

Customer Protection Plan

Important information about your move and how Shur-Way moving can help.

The first step in protecting your belongings is to choose a mover that is licensed, insured, and bonded. These movers are protected by liability and cargo insurance, and more importantly workman's compensation insurance if someone should be injured on your job.

The second step is to go with your instincts. Choose the mover with whom you feel most comfortable.

Third, consider valuation options. You are not required to additionally protect your goods, but it is available only from those movers who qualify to offer it and provide it at reasonable costs.

Local Moves

Option 1—30 cents per pound item

This is the carriers minimum liability. You, the customer, are agreeing in writing, with the mover, to share liability for loss and damage, even though the mover is handling your goods.

An example of this option would be:

A 200 pound piece of furniture is damaged, regardless of the damage, you would receive \$60.00 towards the repair or value of the item. (30 cents x 200 lbs.)

Cost: None, Provided at no charge

Requirements: The customer writes on the bill of lading. "30 cents per pound per article" and signs appropriately.

Option 2—Actual Cash Value-Declared Value

The customer declares the actual value of the goods being moved and writes this on the bill of lading. This is the mover's maximum liability to you. The minimum is \$2.00 x the estimated weight of the goods, as provided by the estimate, or \$10,000.00, whichever is more.

In an event of a claim, the damaged item will be settled on the basis of its current actual cash value (depreciated value).

**Cost: \$12.00 per \$1,000 of value
(i.e. \$10,000 of value = \$120.00)**

Requirements: The customer writes on the bill of lading the value of the goods and signs appropriately.

Special Note

Under No circumstances will Shur-Way Movers cover any boxes that are packed by the owner.

Shur-Way employees will not provide the convenience of disconnecting any appliances/electronics. However, we will arrange 3rd party services for this work to an appropriate contractor before your move date.

Absolutely no claim will be paid if a repair is made prior to Shur-Way's office being notified of the damage. Please note that valuation must be signed before your move begins.

Long Distance Moves

Option 1—Released Value

Minimal carrier liability at no additional cost to the shipper. Loss or damage claims are settled based on the weight of the article multiplied by \$.60. (For example, a broken lamp weighting 7 pounds would be covered up to a maximum value of \$4.20.)

Option 2—Full Value Protection

As provided in item 53 of Tariff 400, the purchase of Full Value Protection means that if articles are lost, destroyed, or damaged, they will be either repaired, replaced with like items, or a cash settlement made for the current market replacement value, regardless of the age of the lost or damaged item. Unlike other plans, depreciation of the lost or damaged item is not a factor in determining replacement value. The amount of the shipment valuation is based on a minimum declared value of \$10,000 or \$5.00 times the net weight of the shipment, whichever is greater. (For example, if the shipment weighs 1,000 pounds, the minimum value declared must be at least \$5,000.)

Carrier's maximum liability and the valuation charges specified herein for the assumption of liability shall be subject to selection by the shipper, prior to loading, of an appropriate maximum valuation amount and either deductible Option "A", "B", or "C". Shipper may declare or release the shipment to a higher maximum valuation amount, subject to one of the amounts shown below. To avoid these additional charges, shipper must agree that if articles are lost or damaged, carrier liability will not exceed \$.60 per pound for the actual weight of any lost or damaged article or articles in the shipment.

Option A—No Deductible: Under Option A, the carrier assumes responsibility for the declared or released maximum valuation amount.

Option B—\$250 Deductible: Under Option B, in consideration of a reduction in the valuation charge, the shipper assumes responsibility for the first \$250 of any claim.

Option C—\$500 Deductible: Under Option C, in consideration of a reduction in the valuation charge, the shipper assumes responsibility for the first \$500 of any claim.