancelled to avoid bodily injury or equipment damage and will be rescheduled beginning the first available date after the storm or as our schedule allows.
- In freezing temperatures, glass cannot be insured.

21) Preparation

- Shelves should be removed from furniture and packed separately. This includes but is not limited to bookshelves, china cabinets, armoires, buffets or and cabinets with removable shelves. If the movers need to remove the shelves, we will not be responsible for installing the shelves at the drop off
- Pegs to hold removable shelves should be removed and packed separately
- Lamp shades and light bulbs should be removed from lamps and packed separately in boxes
- Items not pointed out to movers on the initial walkthrough may not be able to be taken. It can be difficult to pack an item if it was not originally planned for.
- We are not responsible for forgotten items Items not pointed out to movers on the final walkthrough of the load

Client Name: _____

Signature: _____

Date: _____