

Policies and Procedures

West Tennessee Moving and Storage LLC waives the responsibility for any damage due to packing methods of items that are not professionally packed by our company. All flat-screen TVs must be in a box. Our team can box your flat-screen TV for an additional fee with proper notice to our office ahead of time. ***Any damage due to our negligence is complete covered.***

This price quote includes a one-time placement (of your choice) of all furniture. Any additional changes or movements are subject to additional billing.

With flat rate pricing, all items must be packed prior to move dates unless Packing is contracted through our company. Unpacked items will not be moved by our company with no reduction in the original contracted price. Our employees are not expected to wait for items to be properly packed by the customer.

West Tennessee Moving and Storage LLC is only responsible for the assembly of items that are disassembled by our employees (ie. Bed frames)

West Tennessee Moving and Storage LLC is unable to provide relocation for the following items:

- Live Plants
- No Liquids of Any Kind (ammonia, bleach, pesticides, paints, thinners etc.)
- Firearms and Ammunition
- Any Form of Currency
- Unpacked Items including but not limited to TV's, Lamps, Prints, Pictures

West Tennessee Moving and Storage LLC liability for scratches and other surfaces blemishes, including tears, cracks to and including but not limited to wood, upholstery, leather, floors, walls, painted surfaces shall be limited to \$100 per item unless higher limits are agreed to in writing prior to move.

All apartments higher than ***first floor*** are subject to additional billing (\$100 per level) if not included in writing on original guaranteed rate quote.

West Tennessee Moving and Storage LLC will not be liable for damages of concrete décor due to vibration of the ride. Items weathered by outdoor elements daily often become very brittle. West Tennessee Moving and Storage LLC is only liable for breakage due to improper handling or negligence of our employees.

West Tennessee Moving and Storage LLC shall in no way be responsible for the working condition of electronic equipment, appliances, grandfather clocks, or any other piece of mechanical equipment. Cosmetic damage or professionally proven physical damage are the only liability of West Tennessee Moving and Storage LLC.

West Tennessee Moving and Storage LLC will be glad to move your unusually heavy items (pianos, gun or fire safes, appliances etc) in the agreement that Floor damages are not our responsibility. We make every attempt to perform these actions in a safe manner for your home and our employees. The right is reserved by West Tennessee Moving and Storage LLC to repair or replace any damaged item(s).

In the event of bad weather, the job may be postponed at your discretion (West Tennessee Moving and Storage LLC does **NOT** cancel jobs on our behalf concerning weather). Your job will then be rescheduled for the next available date agreed upon between customer and management. West Tennessee Moving And Storage LLC will contact customer the day prior to truck arrival. It is at the customer's discretion if roads/driveways are accessible. Any driveway or yard damage are customer's liability. If a customer insists that West Tennessee Moving and Storage LLC attempt to enter an inaccessible drive (ice, snow, mud, etc) any wrecker or towing expense will be the customer's responsibility.

The customer is responsible for moving any obstacles (arches over entry, tree limbs, washouts, etc) from driveway entrances. New construction sites must have some form of drive adequate for holding a truck weighing 26,000 pounds. Any additional equipment needed to avoid such obstacles would be at customer's expense.

West Tennessee Moving and Storage LLC will gladly move any furniture made of particle board with zero liability. If there is a question that the piece is not strong enough to withstand the move, the piece should be fully disassembled by the customer.

West Tennessee Moving and Storage LLC is in no way responsible for any damages on items moved out of storage area that were not originally moved in by West Tennessee Moving and Storage LLC. In the same respect, West Tennessee Moving and Storage LLC is not liable for damages on items moved out of West Tennessee Storage facility by anyone other than West Tennessee Moving and Storage LLC. The Customer is expected to be present to witness the proper handling of their goods.

All payments are due on the day of service (prior to the unload). Credit card payments are accepted on a pre-pay basis....no upfront deposit. Tips are gladly accepted, but it needs to be in cash directly to the employee. Please **DO NOT** include tips in the moving payment!

Accepted by Customer

Accepted by West Tennessee Moving and Storage LLC