

Policy and Procedure

- From Here to There Moving is not responsible for damage to waterbeds or any subsequent damage. We claim no expertise as waterbed technicians.
- From Here to There shall not be responsible for damage to items requiring special instructions if customer fails to provide such instructions including, but not limited to, disassemble or assemble of said items and any special preparation required.
- From Here to There assumes no liability or responsibility for any items and cargo placed in the customer's own vehicle or in rental equipment and which From Here to There does not transport.
- From Here to There may use dollies to move heavy objects such as but not limited to pianos, appliances, items over 300lbs., etc. Any floor surfaces including but not limited to parquet, hardwood, ceramic, marble, entrance halls, etc. and any damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of From Here to There. If the floor can be pulled by a thumbnail, we are not responsible for damage. From Here to There may use water or soapy water to facilitate removal or placement of appliances.
- Any damage caused by incomplete floor areas, such as, but not limited to, subsequent damage to ceilings, will not be the responsibility of From Here to There.
- From Here to There cannot be responsible for dents or scratches on major appliances. They are covered by a thin metal that has an extreme affinity to dent and scratch.

- The condition of any item(s) boxed by the customer (PBO/packed by owner) and not inspected prior to move are not insured by From Here to There and is the responsibility of the customer.

- From Here to There shall in no way be responsible for the working condition of electronic equipment, appliances, grandfather clocks, or any other piece of mechanical equipment (MCU/mechanical condition unknown).

- The right is reserved by From Here to There to repair or replace any damaged item(s).
- From Here to There shall not be responsible for loss or damage to accounts, bills, checks, evidence of debts, letters of credit, passports, tickets, documents, manuscripts, notes, mechanical drawings, securities, currency, money, bullion, precious stones, jewelry, or other similar valuables, paintings, statuary, or other works of art; or property carried gratuitously or as an accommodation.
- From Here to There shall not be responsible for glass in any form or damage resulting from glass breakage unless special packaging has been purchased. This applies to porcelain and ceramic items, also.

- From Here to There shall not be responsible for plants or pets.
- For local moves, you must pay in full at completion of your job. Any damage claims must be submitted in writing to our claims department within 60 days of your move. Unless payment is made in full as is due we are not required to answer or process a claim. Do not assume you may deduct the money from the final bill to compensate yourself in the event of damage. This is illegal.
- We only move empty freezers/refrigerators
- We only move empty aquariums. (This means empty of water, and also empty of creatures such as lizards, turtles and snakes.)
- If the move requires work above and beyond the original order for services, From Here to There reserves the right to fulfill other obligations before completing additional work.
- We reserve that right to send extra men to complete a job in 8 hours on the clock (time of day, not man hours) or if a job is running past 5p.m. The customer will be charged accordingly.
- We reserve the right to limit our work day to 12 hours. In certain cases, due to DOT hours of service rules for drivers, we may need to cut a job short or send a replacement driver to avoid violating those regulations.

- **Pianos-**

We do not move baby grand or any type of grand or large upright pianos. In certain cases we will move the shorter "spinnet" style of piano if entry/exit conditions are safe to do so. We will only move smaller pianos to the second or third floor if the crew foreman deems it a safe and reasonable undertaking. Small pianos with an extra soundboard will not be moved up/down stairs if the weight of the piano makes this an unsafe undertaking. If the piano has lightweight legs (usually the front), we will not be responsible if they will not go back on if we take them off. If the customer elects to leave the legs on, we will not be responsible if damage occurs to them.

- From Here to There will not do anything that we feel is unsafe.
- You may move your own glass, porcelain, ceramics, etc. yourself. If you wish we will move them carefully, but will not be responsible for breakage and/or resulting damage to unpacked fragile items. If you wish to have fragile items packed in order that they will be covered by basic or increased insurance you will be charged for packing and materials. If you decline additional materials we will move the items but you will be asked to sign a waiver.
- For safety reasons, small children and pets must be out of work area.
- We are often asked to perform tasks that border on the impossible, From Here to There will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, overcrowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., squeezers, and damage caused by weather. You will be asked to sign a waiver if we agree to attempt a move that we deem unsafe or unreasonable.
- When moving household items. From Here to There has found deterioration occurs over time due to age/heat/dry rotting. Mattresses lump and disfigure upon disturbing, lamp shades and wiring also become brittle and rotted. If you wish, we will move them carefully, but will not be responsible for damage of deteriorated items.
- Simulated wood products and pressed board have poor structural integrity which does not lend itself to moving or repair. We will move these items carefully but cannot be responsible for damage of simulated wood or pressed board furniture. These items are excluded from any and all moving insurance coverage.

Scheduling and servicing

- All deposits or booking fees are *non-refundable*. However, if you need to cancel services or need to reschedule, we will honor your deposit for up to 90 days after your initial scheduled date, after which expires.
- At any moment during or before the move, if any unusual circumstances arise, or if for any reason the customer displays unruly behavior, we reserve the right to stop the job, lock the truck with the customer's belongings, and request for a deposit.
- If the customer does not behave in an appropriate manner (insults movers, tries to force movers, etc.) our workers are required to stop the service immediately. The customer will be obligated to pay from the initial time arrived until the time the customer signs next to the stop time.
- If for any reason the customer decides to stop our services prior to the job completion, while in transit; the customer will be obligated to pay from the time we arrive, until the time we stop working.

PROCESS AND DURATION

For non-binding estimates, time runs continuously from our arrival to the origin-destination and ends once we stop working; billed in ¼ hour increments and rounded up. The actual cost of your move is contingent upon the actual time needed to complete plus any billable charges or fees. Time for each move will vary based on a variety of factors, including volume or dimensions of items moved, preparedness, stairs (up or down), and other circumstances that may cause a delay.

1. Multiple trips may be necessary to complete the move. Under certain cases It may be necessary to occupy an additional service vehicle, such as for out-of-town moves.
 0. In the event that there is no more room to load the service vehicles, a separate charge may be incurred to complete the service. Depending on the mover's availability, a separate date may be required to move the remaining items.
2. In the event of a mechanical breakdown during a relocation, we will only be responsible for making up lost time upon a mutually agreed date and time.
3. Service vehicle(s) will be parked in an area approved by the customer. However, the customer is responsible to obtain any permits or permissions necessary; and pay any costs to access this space. The Customer will be liable for any consequences that may arise from this; including parking fines/fees, violations, towing costs, or damages to the service vehicle.

OUR SAFETY

Our immediate work zone can be a hazardous place where serious injuries can occur. From Here to There reserves the right to refuse service if the work area is occupied by any person, children, pets, or other service providers such as painters, carpenters, roofers, locksmiths, etc. Where it is not a safe scenario under which relocation services should be performed. From Here to There will not do anything that we feel is unsafe.

1. From Here to There reserves the right to cancel your move without being held liable, for any circumstances that may cause a threat or safety concern to any person, place, or thing to be moved. This includes questionable or illegal requests, unsafe road conditions, and any situation that may cause reasonable concern to us or the properties.
2. It is important that you notify us of heavy or cumbersome items (i.e. pool table, oversized armoires, refrigerators, freezers, gun safes, etc.).

HAZARDOUS CONDITIONS

From Here to There reserves the right to refuse work in the event that our movers arrive in hazardous health and safety conditions including but not limited to: fecal matter, urine, excessive animal hair and/or dander, excessive dust, mold or mildew, strong urine or musty odor(s), presence of rats/mice, roaches, fleas, bed bugs or other pest infestation, faulty steps or staircases, non-cleared pathways, floors or walkways, any situation deemed to be a risk to injury, domestic disputes or any violent activity presented upon the worksite. In any of these situations, our moving team and our office reserves the right to cancel the job outright, consider a fair hazardous condition fee rather than refusing the job outright. Any hazardous condition fees may apply per mover and will be added to the total cost of the bill.

1. From Here to There will not work in unfloored attics. Ceiling damage and personal injury may result.
2. From Here to There will not move any items under pressure such as propane tanks, other flammables or hazardous material. Federal law forbids you to ship hazardous materials in your household goods boxes or luggage without informing your mover.

Pre-Existing Damages-

From Here to There shall not be responsible for extended damages when moving items that have pre-existing damages, repaired, defects, deteriorated or have an inherent weakness. All items made of stone, concrete, porcelain, terracotta, clay, etc... may have internal/external chipping or cracking due to drying out weathering, or plant growth. These cracks and/or chips may not be visible and even with proper padding/care can still result in further damage.

Unpacked fragile items-

It can be extremely time consuming and dangerous to move any unpacked: small glass, small porcelain, ceramics, lamp shades or similarly unpacked fragile items. We will not be held liable for any damage to them if they are not packed using sufficient packing paper or bubble wrap prior to the movers arrival. In those cases where the packing is insufficient, we will do our best to protect the items using our blankets but we cannot be held responsible for damages in that case.

Client Help-

If you want to help speed up the process please do. We will never require our clients to help but if you do, we prefer if you refrain from entering our box truck. From Here to There is not responsible for any injuries to the customer while the customer is helping. From Here to There is not responsible for any damages to items while the customer is helping or requiring a dangerous task to be completed. From Here to There is not to be liable for any injuries you might sustain or items you may damage while helping us help you move.

STORAGE-

When From Here to There provides loading and/or unloading of a customer's storage unit, From Here to There is only responsible for items while in its immediate care, unless otherwise noted. When the doors are closed, From Here to There liability ends. If From Here to There returns to move these items later, it is considered a completely new job.

Terms & Conditions

This agreement covers your shipment while in the care and custody of From Here to There (FHTT). FHTT reserves the right to inspect furniture's pre and post move condition. Any participation by the customer nullifies any coverage provided by FHTT. FHTT releases all liability for items placed in a vehicle not operated by a FHTT employee. FHTT is released from all liability once the items are placed into any form of storage receptacle. A release must be signed before any item(s) are moved in any manner that is either harmful to the mover, the furniture or the surrounding area, i.e., door jamb, wall, etc. From Here to There is not liable for damage to any flooring due to elements of weather, mud or dirt. FHTT is not liable for damage to linoleum that has not been installed for more than 96 hours. FHTT is not liable for damage to wood floors that have been installed and/or finished in the past 20 days. FHTT is not liable for damage to pavement or concrete due to markings, ramp and lift gate scoring, or steep approach angles. FHTT is not liable for damage due to load shift caused by steep driveways, uneven pavement or bumpy roads. FHTT is not liable for any boxed goods not professionally packed by FHTT or any glass items (i.e. mirrors, glass table tops, lamps, etc.) not professionally packed by FHTT. FHTT is not liable for mechanical or electronic items, i.e., computers, copiers, televisions, appliances, etc., unless there is evidence of external damage. FHTT is not liable for damage to pianos in any way. FHTT is not liable for damage to flat screen televisions that are not transported in the original manufacturer's packaging or in a custom television box rented/purchased from FHTT after being inspected by the Crew Chief. FHTT is not liable for damage caused by disconnecting or reconnecting appliances or electronics in any way. FHTT is not liable for front load washers moved without shipping bolts. FHTT is not liable for damage caused by reassembling items not disassembled by FHTT. FHTT is not liable for items made partially or completely of marble, granite, composition board or veneer.

FHTT excludes any loss or damage to documents, software, currency, jewelry, or watches. All antiques must be accompanied by a current notarized appraisal as well as be noted on the "Declaration of Valuable Articles" form for antique-value to be considered. FHTT excludes any loss or damage to items of extraordinary value (value equal to or greater than \$100.00 per pound) which are not listed in the Declaration of Valuable Articles along with an options rider for coverage selected. The move bill must be paid in full before any compensation is made. A claim must be brought to the attention of a From Here to There office representative within a period of no longer than 90 days from the completion of the move. FHTT reserves the right to choose between repair, replacement or reimbursement for depreciated cost of the item being claimed. FHTT reserves the right to appoint the company that does all repair work on any claim. FHTT will have a period of 120 days from the time a claim is submitted by the customer to contract a repair person, order a replacement part or offer a settlement. From Here to There reserves the right to dispute any claim in a court of law.

Complaint & Inquiry Process

To be compliant with the Federal Motor Carriers Safety Administration code section 375.209, FHTT has the following complaint and inquiry process in place:

1. The complaint or inquiry is received from the customer via phone. From Here to There can be reached at 859-893-2602. From Here to There does not charge for incoming telephone calls. All standard telephone rates from the customer's telephone provider apply.
2. The complaint or inquiry is recorded in the customer's file.
3. In the instance of an inquiry, an answer is either given immediately, or the answer is researched and relayed to the customer upon completion of the research. In the event of a complaint, it is presented to the Customer Care Committee. This committee meets weekly to review any complaints that are received and attempt to provide the appropriate resolution for each individual complaint.
4. Upon the decision of an appropriate resolution by the committee, the customer will be contacted in a timely manner.
5. The Customer Care Committee discusses the claim in its weekly meeting and determines whether the claim is processed or denied.
6. If it is processed, a representative from FHTT may be sent to the customer's home to take pictures of the damage.
7. After the above steps are taken, the claim form is forwarded to a restoration company.
8. The restoration company calls the customer to set up an appointment to view the damaged items.
9. A claims assessor visits the customer at the appointed time and assesses the damage.
10. The assessor's report is forwarded to From Here to There.
11. A determination is made based on the report by From Here to There: 1. the listed pieces will be fixed, replaced or the customer will be compensated for the damage, 2. FHTT is found to be in no way responsible for the damage, so no further action is taken.

Arbitration Program

The Arbitration Program for Movers (APFM) offers a program that From Here to There uses in the event that arbitration is necessary. It is administered by the National Arbitration Forum, an independent, non-governmental organization that is not affiliated with any moving companies. A full account of the process is available on APFM's Web site at <https://www.arbitrationprogramsformovers.com/>

**For a hard copy of the Arbitration Program, please contact your move coordinator.*