



SIMPLE MOVES

Contract

6150 Bertha Ave
St. Louis MO 63131

Phone: 314-963-3416 314-721-3722 636-916-5333
Fax: 314-721- 327 7 www.simplemovesstl.com

Introduction:

Thank you for hiring Simple Moves. I am sure your experience with us will be a positive one, and hassle free. In order to serve you, to the best of our abilities, we have certain policies that we must adhere to. These policies were put in place to protect both you and Simple Moves. Please read over this contract, and sign at the bottom. This is a binding contract, and is enforceable by law. If there are any questions, or if you do not understand something, please feel free to call the office at any time, or ask your movers to explain.

Arrival Times:

When scheduling a move, Simple Moves will give you an estimated window of arrival. We do everything to make sure we are there within that window, but please remember that this is just an estimate. If we are running early or late, we will call you as soon as possible and let you know. Please make sure we have a phone number to get in touch with you on moving day.

Charges:

Travel: - A charge used to get employees from our office to where we start the job, then from the end of the job back to the office. You were informed at the time of scheduling your move what your travel charge would be. If we need to make more than one trip (on that day) you only pay the travel charge once. If your pick up location or drop off location change, or if the amount of men needed change, your travel charge will be adjusted.

Hourly: - The hourly charge is based upon how many men are needed to do your move. You were informed what this charge would be when scheduling your move. If more men are needed, your hourly charge will change. The hour starts when our employees arrive at the job and ends when you tell us that we are finished. After the first hour we bill in 15 minute increments, this is the hourly rate broken into quarters. 5 minutes into the next quarter hour, we charge for a full quarter hour.

Extra: - There may be an extra charge for any large, cumbersome, extremely heavy or fragile items. The movers will let you know if there is an extra charge before they move the item or items.

Flat: - The customer service person that scheduled this job has determined this rate by the information that was provided to him or her. If the movers find that there are more items to move, extra heavy, extra fragile, or major assembly or disassembly is needed the flat rate may change. The mover will let you know ahead of time.

Trucks: - At Simple Moves, we use smaller trucks for smaller jobs, that is the reason we ask for a detailed list of the items that you need to have moved. There is never any guarantee that all of your items will fit into one load. If more than one trip is needed, you are only charged the travel charge one time, but you are charged the hourly rate from the time that we arrive until we are finished.

Packing: - If we have been hired to pack belongings for you, our same hourly rates apply plus any packing material used. Please ask office about packing material prices.

Payment:

The credit card number that was used to reserve the move is only used to reserve a time slot. If you were to cancel your move, change the date or time of your move, you must do that outside of the 48 business hours prior to the day of the move, or there is a non refundable \$50.00 charge. The final payment is due in full at the end of the move, by cash, check or credit card. The credit cards that we accept are Master card, Visa, and Discover. The movers will present you with a bill at the end of the

move. If you are moving items into storage, if we are loading a truck for you or if there is any other reason that we will not have a permanent address for you in the area, the only payment that we can accept is cash or credit card. (Please have a wide denomination of bills if paying by cash, as our movers do not carry change).

If you are paying by check, we require proof of identification, current phone number, current address, and social security or driver license number on all checks. (We do not accept starter checks) We have a \$25.00 dollar return check fee, plus any other cost incurred in attempting to collect payment.

Damages:

Simple Moves hires and trains all of their own employees. We never hire temporary help. We make sure that our movers are equipped with all of the proper equipment and training to do your "Simple Move". Though damages happen very infrequently, and our movers try their very best to move all of your belongings as safely as possible, from time to time a damage may occur. If by chance there were to be damage, you must pay your bill in full before Simple Moves will honor any damage claim.

Our damage policy states, "we will repair, replace or compensate at the current estimate value". If an item is damaged and needs to be repaired or replaced, Simple Moves will have it done by a company of their choice, if you prefer to be compensated for a damage, you waive your right to have the item or items repaired or replaced, you will be compensated at a fair and reasonable amount.

Simple Moves is only responsible for items in boxes or any type of container that we have packed ourselves. Any items that have been packed, wrapped, or padded that we are unable to verify had not been previously damaged, we hold no responsibility for.

All damages must be reported to the office within 48 hours from the time of the move, or no claim will be honored, there are no exceptions to this rule. Please check all items after they have been moved.

General Information:

Many people ask if the movers can receive tips. Yes, if you believe your movers did a good job and took care of you and your belongings, any tips are appreciated.

We can not disconnect any gas appliances. We can not transport any flammable or hazardous substance.

We are not responsible for dirty or soiled carpets; we do carry carpet shields that are for sale.

Dresser drawers only need to have breakable items removed from them.

We ask to have desk drawers and lateral file cabinets emptied.

If we are loading or unloading a truck or storage unit, we are only responsible for the items while they are in our immediate care. We are not responsible for the contents of the boxed items which we have not packed ourselves. If we feel an item cannot be moved safely due to circumstances beyond our control, we will have you sign a release liability before moving these items. Some of these items include particle board or pieces with preexisting damage. We ask you to check the truck when the movers are finished, to make sure that none of your belongings were left on it. If you think that something is missing, you must call the office within 48 hrs.

Customers Name Job Number Date of Move

Travel Charge \$ Men Requested Hourly Rate \$ Flat Rate 0.00

I have read, understand, and agree to all terms listed above.

Customers Signature _____ New Phone _____

New Address _____ City _____ Zip _____ 4