

**MAXIMUM RATES AND RULES  
for the  
TRANSPORTATION OF USED PROPERTY**

**Namely: Household Goods and Personal Effects  
Over the Public Highways within the  
State of California**

**by**

**HOUSEHOLD MOVERS**

**Effective: January 1, 2020**

**BUREAU OF HOUSEHOLD GOODS AND SERVICES  
Department of Consumer Affairs  
State of California**

EXPLANATION OF SYMBOLS

- \* Text Added
- \*\* Text Eliminated
- ∅ Text Change
- ◆ Rate Increase

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**SECTION 1**  
**RULES**

**ITEM 4 °  
DEFINITION OF TECHNICAL TERMS**

**BUREAU** means the Bureau of Household Goods and Services.

**CARRIER** means a household mover, as defined in the Household Movers Act.

**COMPONENT PART** means any part of a shipment separately received by the mover whether or not such part is separately delivered by the mover, and any part of a shipment separately delivered by the mover whether or not such part is separately received by the mover.

**CONSIGNEE** means the person named in the bill of lading to whom or to whose order the household mover is required to make delivery as provided in the bill of lading and that person's agent.

**CONSIGNOR** means the person named in the bill of lading as the person from whom the household goods and personal effects have been received for shipment and that person's agent.

**CREDIT CARD** means a card defined in Section 484(d) of the Penal Code of the State of California, other than a card issued by the mover, including bank credit cards and cards issued by major credit card companies.

**DEBTOR** means the person(s) and/or corporation(s) obligated to pay a freight charge of a mover.

**DISTANCE TABLE** means Distance Table 8 issued by the Bureau of Household Goods and Services, or successive issues, thereof, or any other distance table authorized by the Bureau for use in connection with rates provided in this tariff.

**ELECTRONIC DOCUMENTS** means electronic versions of any and all documents and forms required by the MAX 4 Tariff and/or the Household Movers Act, in lieu of paper documents.

**ELECTRONIC MEANS** is the transmission of electronic documents from mover to shipper, or from shipper to mover, through electronic means such as e-mail.

**ELECTRONIC RECORDS** means electronic copies of any and all documents, whether electronic or paper in origin, saved by the mover in an electronic format.

**ELECTRONIC RETENTION** means an electronic storage method used by any mover to save electronic copies of any and all documents, whether electronic or paper in origin, in an electronic format in lieu of paper records.

**ITEM 4 (Continued)  
DEFINITION OF TECHNICAL TERMS**

**ELECTRONIC SIGNATURE** means a method of signing an electronic communication that:

- (1) identifies and authenticates a particular mover as the source of the electronic communication;
- (2) identifies and authenticates a particular shipper as the recipient of the electronic communication; and
- (3) indicates such shipper's approval of the information contained in the electronic communication.

**ESTIMATED COST OF SERVICES** means a written document prepared by the mover and furnished to the shipper, which shows the total cost estimated by the mover for the services as described thereon.

**HOUSEHOLD MOVERS ACT** means Chapter 3.1 (commencing with Section 19225) of Division 8 of the Business and Professions Code.

**IMAGE CAPTURE TECHNOLOGY** means an electronic method of copying a paper document, such as scanning, that electronically reproduces an exact and accurate image of the paper document.

**INDEPENDENT-CONTRACTOR SUBHAULER** means any mover who renders service for a principal mover, for a specific recompense, for a specific result, under the control of the principal mover as to the result of the work only and not as to the means by which such result is accomplished.

**MAXIMUM FIXED RATE** means any specific rate named in this tariff. Movers may not charge a higher rate than a maximum fixed rate, except under the rules in Item 108 (Estimated Cost of Services).

**MOTOR VEHICLE** means any motor truck, tractor or other self-propelled highway vehicle used for transportation of property over the public highways, and any trailer, semi-trailer, dolly or other vehicle drawn thereby.

**MOVER** means a household mover as defined in the Household Movers Act.

**NOT TO EXCEED PRICE** means the maximum charge that may be assessed on a shipment, as enumerated on the Agreement for Moving Services, and as entered on the Important Notice about Your Move, subject to any bona fide Change Order for Services.

**ITEM 4 (Continued)**  
**DEFINITION OF TECHNICAL TERMS**

**PACKING** means any accessorial service performed in preparing a shipment (or portion thereof), prior to loading, except services for which rates and charges are otherwise provided in this tariff.

**POINT OF DESTINATION** means the precise location at which property is tendered for physical delivery into the custody of the consignee or his agent. All locations shall be considered as one point of destination, which are within a radius of:

- (a) 50 feet from a single point, or
- (b) 300 feet from a single point on a single piece of property of a single consignee.

**POINT OF ORIGIN** means the precise location at which property is physically delivered by the consignor or his agent into the custody of the mover for transportation. All locations shall be considered as one point of origin, which is within a radius of:

- (a) 50 feet from a single point, or
- (b) 300 feet from a single point on a single piece of property of a single consignor.

**PUC** means the Public Utilities Commission.

**RATE** means any unit charge for service including the rating, governing rules, and the accessorial charges applying in connection with that service.

**SHIPMENT** means a quantity of property tendered for transportation to one mover, at a time, on one shipping document by:

- (a) One shipper at one point of origin for one consignee at one point of destination;
- (b) One shipper at more than one point of origin (or more than one shipper at one or more points of origin) for one consignee or one point of destination (Split Pickup);
- (c) One shipper at one point of origin for one consignee at more than one point of destination (or for more than one consignee at one or more points of destination) (Split Delivery);
- (d) One shipper at more than one point of origin (or more than one shipper at one or more points of destination) (Split Pickup and Delivery in Combination); or
- (e) One or more shippers in a manner described in subparagraphs (a), (b), or (c) above to and from one point of storage-in-transit, except as provided in NOTE 1 of Item 160.

**SHIPPER** means the party who contracts with a mover to cause property to be moved from one place to another.

**ITEM 4 (Concluded)**  
**DEFINITION OF TECHNICAL TERMS**

STORAGE-IN-TRANSIT means storage of a shipment at request of consignor or consignee at one point between point(s) of origin and point(s) of destination for a period not to exceed 90 days.

TERRITORY means one of the territories described in Section 2.

UNIT OF EQUIPMENT means one or more motor vehicles physically connected to form a complete unit.

UNPACKING means any accessorial service performed in connection with delivery of a shipment (or portion thereof), subsequent to unloading, except services for which rates and charges are otherwise provided in this tariff.

**ITEM 8**  
**APPLICATION OF TARIFF – MOVERS**

1. Rates in this tariff are maximum fixed rates, established pursuant to the Household Movers Act. They apply for the transportation of commodities described in Item 12 (Application of Tariff – Commodities) by household movers.
2. The rates and rules named in this tariff shall not apply to transportation by independent-contractor subhaulers when such transportation is performed for other movers. This exception shall not be construed to exempt from the tariff provisions movers for whom the independent contractors are performing transportation services (see NOTE).

NOTE: INDEPENDENT-CONTRACTOR SUBHAULER means any mover who renders service for a principal mover, for a specific recompense, for a specific result, under the control of the principal mover as to the result of the work only and not as to the means by which such result is accomplished.

**ITEM 10**  
**ELECTRONIC DOCUMENTS, ELECTRONIC SIGNATURES, ELECTRONIC  
RETENTION OF DOCUMENTS AND ELECTRONIC RECORDS**

1. Electronic Documents and Electronic Signatures
  - (a) Use of “electronic documents” and “electronic signatures” as defined in Item 4 of the MAX 4 Tariff (“Definition of Technical Terms”) by the mover and shipper is optional. Both the mover and the shipper must agree to the use of electronic documents and electronic signatures in lieu of using traditional paper methods.

**ITEM 10 (Continued)**  
**ELECTRONIC DOCUMENTS, ELECTRONIC SIGNATURES, ELECTRONIC  
RETENTION OF DOCUMENTS AND ELECTRONIC RECORDS**

- (b) Electronic documents that have been created as the result of using image capture technology such as scanning to copy an original paper document with a verifiable signature shall meet the requirements of the Household Movers Act (including Business and Professions Code section 19246) and the requirements of any and all items in the MAX 4 Tariff that require a signature.
  - (c) If an existing law or existing rule in the MAX 4 Tariff in effect prior to this rule requires a document to include verification or acknowledgment of receipt by shipper, mover, and/or both, an electronic document may be used only if it provides for electronic verification or acknowledgment of receipt such as an electronic signature.
  - (d) A shipper has the option and right to withdraw his or her consent to conduct business with the shipper by electronic means provided the shipper gives written notice to the mover of his or her withdrawal prior to the shipper signing the Agreement for Moving Services (Item 450) between mover and shipper. Movers are prohibited from charging a shipper a fee in the event of such withdrawal.
  - (e) A shipper has the right to request traditional paper copies of any and all electronic documents related to shipper's business with mover at any time, not to exceed a period of three years from the shipment date, and mover shall provide paper copies to the shipper without charge either in person at mover's place of business, or through fax or U.S. mail within two (2) business days of shipper's request.
  - (f) In the event that a modification needs to be made to any electronic document provided by the mover to the shipper, including those that required an electronic signature by the shipper or the mover or both, the mover shall obtain an original electronic signature from the shipper acknowledging each modification and shall specify the date of modification on the face of the electronic document.
2. Electronic Retention of Documents and Electronic Records
- (a) Any mover may, at his or her option, maintain and retain any and all documents, whether electronic or paper in origin, in an electronic format thereby creating electronic records in lieu of paper records. For example, a mover may save electronic copies of electronic documents, and/or copies of paper documents converted into electronic documents through image capture technology such as scanning, in an electronic format thereby creating electronic records.
  - (b) A mover's use of electronic records shall be deemed to comply with the document retention requirements set forth in the Household Movers Act.
  - (c) Any mover may use an electronic method of copying a paper document, such as scanning or other image capture technology, provided such electronic method

**ITEM 10 (Continued)**  
**ELECTRONIC DOCUMENTS, ELECTRONIC SIGNATURES, ELECTRONIC  
RETENTION OF DOCUMENTS AND ELECTRONIC RECORDS**

produces an exact and accurate copy of the paper document for the purposes of electronic retention.

- (d) Any mover is prohibited from unilaterally modifying the content of any paper document that is copied into an electronic document. For example, a mover is prohibited from typing information contained in a paper document into an electronic document, as opposed to scanning the paper document, thereby creating a new electronic document.
- (e) Upon demand by the Bureau of Household Goods and Services (Bureau), as specified in the Household Movers Act, including but not limited to Business and Professions Code section 19260.2, a mover shall be able to access its electronic records and provide the Bureau with accurate copies of any and all electronic documents within a reasonable amount of time specified by the Bureau. Such electronic documents shall be produced either electronically or in paper form, or both, depending upon the Bureau's request.
- (f) A mover's inability to access its electronic records and to provide the Bureau with accurate copies within a reasonable amount of time, as specified by the Bureau, may constitute a violation of section 19260.2 of the Household Movers Act, this item, and Item 88 of the MAX 4 Tariff and subject the mover to a fine imposed by the Bureau.
- (g) Any mover may use electronic means to provide a shipper with an electronic copy of Item 450, "Agreement for Moving Services," and shall specify therein the "Not to Exceed Price" for all services. Both movers and shippers are authorized to use electronic signatures to sign Item 450.
- (h) Any mover may use electronic means to provide a shipper with an electronic copy of Item 465, "Important Notice about Your Move," and shall specify therein the "Not to Exceed Price" for all services. Both movers and shippers are authorized to use electronic signatures to sign Item 465.

3. Legal Effect

- (a) Nothing in Item 10 revokes and/or cancels any law, rule, or regulation, set forth in the Household Movers Act and/or in the MAX 4 Tariff, or in any other law, statute, rule or regulation applicable to movers.
- (b) Any and all electronic documents, electronic signatures, and electronic records shall have the same legal effect, validity, and enforceability as traditional paper documents.
- (c) Electronic forms, electronic documents, and electronic records must serve the same purpose and fulfill the same function as their traditional paper counterpart.

**ITEM 10 (Concluded) \***  
**ELECTRONIC DOCUMENTS, ELECTRONIC SIGNATURES, ELECTRONIC  
RETENTION OF DOCUMENTS AND ELECTRONIC RECORDS**

- (d) Incomplete electronic forms and/or documents that lack a required electronic signature/s by mover, shipper, or both, shall not be legally valid.
- (e) An electronic signature shall not be valid if a shipper only has access to an excerpt or summary at the time he or she signs the electronic form and/or document.
- (f) Pursuant to Business and Professions Code section 19275(c), any mover that fails to comply with any of the requirements set forth in Item 10 of the MAX 4 Tariff may be subject to a fine by the Bureau.

**ITEM 12 <sup>o</sup>**  
**APPLICATION OF TARIFF – COMMODITIES**

- 1. Except as otherwise provided by paragraph 2, rates in this tariff apply to transportation of the following used property:
  - (a) Household goods, namely: household or personal effects such as furniture, furnishings, clothing, radios, musical instruments, stoves, and refrigerators.
- 2. Rates in this tariff shall not apply to the following:
  - (a) Office and store fixtures and equipment, namely: furniture, furnishings and equipment such as are used in an office, store, hospital, library, museum, place of learning or other institution.
  - (b) Property transported from, to, or between the place or places of business of a dealer in or auctioneer of the property described in paragraph 1 hereof, in connection with such a business.
  - (c) Property of the United States, state, county, or municipal governments or property transported under an agreement whereby the governments contracted for the mover's service.
  - (d) Baggage, except when transported in mixed shipments under the provisions of Item 56 (Mixed Shipments).
  - (e) Property shipped to or from producers of motion pictures or television shows when transported subject to the rates, rules and regulations provided by Public Utilities Commission Decision 33226, in Cases 4246 and 4434, as amended.
  - (f) Property transported for a displaced person when the cost thereof is borne by a public entity as provided in Government Code section 7262.

**ITEM 12 (Concluded)**  
**APPLICATION OF TARIFF – COMMODITIES**

- (g) Disaster supplies, i.e. those commodities which are allocated to provide relief during a state of extreme emergency or state of disaster; and those commodities which are transported for a civil defense or disaster organization established and functioning in accordance with the California Disaster Act, to ultimate point of storage or use, prior to or during a state of disaster or state of extreme emergency.
- (h) Contents of trailer coaches and campers, or furniture and other personal effects for use outside of trailer coaches, when transported in conjunction with such vehicles.

**ITEM 16 \*\***  
**APPLICATION OF RATES**

1. The rates provided in Item 310 (Distance Rates), Item 320 (Hourly Rates), and Item 330 (Distance Piece Rates) are for the transportation of shipments from point of origin to point of destination; except that Items 310 and 330 do not apply for transportation to or from storage or storage-in-transit. The rates in Item 390 (Transportation To Or From Storage) and Item 320 (Hourly Rates) are for transportation of shipments from point of origin to point of storage or storage-in-transit; or from point of storage or storage-in-transit to point of destination. These rates include pickup and delivery, subject to Item 140 (Flight and Long Carry Rates).
  - (a) For transportation of shipments for distances of 100 miles or less, the distance rates (Item 310 or 390) or hourly rates (Item 320) apply subject to Items 28 (Observance of Quoted Rates and Charges) and 128 (Agreement for Moving Services).
  - (b) For the transportation of shipments for distances in excess of 100 miles, the distance rates (Item 310 or 390) shall apply, subject to Item 20 (Alternative Application of Rates).
2. The rates provided in Item 340 shall apply for the accessorial services of packing, unpacking and sale of containers.
3. The rates provided in Item 136 shall apply for the valuation of all shipments.
4. The unit(s) of measurement specified and agreed to in the Agreement for Moving Services shall govern the application of rates for the shipment.

**ITEM 20  
ALTERNATIVE APPLICATION OF RATES**

In the event two or more rates are named for the same transportation, the lower rate shall apply as the maximum rate, subject to Item 16 (Application of Rates).

**ITEM 24 <sup>ø</sup>  
LEVELS OF RATES QUOTED AND ASSESSED**

1. Rates published in this tariff are maximum fixed rates. Movers may quote and assess levels of rates lower than these published maximum fixed rates (see NOTE).

NOTE: The provisions of paragraph 1 of this item shall not apply to the rate provisions contained in the following parts of this tariff:

- Item 32 (Disposition of Fractions).
- Paragraph 5 of Item 36 (Computation of Time under the Hourly Rates Named in Item 320).
- Paragraph 9(e) of Item 88 (Relationships with the Public).
- Item 92 (Claims for Loss and Damage).
- Paragraph 4 of Item 100 (Delays in Pickup or Delivery).
- Note 3 of Item 140 (Flight and Long Carry Rates).
- Paragraph 1 and Note 2 of Item 160 (Storage-In-Transit).

**ITEM 28  
OBSERVANCE OF QUOTED RATES AND CHARGES**

1. When an Estimated Cost of Services (Estimate) is given, the maximum charges shall be determined under provisions of Items 108, 112, 116, and 120.
2. When an Estimate is not given, the maximum charge shall be the lower of:
  - (a) The Not to Exceed Price listed in the Agreement for Moving Services (Agreement), plus any charges for services noted on a Change Order for Services (Change Order) completed in accordance with Item 120 and after the Agreement is signed.
  - (b) The charges as calculated on the basis of the rates and charges specified in the Agreement, plus any charges for services noted on a Change Order completed in accordance with Item 120 after the Agreement is signed.

**ITEM 28 (Concluded)**  
**OBSERVANCE OF QUOTED RATES AND CHARGES**

3. If mover fails to issue an Agreement in accordance with Item 128, or if such document is issued but does not contain the information specified in subparagraph (a) and (b), rates utilized in determining the charges for service not described or for rates not quoted shall be 65 percent of the maximum fixed rates published in this tariff. If the Agreement does not contain the information specified in subparagraph (c), (d), or (e), rates utilized in determining the charges for all transportation and accessorial services performed shall be the lowest of: (1) 65 percent of the maximum fixed rates published in this tariff; (2) rates quoted in the Estimate; or (3) rates quoted in the Agreement (see EXCEPTION).
- (a) A description of transportation and accessorial services ordered to be undertaken.
  - (b) Rates quoted for the services so described.
  - (c) Not to Exceed Price for all services described.
  - (d) Signature of shipper.
  - (e) Signature of mover.

EXCEPTION: If it is determined that a mover advertises or regularly charges rates lower than 65 percent of the maximum fixed rates published in this tariff, then the mover's advertised or regularly-charged rate level shall be used in determining the charges applicable pursuant to this paragraph.

**ITEM 32**  
**DISPOSITION OF FRACTIONS**

In computing a rate based on a percentage of another rate, the following rule shall be observed in the disposition of fractions.

- (a) Fractions of less than  $\frac{1}{2}$  or .50 of a cent, omit.
- (b) Fractions of  $\frac{1}{2}$  or .50 of a cent or greater, increase to the next whole figure.

**ITEM 36**  
**COMPUTATION OF TIME UNDER THE HOURLY RATES**  
**NAMED IN ITEMS 320 AND 340**

1. In computing charges accruing under the hourly rates contained in Item 320, the time used shall be the total of loading, unloading and double the driving time from point of origin to point of destination, subject to EXCEPTIONS 1 through 3.

EXCEPTION 1 – When the mover is required to perform more than one trip between origin and destination, the time used shall be the total of loading and unloading time, to which will be added double driving time for the first trip from origin to destination and actual driving time for all additional trips between origin and destination for each motor vehicle furnished by mover.

EXCEPTION 2 – When two or more shipments are transported on a unit of equipment at the same time, the time used shall be the total of loading and unloading time plus 25 minutes total driving time for each shipment.

EXCEPTION 3 – When a split pickup, split delivery, or split pickup and split delivery in combination is performed, the time used shall be computed in accordance with the provisions of Items 148, 152, or 156, respectively.

2. When the shipper requests the service of an additional helper or helpers to assist in loading or unloading, but not both, the charge shall be determined by applying the rate per person per hour provided in Item 320 for additional helpers(s) to both the time helper or helpers are engaged in performing these services and double the travel time required for helper(s) to travel from mover's place of business to point of loading or unloading.
3. When two or more units of equipment are furnished for transportation of a single shipment and the driver and/or helper(s) of any one unit assist in loading and unloading another unit, the time such persons are so engaged shall be charged for at the rate provided in Item 320 for additional helpers. During any such interval, time shall not accrue for the unit or units of equipment not being loaded or unloaded.
4. When packing and/or unpacking service is provided on hourly moves, the time actually spent packing or unpacking or both shall be recorded on the shipping document in accordance with paragraph 5 of this item. Rates for packing and unpacking shall be no higher than those provided in Item 340. When packing and unpacking is performed at hourly rates, time shall be the total time actually spent packing or unpacking or both.

**ITEM 36 (Concluded)  
COMPUTATION OF TIME UNDER THE HOURLY RATES  
NAMED IN ITEMS 320 AND 340**

5. A mover's shipping documents shall contain a legible record of all starting and ending times, accurate to the minute, for each phase of service rendered under the provisions of paragraphs 1, 2, 3 and 4 hereof. Such times shall be totaled and the sum converted into hours and/or fractions thereof. Fractions of an hour shall be determined in accordance with the following table:

<u>Over</u>	Minutes	<u>but Not Over</u>	Fractional Hour
0 -----		7 -----	Omit
7 -----		22 -----	¼
22 -----		37 -----	½
37 -----		52 -----	¾
52 -----		60 -----	1

**ITEM 40 \*  
COMPUTATION OF DISTANCES**

Distances to be used in connection with distance rates provided herein shall be the shortest mileage via any public highway route, computed in accordance with the method provided in the Distance Table or by using a global positioning system (GPS) navigation tool or platform.

**ITEM 44  
UNITS OF MEASUREMENT TO BE OBSERVED**

Rates and charges shall not be quoted or assessed by movers based upon a unit of measurement different from that in which the rates and charges of this tariff are stated.

**ITEM 52  
SHIPMENTS TO BE RATED SEPARATELY**

Each shipment shall be rated separately. Shipments shall not be consolidated or combined by the mover.

NOTE: Component parts of a shipment may be combined under the provisions of Items 148 (Split Pickup), 152 (Split Delivery), or 156 (Split Pickup and Split Delivery Combination).

**ITEM 56  
MIXED SHIPMENTS**

When one or more commodities for which rates are not provided in this tariff are included in the same shipment with commodities for which rates are herein provided, the rate or rates applicable to the entire shipment may be determined as though all of the commodities were ratable under the provisions of this tariff at the combined weight of the mixed shipment; or the commodities for which rates are provided in this tariff may be transported at the applicable rates provided herein and the commodities for which rates are not provided herein may be transported at the rates provided in other tariffs or at rates which might be otherwise applicable, provided separate weights or other authorized units of measurement are furnished or obtained. In the event the latter basis is used, rates no higher than those provided in this tariff shall apply to the entire shipment.

**ITEM 60 ♦  
DIVERTED SHIPMENTS**

1. When shipper or shipper's representative specifically requests a change in destination routing of a shipment after transportation commences, the shipment will be considered to be a diverted shipment.
2. Charges for a diverted shipment transported under the distance rates in Item 310 shall be computed at the applicable rate in effect on the date of shipment from point of origin via each point where diversion occurs to final destination, plus a maximum additional charge of \$58.15 for each diversion.

**ITEM 64  
SHIPMENTS TRANSPORTED BY TWO OR MORE MOVERS**

When a shipment in continuous through movement is transported by two or more movers, the rate level authorized in paragraph 1 of Item 24 from point of origin to point of destination shall be the maximum fixed rate level for the combined transportation. A shipment moving at a Bureau of Household Goods and Services authorized deviated rate level shall be transported from point of origin to point of destination only by the individual mover so authorized to quote and assess such rate level (see EXCEPTION).

EXCEPTION – For the purposes of this item, independent contractor subhaulers shall not be considered as separate mover.

**ITEM 68  
CHARGES COLLECTED BY ONE MOVER FOR ANOTHER**

When charges are collected by one mover for another, a detailed statement of the charges shall be furnished to the collecting mover by the mover for which collection is to be made. Such statement shall be presented to the shipper with the freight bill submitted for payment.

**ITEM 72  
PAYMENT OF COMMISSIONS**

Except where prohibited by law, commissions not to exceed five (5) percent of transportation charges may be paid by movers to persons or corporations not operating as for-hire movers of used household goods and other articles, as described in and for which rates are provided in this Tariff (see EXCEPTION).

EXCEPTION: Movers shall not pay commissions to a shipper, consignee, nor to the employer thereof or the payer of the transportation charges.

**ITEM 76 \*  
REFERENCES TO ITEMS, OTHER TARIFFS, AND OTHER DOCUMENTS**

Unless otherwise provided, references herein to Bureau regulations, PUC General Orders or item numbers in this or other tariffs include amendments and successive issues of such items or documents.

**ITEM 80  
WEIGHTS AND WEIGHING**

1. The weight to be used in assessing charges stated on a weight basis shall be the weight of property tendered for transportation. Such weight shall not include the weight of pads, empty containers, dollies, hand trucks or other mover equipment.
2. Prior to delivery and unloading of a shipment transported under distance rates contained in Item 310 or 390, the mover shall arrange to determine the weight of such shipment by obtaining a weighmaster's certificate or weight ticket. On shipments estimated as weighing less than 1,000 pounds, the mover may have the shipment weighed over platform or hand scales in lieu of obtaining a weighmaster's certificate, provided a written statement of weight signed by the weigher is obtained.
3. No charge shall be made for such weigh service.

**ITEM 80 (Concluded) \*/\*\*/◆  
WEIGHTS AND WEIGHING**

4. In instances where more than one weigh-master's certificate or weight ticket has been obtained covering the same shipment, the lowest of the net scale weights shall be used in computing the applicable charges.
5. The mover, upon request of shipper, owner, or consignee, when made prior to delivery of a shipment and when practicable to do so, will reweigh the shipment. No charge will be made if the difference between the two net scale weights exceeds 100 pounds on shipments weighing 5,000 pounds or less or exceeds two (2) percent of the lower net scale weights on shipments weighing more than 5,000 pounds. The lower of the two net scale weights shall be used for determining applicable charges. If the difference between the two net scale weights is less than stated above, an additional charge of up to \$49.90 may be assessed for each such re-weighing service requested.
6. When requested by the shipper, the mover will notify shipper by telephone, email, or fax (as requested) of weight and/or charges.

**ITEM 84 \*  
NOTIFICATION TO SHIPPER OF CHARGES**

Whenever the shipper specifically requests notification of the actual weight and charges on a shipment rated under distance rates in Item 310 or 390 and supplies the mover with an address, telephone, email address, or fax number, the mover shall comply with such request immediately upon determining the actual weight and charges.

**ITEM 88  
RELATIONSHIPS WITH THE PUBLIC**

1. Any mover doing business under one or more fictitious names shall, with respect to each fictitious name, comply with Business and Professions Code of California, Chapter 5, Part 3, Division 7, entitled, "Fictitious business names". To show compliance, the mover shall file with the Bureau certified copies of fictitious business name statements and affidavits of publication required to be filed with the county clerk for mover's principal place of business.
2. Upon abandonment of fictitious business name, any mover doing business under one or more fictitious names shall file with the Bureau a statement of abandonment of fictitious business name.

**ITEM 88 (Continued) \***  
**RELATIONSHIPS WITH THE PUBLIC**

3. Movers shall show the following information on their stationery, shipping documents, and related forms:
  - (a) All names, both real and fictitious, used by the mover in conducting its operations.
  - (b) The address of its principal place of business, designated as such, and of such local offices as may be desired where business with the public is conducted.
  - (c) Identification of the name under which the particular transportation is performed where more than one name is listed.
  - (d) The mover's Bureau issued number (CAL-T\_\_\_\_\_).
4. The mover's books of account shall separately show the revenues derived from operations conducted under each name used by mover.
5. Movers listing more than one name in the classified section of a telephone or online directory shall cross-reference each name to all other names listed.
6. Movers shall not advertise rates in any telephone or online directory.
7. Printed advertising matter, including hand bills, newspaper advertising, classified telephone directory listings, and advertisements which advertise or solicit the intrastate movement of used household goods shall show the household mover's "T" number as issued by the Bureau. The number shall be printed in this manner: "CAL-T\_\_\_\_\_."
8. Movers shall not, in any manner, misrepresent their rates nor the scope of services offered to the public. Specifically, movers shall:
  - (a) Not advertise or otherwise represent themselves under any name different from that under which their effective permits are issued by the Bureau.

EXCEPTION: Movers who are duly authorized agents for other movers, as defined herein, or motor carriers operating in interstate commerce under federal jurisdiction, may advertise and represent themselves as such an agent.
  - (b) Make it clear to the customer whether the mover is acting on its own authority or as an agent for another mover.
  - (c) Not advertise or otherwise represent that the mover's operations are conducted at addresses or locations where the mover or its duly authorized agent does not maintain a place of business. The location of a telephone answering service is not "a place of business" as such term is used in this item.

**ITEM 88 (Continued)**  
**RELATIONSHIPS WITH THE PUBLIC**

- (d) Not include misleading descriptions or displays of nonexistent facilities or equipment in any advertising.
  - (e) Not willfully quote or estimate a lower rate or charge knowing the actual rate or charges will be more than the quote or estimate.
9. Movers shall furnish to each prospective shipper a copy of the information specified in Item 470 of this tariff, the Important Information for Persons Moving Household Goods booklet. The format may be that which the individual mover finds most convenient. If the shipper received, from any source, all information contained in Item 470 in a readable form, this item's requirements will have been met (see NOTES 1 and 2).
- (a) This informational material shall be furnished to the prospective shipper at time of first in-person contact between mover's personnel and the shipper or shipper's representative or when the Agreement is given to the shipper.
  - (b) If a move is arranged and confirmed by mail, the internet, or telephone, and no in-person contact with the prospective shipper is made prior to the day of the move, the mover shall provide the prospective shipper with a copy of the informational material set forth in Item 465 of the MAX 4 Tariff prior to moving day by e-mail with an electronic copy of the Agreement for Moving Services (Item 450) attached. If sufficient time remains, the mover may send the informational material with a paper copy of the Agreement for Moving Services by regular mail. Attaching an electronic link to a website with the informational material or the Agreement for Moving Services is prohibited and does not comply with this item.
  - (c) The mover performing the move must obtain the shipper's signature on the Agreement for Moving Services before the move begins that the shipper has received the informational material from the mover or another source.
  - (d) All receipts for the information shall be retained in the mover's records for a period of three years and shall include name of shipper, carrier bill of lading number, date and signature of shipper (see NOTE 1).
  - (e) Any mover performing transportation of goods described in Item 12 who has not complied with paragraph 9 of Item 88 in its entirety shall pay the shipper \$100 upon completion of the move.
10. Movers shall follow all applicable rules set forth in Item 10 regarding the use of electronic documents, electronic signatures, and electronic document retention.

NOTE 1: For the purpose of this item, the prospective shipper is the owner of the tendered used household goods, regardless of who pays the freight charges.

**ITEM 88 (Concluded)**  
**RELATIONSHIPS WITH THE PUBLIC**

NOTE 2: For multiple or repeat shippers, a Master Agreement may be used to cover all moves for that shipper rather than individual agreements for each move. Such Master Agreement must accomplish the purpose of this tariff, not violate the intent of the tariff, and shipping documents must reference the Master Agreement where appropriate.

**ITEM 92 <sup>ø</sup>**  
**CLAIMS FOR LOSS AND DAMAGE**

1. Written Claims Required

A claim for loss or damage need not be voluntarily paid by a mover unless filed in writing as provided in paragraph 2 below. The claim must be filed with either the receiving or delivering mover, mover issuing the shipping document, or mover on whose line the alleged loss or damage occurred. The claim must be filed within the specified time limits established in paragraph 14 and as otherwise required by law, the term of the shipping document or other contract of carriage, and all applicable tariff provisions.

2. Minimum Filing Requirements

A written communication from a claimant filed with a mover within the time limits specified in paragraph 14 of this item will be considered in compliance with the provisions for filing claims if it contains the following information:

- (a) facts sufficient to identify the shipment (or shipments) of property involved;
- (b) assertion of liability for alleged loss or damage; and
- (c) claims for payment of a specified or determinable amount of money.

3. Documents to Support Claims

Bad-order reports, appraisal reports of damage, notations of shortage or damage, or both, on freight bills, delivery receipts, or inspection reports issued by movers or their inspection agencies, whether the extent of loss or damage is indicated in dollars or not, may be used to support a written claim filed in accordance with paragraph 2 of this item, but may not be filed in lieu of a written claim.

4. Claims Filed for Uncertain Amounts

Whenever a claim is presented against a mover for an uncertain amount, such as "\$100 more or less," the mover will determine the condition of the shipment involved at the time of delivery and will ascertain as nearly as possible the extent of the loss or damage for which it may be responsible. The mover need not, however,

**ITEM 92 (Continued)**  
**CLAIMS FOR LOSS AND DAMAGE**

voluntarily pay a claim under such circumstances unless and until a claim in writing for a specified or determinable amount of money has been filed in accordance with the provisions of paragraph 2 of this item.

5. Other Claims

If investigation of a claim reveals that one or more other movers had been presented with a similar claim on the same shipment, the mover investigating such claim will communicate with each other mover and prior to any agreement entered into between or among them as to the proper disposition of such claim or claims, will notify all claimants of the receipt of conflicting or overlapping claims and will require further substantiation on the part of each claimant of his title to the property involved or his right with respect to such claim.

6. Concealed Damage or Shortage

The mover must be promptly notified after discovery of concealed damage or shortage and be given reasonable opportunity to inspect the shipment and packing. The mover will promptly and thoroughly investigate the claim and will establish a claim file in connection therewith.

7. Supporting Documents

When necessary for an investigation, each claim must be supported by a duplicate shipping document (if not previously surrendered to the mover) and the original paid bill for transportation services or a copy thereof. For each article claimed, the nature and extent of damage must be identified, as well as the basis for amount claimed, i.e. date article purchased, original cost, amount of depreciation, actual cash value at time of loss or damage, and in the case of damage, repair estimate.

8. Verification of Loss

When an asserted claim for loss of an entire package or an entire shipment cannot be otherwise authenticated upon investigation, the mover will obtain from the consignee a certified written statement that the property for which the claim is filed has not been received from any source.

9. Satisfaction of Claim

The mover may satisfy a claim by repairing or replacing the property lost or damaged with materials of like kind, quality and condition at time of acceptance by the mover.

**ITEM 92 (Continued)**  
**CLAIMS FOR LOSS AND DAMAGE**

10. No Liability Following Deliveries

The mover shall not be liable for loss or damage occurring after the property has been delivered to or receipted for by the consignee or shipper, or the authorized agent. When the mover is directed to unload or to deliver property (or render any services) at a place or places at which the consignee or its agent is not present, the property shall be at the risk of the owner after unloading or delivery. Notwithstanding these provisions, no claim against a household mover shall be denied solely because the lost or damaged goods were not noted at the time of delivery.

11. No Liability at Origin Prior to Loading

Where the mover is directed to load property from (or render any service at) a place or places at which the consignor or its agent is not present, the property shall be at the risk of the owner before packing and loading.

12. "Pairs and Sets" Liability

The mover's liability regarding sets or matched pieces shall be limited to repair or replacement of the lost or damaged piece(s) only and shall not extend to repair or replacement of the entire set; but in no event exceed the limits of liability as set forth in Item 136 hereof.

**ITEM 92 (Continued)  
CLAIMS FOR LOSS AND DAMAGE**

**13. Constructive Weight of Packed Interior Shipping Containers**

When the liability of mover is to be measured by the weight of the article lost or damaged and the article is packed in an interior shipping container, in the absence of specific evidence to the contrary, such interior shipping container will be deemed to have the following weight:

<u>Container</u>	<u>Weight Per Container (In Pounds)</u>
DRUM, DISH-PAK	60
CARTONS:	
Less than 1½ cu. ft.	20
1½ - Less than 3 cu. ft.	25
3 - Less than 4½ cu. ft.	30
4½ - Less than 6 cu. ft.	35
6 - Less than 6½ cu. ft.	45
6½ cu. ft and over	50
Wardrobe carton	50
Mattress or box-spring carton (Not exceeding 54" x 75")	60
Mattress or box-spring carton (Exceeding 54" x 75")	80
Crib mattress carton	22

NOTE 1: Cartons containing books or phonograph records will be deemed to weigh 50 pounds.

NOTE 2: Cartons containing lampshades will be deemed to weigh 10 pounds.

NOTE 3: Items not identified on the inventory as to contents will be settled by using the heaviest weight on the schedule for the container.

**14. Time Limit for Filing Claims**

As a condition precedent to recovery, a claim for any loss or damage must be filed in writing with the mover within nine (9) months after delivery to consignee as shown on shipping document, or in case of failure to make delivery, within nine (9) months after a reasonable time for delivery has elapsed; and suit must be instituted against the mover within two (2) years and one (1) day from the date when notice in writing is given by the mover to the claimant that mover has disallowed the claim or any part or parts specified in the notice. Where a claim is not filed or suit is not instituted in accordance with the foregoing provisions, the mover shall not be liable and such claim need not be paid.

**ITEM 92 (Continued)**  
**CLAIMS FOR LOSS OR DAMAGE**

15. Acknowledgement and Settlement by Mover

Every mover receiving a written claim for loss or damage to property transported by it shall acknowledge receipt of such claim in writing to claimant within 30 days after receipt by the mover or mover's agent. The mover shall, at the time claim is received, record date of receipt.

Every mover receiving a written claim for loss or damage to property transported by it shall, in writing, pay, decline to pay, or make a firm compromise settlement offer to claimant within 60 days after receipt of claim by the mover or its agent. If the mover declines to pay or offers a lesser amount than sought, the mover shall, in writing, state the basis for denial or reduction.

If, for reasons beyond the control of the mover, the claim cannot be processed and disposed of within 60 days after receipt, the mover at that time and at the expiration of each succeeding 30-day period while the claim remains pending, shall advise claimant in writing of the status of the claim and reasons for the delay in making final disposition thereof, and shall send a copy of such letter to the Bureau of Household Goods and Services, Division of Household Movers, 4244 South Market Court, Suite D, Sacramento, CA 95834.

16. Claim Register

Every mover of used property as provided in this tariff, shall maintain a claim register showing, for each cargo loss and damage claim received, the claim number, date and amount; the shipping order or freight bill number and date; name of claimant; kind of commodity; date claim was paid; total amount paid (or date claim was disallowed and reasons); amount of salvage recovered, if any; amounts reimbursed by insurance companies, connecting mover, or other, and the amount absorbed by the mover. Each claim received shall be entered in the register and should be supported by the complete file of claim papers. However, if the original claim papers are retained by insurance companies, connecting movers or other, the mover's records shall contain copies of all documents and an acknowledgment from the party retaining the claim file that the original papers are in its possession.

17. Salvage

Whenever property transported by a mover is damaged or alleged to be damaged and, as a consequence, is not delivered or is rejected or is refused upon tender to the owner, shipper, or consignee, the mover may follow the salvage rules. The mover must give due notice to the owner and other parties that may have an interest in the property, whenever practicable to do so. After giving notice, the mover, if not advised to the contrary by the interested parties, will undertake to sell or dispose of such property directly or by the employment of a competent salvage

**ITEM 92 (Concluded)**  
**CLAIMS FOR LOSS AND DAMAGE**

agent. The mover will dispose of the property only in a manner that will fairly and equally protect the best interests of all persons having an interest therein. The mover will make an itemized record sufficient to identify the property involved so as to be able to correlate it to the shipment or transportation involved, and claim, if any filed thereon. The mover will also assign to each lot of such property a successive lot number and note that lot number on its record of shipment and claim, if any claim is filed.

Upon receipt of a claim on a shipment on which salvage had been processed in the manner described, the mover will record in its claim file the lot number assigned, the amount of money recovered, if any, for the disposition of such property, and the date of transmittal of such money to the person or persons lawfully entitled to receive the same.

**ITEM 94 ♦**  
**CLAIM SETTLEMENT SERVICE CHARGE**

1. Upon request of a party, person, firm or establishment assuming liability for loss or damage in excess of the mover's liability for a shipment on which credit has been extended by a mover applicable to such shipment, the mover will:
  - (a) Investigate any loss or damage claim;
  - (b) Arrange for the repair of all damaged articles when appropriate and make equitable settlement with shipper for all lost and damaged articles for which repair is not deemed appropriate. The mover assumes only that portion of the amount required to settle the claim for which it is liable and any additional amount is to be borne by the person or firm assuming excess liability; and
  - (c) Render to the person or firm assuming excess liability an invoice payable in seven (7) days for the amount required to settle the claim which exceeds the mover's liability, plus the charge provided for in this item.
2. The charge for all services described shall not exceed \$96.05 per shipment.

NOTE: Any charges or portions thereof for services of others engaged at the request of the person or firm assuming excess liability, which are over and above the amount for which the mover is liable under its bill of lading, will at the expense of such person or firm and will be in addition to all other rates and charges.

**ITEM 96 \*/\*\***  
**INABILITY TO MAKE DELIVERY**

1. In all instances where a mover is unable to locate the consignee, notification of inability to make delivery will be mailed, faxed, or emailed to the consignee, consignor, and owner, or written notice delivered to the premises where actual delivery was to be made and to any other notifying address. The shipment will then be placed in the nearest warehouse of the mover or at the mover's option, in a public warehouse. Upon placement in a public warehouse, the mover's liability shall cease and liability shall thereafter be that of the warehouseman in possession.
2. In all instances when the consignee is unable to take delivery or declines to accept delivery of the shipment, or where the shipment remains in the mover's possession pursuant to instructions of the shipper or consignee and is not accorded storage-in-transit under provisions of Item 160, the shipment will be placed in the nearest warehouse of the mover or at the mover's option, in a public warehouse. Upon such placement, the mover's liability shall cease and liability shall thereafter be that of the warehouseman in possession.
3. In cases where a subsequent delivery is made, charges shall be assessed for the subsequent delivery on the basis of rates lawfully applicable from the mover's warehouse or from a public warehouse to point of destination.

**ITEM 100 \*/\*\***  
**DELAYS IN PICKUP OR DELIVERY**

1. If a mover agrees with a shipper to pick up a shipment of used household goods on a specified date and/or time and is unable to fulfill that commitment, the mover shall notify the shipper (or person designated by the shipper) by telephone, fax, or email as it becomes apparent that a promised date and/or time will not be met.
2. Whenever a mover is unable to make delivery of a shipment of used household goods on the date or during the time period specified in the shipping order, the mover shall notify the shipper (or person designated by the shipper) by telephone, fax, or email of the date on which the shipment will be delivered. Such notification shall be given not less than 24 hours prior to the date or during the period shown on the shipping order, except when the circumstances causing the delay occur at a later time, in which case the notice shall be given as soon as possible, but in no event more than 24 hours after the occurrence. This requirement shall not apply when the mover is unable to obtain a mailing address, email address, or telephone number for such notification from the shipper.

**ITEM 100 (Concluded) \*\*  
DELAYS IN PICKUP OR DELIVERY**

3. The shipper may present claims for reimbursement for damages due to mover negligence in failing to: 1) pick up a shipment on the date promised or 2) deliver a shipment on the date or during the time period specified in the shipping order, Agreement for Moving Services, or other contract of carriage. The mover shall respond in accordance with Item 92, paragraph 15.
4. When requested in writing by the shipper, the mover will pick up a shipment on an agreed date and deliver the shipment within a span of two consecutive agreed dates. If pickup or delivery is not made on agreed dates, the mover shall pay the shipper \$100 per day for each and every day pickup or delivery is delayed. This payment shall be in addition to any claim filed pursuant to paragraph 3 above. A written claim for such allowance shall be made within 30 days of delivery.

EXCEPTION: Shall not apply to shipments weighing less than 5,000 lbs. and/or transported less than 75 miles.

**ITEM 104  
COLLECTION OF CHARGES**

1. Transportation and accessorial charges may be collected by movers prior to relinquishing physical possession of shipments entrusted to them for transportation. Whether the mover believes other charges are due or not, the mover must unload a shipment at destination upon payment of the Not to Exceed Price, plus all charges on valid Change Orders for Services. Payment of charges may be made by credit card, which shall be considered to be payment in cash for the purpose of this item (see NOTE).
2. Upon taking sufficient precautions to assure payment of charges, movers may relinquish possession of freight in advance of payment of charges thereon and may extend credit in the amount of charges to those who undertake to pay them, such persons herein being called debtors.
3. Where a mover has relinquished possession of freight and collected the amount of charges represented in the freight bill presented by it as the total amount of such charges, and another freight bill for additional charges is thereafter presented to the debtor, the mover may extend credit in the amount of such additional charges.
4. Freight bills for all transportation and accessorial charges shall be presented to debtors within seven (7) calendar days from the first 12 o'clock midnight following delivery of the freight.

**ITEM 104 (Concluded)**  
**COLLECTION OF CHARGES**

5. Debtors may elect to have their freight bills presented by means of the United States mail, and when the mail service is so used the time of mailing by mover, as evidenced by postmark, shall be deemed to be the time of presentation of the freight bills.
6. For the purpose of this item, the mailing by debtor of satisfactory means (to mover) of payment of freight charges, such as valid checks, drafts, or money orders, within the allowed credit period may be deemed to be the collection of charges within the credit period. In case of dispute as to time of mailing, the postmark shall be accepted as showing such time.

NOTE: A household mover holding a valid permit from the Bureau of Household Goods and Services has a lien on used household goods and personal effects to secure payment in the amount of the Not to Exceed Price as agreed to in writing by the consignor in accordance with Items 128 and 130, including the amount of any bona fide Change Order issued under Item 120, for transportation and additional services ordered by the consignor. No lien attaches to food, medicine, or medical devices, items used to treat or assist an individual with a disability, or items used for the care of a minor child. Upon payment to the mover of the amount of the Not to Exceed Price, plus the amount of any bona fide Change Order, the lien is extinguished and all household goods and personal effects shall be released to the consignee.

**ITEM 108 \***  
**ESTIMATED COST OF SERVICES**

1. Mover's Estimated Cost of Services
  - (a) Every mover of household goods may give a shipper an estimate of costs for the proposed services. The estimated cost shall be given only after visual inspection of the goods to be moved and shall be in writing.
  - (b) The Estimated Cost of Services form (Estimate) shall contain all the information in Item 420. Across the top of each form shall be imprinted in red letters, not less than 1/8 inch high and in capital letters, "ESTIMATED COST OF SERVICES". The note entitled "IMPORTANT NOTICE" indicated in Item 420 shall be imprinted in not less than 10 point, bold, and Universal or Gothic.
  - (c) The estimator shall:
    - (1) Base the Estimate on information contained in the Basis for Mover's Estimated Cost of Services as indicated in Items 112 and 400 (see NOTE).

**ITEM 108 (Continued)**  
**ESTIMATED COST OF SERVICES**

NOTE: The table of Measurements and Estimate set forth in Item 410 shall also be used in connection with estimating charges based on weight.

(2) Consider all factors affecting the move at origin such as:

- (a) flights
- (b) long carries
- (c) elevators
- (d) hoisting and lowering

(3) Execute required documents completely and properly.

(4) Use cubic measurements no less than those shown for each article on the Table of Measurements and Estimate contained in Item 410 and determine the approximate weight of the shipment by multiplying total cubic feet of the shipment by seven (7) pounds per cubic foot for those shipments whose charges are based on weight.

(d) The Estimate shall be signed by the mover's estimator and duplicate given to shipper.

(e) If total charges calculated in the Estimate exceed total charges calculated using the maximum fixed rate, the estimator shall note the difference in total charges on the Estimate.

(f) The original document shall be retained by the issuing mover, subject to Bureau of Household Goods and Services inspection, for a period of not less than three (3) years from the date of the freight bill or shipping order or from the date of the Estimate if the mover does not perform the transportation.

2. Maximum Charges to Be Assessed by Mover on Estimated Services.

(a) When an Estimate is issued no less than three (3) days before the day of the move, the maximum charge shall be the lesser of the following:

- (1) The amount of the Estimate (plus the charges on a Change Order, if applicable), which may exceed the charges calculated using the maximum fixed rate.
- (2) The charges calculated using the rates quoted in the Agreement for Moving Services (Agreement), multiplied by the actual units of measurement.

NOTE: Rates quoted on a Change Order to an Estimate may exceed maximum fixed rates when both the Change Order and Estimate are issued no less than three (3) days before the day of the move.

**ITEM 108 (Concluded)**  
**ESTIMATED COST OF SERVICES**

EXCEPTION to 2(a): If the mover and shipper agree, the amount of the estimate will be both the maximum and minimum amount due for services described in the Estimate, the amount charged will be the amount of the Estimate. Agreement between the mover and shipper must be noted on both the Estimate and the Agreement by the mover applying minimum weights, hours, or dollar amounts, producing a price equal to the total Estimated Cost of Services. In this case, weighing the load or recording hours is not required.

- (b) When an Estimate is given less than three (3) days before the day of the move, the maximum charge shall be the lesser of the following:
- (1) The amount of the Estimate (plus the charges on a Change Order, if applicable), which shall not exceed the charges calculated using the maximum fixed rate.
  - (2) The charges calculated using the rates quoted in the Agreement, multiplied by the actual units of measurement.

NOTE: No less than three days before the move means on or before the third day of the move. For example, if Saturday is the day of the move, to exceed maximum fixed rates, the Estimate must be given on or before Wednesday.

**ITEM 112 <sup>o</sup>**  
**BASIS FOR MOVER'S ESTIMATED COST OF SERVICES**

1. The mover shall complete the Basis for Mover's Estimated Cost of Services (Basis for Estimate) only after the estimator visually inspects the goods prior to determining the estimated cost of requested services. Such document shall be signed by the shipper or shipper's representative and a duplicate given to the shipper.
2. The Basis for Estimate shall contain all the information set forth in Item 400. Across the top of each form shall be imprinted in red letters, not less than 1/8 inch high in capital letters, "BASIS FOR MOVER'S ESTIMATED COST OF SERVICES". The contents of the form shall also contain two shipper statements as indicated in Item 400, imprinted in letters not less than 10-point bold, Universal or Gothic.
3. The original document shall be retained and preserved by the issuing mover, subject to Bureau inspection, for a period of not less than three (3) years from the date of the freight bill or shipping order, or from the date of the Basis for Estimate if the mover does not perform the transportation.

**ITEM 116 <sup>o</sup>**  
**TABLE OF MEASUREMENTS AND ESTIMATE**

1. The mover shall complete the Table of Measurements and Estimate when estimating charges on any shipment that will include service for which rates in this tariff are based on weight or cubic feet.
2. The Table of Measurements and Estimate shall be in the form set forth in Item 410 or a form containing the complete contents of Item 410 (see NOTE).
3. The Table of Measurements and Estimate contained in Item 410 shall be printed on the reverse side of Basis for Mover's Estimated Cost of Services contained in Item 400.
4. The total cubic footage determined under the provisions of this item shall be multiplied by seven (7) to determine total approximate weight in pounds.

NOTE: Forms prepared or completed electronically on the job will be acceptable provided all requirements of this item are met.

**ITEM 120 <sup>o</sup>**  
**CHANGE ORDER FOR SERVICES**

1. If shipper asks for additional services or adds additional articles to the shipment, not covered in the Basis for Mover's Estimated Cost of Services or the Not to Exceed Price on the Agreement for Moving Services (Agreement), the mover shall prepare in duplicate a Change Order for Services in the form contained in Item 440. Such document shall be signed by the mover and shipper prior to commencement of performance of any specified service and the signed original delivered to shipper prior to or at time service is begun. The document shall contain the following information:
  - (a) Date.
  - (b) Shipping order/bill of lading number.
  - (c) Name, address and CAL-T number of mover or movers.
  - (d) Description of additions to the shipment (itemize additional articles only).
  - (e) Description of additional transportation and accessorial services to be performed (including number of helpers and number of packers to be provided).
  - (f) Rates to be applied to additional articles or services.
  - (g) Valuation of shipment, if different from that provided on the Agreement (subject to Item 136).
  - (h) The following statements, placed in an appropriate area of the document in letters not less than 10-point bold, Universal or Gothic:

**ITEM 120 (Concluded) <sup>o</sup>  
CHANGE ORDER FOR SERVICES**

(1) THIS WILL CERTIFY AND ATTEST THAT SHIPPER OR SHIPPER'S REPRESENTATIVE AS SHOWN ON ORDER FOR SERVICE NO. \_\_\_\_\_ DATED \_\_\_\_\_ WITH (MOVER'S NAME) \_\_\_\_\_ REQUESTS THE ADDITIONAL SERVICES AND CHARGES AS INDICATED ON REVERSE OF THIS FORM.

(2) THE ARTICLES LISTED WILL BE INCLUDED IN THE VALUATION DECLARED IN THE AGREEMENT FOR MOVING SERVICES UNLESS A CHANGE IS REQUESTED.

(3) I UNDERSTAND THAT I MAY BE REQUIRED TO PAY FOR THE SERVICES REQUESTED ABOVE AT TIME OF DELIVERY. THESE CHARGES ARE IN ADDITION TO THOSE CHARGES SET FORTH IN THE ESTIMATED COST OF SERVICES AND/OR AGREEMENT FOR MOVING SERVICES. MOVER IS NOT REQUIRED TO EXTEND CREDIT IN THE AMOUNT OF THE CHARGES ACCRUED FOR THE ABOVE ADDITIONAL SERVICES. I HAVE READ THIS CONTRACT AND AGREE WITH THE PROVISIONS HEREIN, AND HAVE RECEIVED A COPY.

- (i) The following statement placed in an appropriate area of the document in letters not less than 12-point bold, caps:

**I UNDERSTAND THAT THE COST FOR SERVICES RENDERED WILL "NOT EXCEED"** \_\_\_\_\_.

(Initial)

- (j) Signature of mover and shipper or shipper's representative.

- 2. A duplicate document shall be retained and preserved by the issuing mover, subject to Bureau of Household Goods and Services inspection, for a period of not less than three (3) years from date delivered.

**ITEM 128  
AGREEMENT FOR MOVING SERVICES**

- 1. The mover shall prepare an Agreement for Moving Services (Agreement) for all shippers who provide information in sufficient detail for the mover to complete the Agreement, regardless of shipper commitment to engage services of that mover. An original or copy of such document shall be delivered by mail, or other convenient means, to shipper no less than three (3) days before the day of the move. Failure to deliver the Agreement in a timely manner or to complete the document as required herein will result in rates being assessed in accordance with Item 28, paragraph 3. Such document shall be complete in details, including the mover's initial signature

**ITEM 128 (Continued)<sup>o</sup>**  
**AGREEMENT FOR MOVING SERVICES**

binding the mover to the quoted rates. The Not to Exceed Price and mover's final signature must be added no later than the day of the move, but prior to performing any service in commencement of the move.

NOTE: No less than three (3) days means the Agreement must be in the hands of shipper on the third day before the day of the move. For example, if Saturday is the day of the move, the Agreement must be in the hands of shipper on Wednesday.

EXCEPTION 1: If shipper's first contact with the mover is less than three (3) days before the day of the move, the Agreement may be completed on the day of the move.

EXCEPTION 2: No less than three days before the move begins, the mover must provide the shipper with either a completed Agreement (except for the Not to Exceed Price and final mover signature) or a blank Agreement so a shipper who elects to waive advance receipt of the Agreement can still see the other standard terms, conditions, and limitations printed on the Agreement and be informed of what items (e.g., written rate quotation) are being waived. The shipper's signature waiving advance receipt of the Agreement may be obtained on the day of the move, but issuance of a fully completed Agreement on the day of the move before the move begins, including the Not to Exceed Price, can never be waived.

EXCEPTION 3: For multiple or repeat shippers, a Master Agreement may be used to cover all moves for that shipper rather than individual agreements for each move. Such Master Agreement must accomplish the purpose of this tariff, not violate the intent of the tariff, and shipping documents must reference the Master Agreement where appropriate.

2. The Agreement shall be signed by the mover and shipper prior to commencement of performance of any specified service, and the signed original or duplicate delivered to shipper prior to or at time service is begun. Such document shall contain the following information:
  - (a) Name, address and CAL-T number of mover or movers.
  - (b) Date move is tendered.
  - (c) Date Agreement issued.
  - (d) Date and time of pickup requested or other arrangement.
  - (e) Names of shippers and consignees.
  - (f) Name, address or telephone number of party to be notified (see NOTE 1).
  - (g) Description of notification and delivery arrangements.

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**AGREEMENT FOR MOVING SERVICES**

- (h) Points of origin and destination.
- (i) Description of shipment, in sufficient detail to determine the articles and services included in the Not to Exceed Price.
- (j) Description of transportation and accessorial services to be performed (including number of helpers and number of packers to be provided).
- (k) Rates and charges quoted for the services described in the documents, including any minimums (hours, weights, packing materials and per pound valuation requirements) (see NOTE 2).
- (l) Valuation of shipment (see NOTES 3 and 4).
- (m) Signatures of mover and shipper.
- (n) Name, address and telephone number of a person to whom notification is provided for in Item 100 shall be given, except when this cannot be obtained from shipper.
- (o) Preferred delivery date or time period within which delivery may be expected at destination.
- (p) Whether payment is to be made in cash, check, or by credit card.
- (q) A Not to Exceed Price showing the maximum amount that may be charged for services listed. This will be the total amount shown on the Estimated Cost of Services, when issued, plus the total amount shown on any Change Order for Services (Change Order) issued before the Agreement is signed. Change Orders issued after the Agreement is signed will affect the Not to Exceed Price directly (see NOTE 5).
- (r) A Consumer Protections and/or Waivers section as set forth in Item 450. Each of the following elements shall be included:
  - (1) Explanation of the mover's obligation to ensure the shipper has received the booklet "Important Information for Persons Moving Household Goods." The shipper must initial a statement "I have received the booklet".
  - (2) Explanation of all loss and damage protection options. The shipper shall make a valuation declaration.
  - (3) Explanation of the mover's obligation to ensure the shipper has the Agreement no less than three (3) days before the day of the move, and the conditions under which said obligation is nullified.
  - (4) Shipper's signature.

**ITEM 128 (Continued)**  
**AGREEMENT FOR MOVING SERVICES**

3. The form of the Agreement in Item 450 will be suitable and proper. The format may be that most convenient for mover. Such form may be combined with the shipping document into a single document, provided that:
  - (a) such single document (and its issuance) is in compliance with the provisions of this item and Item 132;
  - (b) such single document is properly identified as to what it purports to be; and
  - (c) the mover maintains a copy of the signed Agreement separate from the shipping document.
4. The original or duplicate documents (including a Master Agreement if one is referenced) shall be retained and preserved by the issuing mover, subject to Bureau of Household Goods and Services inspection, for a period of not less than three (3) years from date issued for all documents except Master Agreements. Master Agreements shall be retained for a period of not less than three (3) years from date of expiration or cancellation.
5. The mover must relinquish possession of the shipment upon payment of the applicable Not to Exceed Price plus the charges for all services listed on a Change Order issued after the Agreement is signed. Charges collected by the mover in excess of those based on rates quoted in the Agreement, Estimate, and/or Change Order shall be refunded to debtor within ten (10) days of collection.
6. In the event of conflicting valuation declarations, valuation protection levels and/or rates for valuation, the figures and levels indicated on the Agreement will apply, except when a Change Order that indicates different valuation figures or levels is issued.

NOTE 1: The mover shall request of the shipper, a notification party and notification address or telephone number. When the shipper cannot furnish such information, or declines to do so, that fact must be shown on the document.

NOTE 2: The following statement shall be placed upon the document:

**IMPORTANT NOTICE**

- (a) No rates higher than the Maximum Fixed Rates promulgated in the Bureau of Household Goods and Services' Maximum Rate Tariff 4 may be quoted or charged, unless an Estimated Cost of Services has been issued three (3) days or more before the day of the move.

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AGREEMENT FOR MOVING SERVICES**

The Not to Exceed Price shall be no higher than the Estimated Cost of Services plus any Change Order for Services issued prior to signing this Agreement. The maximum charge shall be the quoted rates applied to: the number of hours, weight, or number of other units of measurement, but no higher than the Not to Exceed Price.

(b) Copies of the Bureau of Household Goods and Services' Maximum Rate Tariff 4 are open for public inspection on [www.bhgs.dca.ca.gov](http://www.bhgs.dca.ca.gov), at the Bureau's office in Sacramento, or at the mover's office: \_\_\_\_\_.  
(designate location)

NOTE 3: The following statement shall be placed on the Agreement in the Consumer Protection and/or Waivers section under the heading VALUATION DECLARATION:

NOTICE: Coverage for loss and damage is limited to the Actual Cash Value of losses up to the amount of \$20,000 unless the shipper signing this contract inserts in the space below, in his or her own handwriting, another value. You may be charged for coverage provided other than \$.60 per pound per article.

Shipper hereby releases the entire shipment to a value not exceeding  
\$ \_\_\_\_\_  
(To be completed by shipper signing below.)

(As provided in Item 450, each valuation option offered by the mover must be listed with the mover's charge and a space for the shipper to initial his or her choice of coverage. In addition, if the mover elects to apply a minimum per pound valuation level, the mover must so state.)

NOTE 4: The following statement shall be placed on the Agreement: EXECUTION OF THE AGREEMENT DOES NOT EXEMPT THE MOVER FROM COMPLIANCE WITH ANY PROVISION OF LAW OR BUREAU OF HOUSEHOLD GOODS AND SERVICES RULES OR REGULATIONS, EVEN THOUGH NOT EXPRESSLY SET FORTH IN THE AGREEMENT.

NOTE 5: The Not to Exceed Price may not be preprinted, shall be just and reasonable, and shall be established in good faith based on the specific circumstances of the services to be performed.

**ITEM 130**  
**IMPORTANT NOTICE ABOUT YOUR MOVE**

At least three days prior to the date scheduled for the transportation of household goods or personal effects, the consignor shall be provided with a completed "Important Notice About Your Move" containing a Not to Exceed amount for the transportation and related services described. If the consignor requests services on a date that is less than three days before the scheduled date for transportation of the household goods or personal effects, the mover shall provide the notice as soon as practicable, but in no event may the mover commence any services until the consignor has signed and received a signed copy of the notice. The mover shall obtain sufficient information from the consignor to fill out the form and shall include the correct maximum amount and a sufficient description of services that will be performed. The maximum amount shown shall not be preprinted, shall be just and reasonable, and shall be established in good faith by the mover based on the specific circumstances of the services to be performed.

The Not to Exceed amount set forth in the notice and in the Agreement for Moving Services issued in accordance with Item 128, shall be the maximum total dollar amount for which the consignor may be liable for the transportation of household goods and personal effects and any additional services ordered by the consignor (including any valid Change Order For Services issued under Item 120) and agreed to by the consignor before any goods or personal effects are moved from their location or any other services are performed. The mover may provide the notice set forth in this item either as a separate document or by including it as the centerfold of the informational booklet required to be issued in accordance with Item 88, Paragraph 9. If the mover provides the notice as part of the informational booklet, the booklet shall contain a tab that extends beyond the edge of the booklet at the place where the notice is included. The statement "Important Notice" shall be printed on the tab in at least 12-point boldface type. In addition, the statement "Customer Must Read and Sign the Important Notice In The Middle Of This Booklet Before a Move Can Begin" shall be set forth in 14-point boldface type on the front cover of the booklet.

The notice shall be in the form contained in Item 465. It shall be printed in at least 12-point type, except the title and first two paragraphs, which shall be printed in boldface type. The mover shall retain a copy of the notice for not less than three (3) years from the date the notice was signed by the consignor. Any waiver of the requirements of this item is void and unenforceable.

**ITEM 132  
SHIPPING ORDER AND FREIGHT BILL**

1. A shipping document shall be issued by mover to shipper for each shipment received for transportation. The shipping document shall show the following information:
  - (a) Name, address and T number of the mover.
  - (b) All names, both real and fictitious, used by the mover in conducting its operations.
  - (c) Identification of the mover name under which the particular transportation is performed where more than one name is listed.
  - (d) The address of the mover's principal place of business, designated as such and of such local offices as may be desired where business with the public is conducted.
  - (e) Date Issued.
  - (f) Name of each shipper and consignee.
  - (g) Points of origin and destination.
  - (h) Description of the shipment.
  - (i) Unit of measurement upon which charges are based, namely:
    - (1) Actual time and minimum number of hours; or
    - (2) Actual number of pieces; or
    - (3) Actual and minimum weight; or
    - (4) Minimum per pound valuations.
  - (j) Deductions in time, if any, and reasons therefore.
  - (k) Number of helpers and packers.
  - (l) Rates and charges assessed.
  - (m) Description of accessorial services performed, if any, and each separate charge therefore.
  - (n) Signature of mover or his or her agent.
  - (o) Such other information as may be necessary to make an accurate determination of the applicable rate and charge.
  - (p) Name, address and telephone number of a person to whom notification is provided for in Item 100 shall be given, except when this cannot be obtained from the shipper.
  - (q) Preferred delivery date or the period of time within which delivery of the shipment may be expected to be made at destination.
  - (r) Not to Exceed Price.
  - (s) Total charges on Estimated Cost of Services and Change Order for Services.
  - (t) Whether payment is to be made by use of credit card.
  - (u) The following notice whenever a mover requires a signed statement acknowledging delivery and receipt of goods:

**NOTICE: PLEASE INSPECT YOUR GOODS PROMPTLY. CLAIMS FOR ANY LOST OR DAMAGED GOODS MUST BE FILED WITH THE MOVER IN WRITING.**

**ITEM 132 (Concluded)**  
**SHIPPING ORDER AND FREIGHT BILL**

2. The form of shipping document in Item 460 will be suitable and proper. Such form may be combined with the Agreement for Moving Services into a single document provided such single document (and the issuance thereof) is in compliance with the provisions of Item 128 and is properly identified as to what it purports to be.
3. A duplicate of each shipping document, freight bill, accessorial service document, weighmaster's certificate, written instructions, written agreement, written request, Master Agreement, or any other written document supporting rates and charges assessed and which the mover is required to issue, receive, or obtain by this tariff for any transportation or accessorial service shall be retained and preserved by the mover at a location within the State of California, subject to Bureau of Household Goods and Services inspection, for a period of not less than three (3) years from:
  - (a) date of expiration or cancellation, for a Master Agreement;
  - (b) date of issuance, for all other documents.

A copy of each such document pertaining to the shipment shall be given to the shipper when charges are collected.

**ITEM 136**  
**DECLARATION OF VALUE – VALUATION RATES**

1. The transportation rates provided in this tariff are based upon a declared value of \$0.60 per pound per article, for the actual weight of any article(s) in a shipment. The declared value shall be deemed to relate to all services undertaken by the mover or its agents.
2. Unless the shipper expressly declares a value other than \$20,000 for the shipment, mover's maximum liability for lost and damaged articles in a shipment shall be up to \$20,000 of actual cash value.
3. The declared value must be entered on the Agreement for Moving Services (Agreement) and signed by the shipper, as described in Item 128, NOTE 3 (see NOTES 1 and 2).
4. The mover must state the valuation rates on the Agreement when issued. If the mover fails to do so, the rate shall default to \$0 (zero) for each \$100 (or fraction thereof) of the declared value.
5. Each shipping piece or package and contents thereof shall constitute an article, except that total component parts of any article taken apart or knocked down for handling and loading in vehicle shall constitute one article for the purpose of

**ITEM 136 (Continued) ♦**  
**DECLARATION OF VALUE- VALUATION RATE**

determining the mover's liability. When an entire shipment is transported in containers, lift vans or shipping boxes, each shipping package, piece, or loose items not enclosed within a package in such containers, lift vans, or shipping boxes will constitute the article.

6. When Actual Cash Value protection is ordered in writing by the shipper or if protection defaults to Actual Cash Value up to \$20,000 because no value is declared, the mover shall guarantee recovery for articles lost and damaged while in its possession at the actual cash value up to the declared value, or if none, \$20,000.

The maximum fixed rate for Actual Cash Value protection provided by the mover will be \$0.95 for each \$100 (or fraction thereof) of the declared value. An additional valuation charge for storage-in-transit shall apply (see NOTE 3).

7. When Full Value protection is ordered in writing by the shipper, the mover shall guarantee either replacement, reimbursement for full replacement cost, or satisfactory repairs of article(s) lost or damaged while in the mover's custody, up to the declared value (see NOTE 4).

The maximum fixed rate for Full Value protection provided by the mover will be \$1.82 for each \$100 (or fraction thereof) of the declared value. An additional valuation charge for storage-in-transit may apply (see NOTE 3).

- (a) When the shipper assumes responsibility for the first \$250 of any claim, the maximum fixed rate shall be \$0.57 for each \$100 (or fraction thereof) of the declared value (see NOTE 5).
- (b) When the shipper assumes responsibility for the first \$500 of any claim, the maximum fixed rate shall be \$0.32 for each \$100 (or fraction thereof) of the declared value (see NOTE 5).
8. When protection during storage-in-transit is ordered in writing by the shipper, the mover shall guarantee recovery of goods up to the declared value at the protection level chosen by the shipper (see NOTES 3 and 6).
- (a) The maximum fixed rate for Actual Cash Value protection while the shipment is in storage-in-transit will be \$0.16 for each \$100 (or fraction thereof) of the declared value.
- (b) The maximum fixed rate for Full Value protection while shipment is in storage-in-transit will be \$0.32 for each \$100 (or fraction thereof) of the declared value.

**ITEM 136 (Concluded) ♦**  
**DECLARATION OF VALUE – VALUATION RATES**

- (1) When the shipper assumes responsibility for the first \$250 of any claim, the maximum fixed rate shall be \$0.12 for each \$100 (or fraction thereof) of the declared value (see NOTE 5).
  - (2) When the shipper assumes responsibility for the first \$500 of any claim, the maximum fixed rate shall be \$0.06 for each \$100 (or fraction thereof) of the declared value (see NOTE 5).
9. In the event of conflicting valuation declarations, valuation protection levels, and/or rates for valuation, the figures and levels indicated on the Agreement will apply, except when a Change Order for Services that indicates different figures or levels is issued.

NOTE 1: Where the shipper is the employer of the actual owner of the used household goods being transported and is responsible for all charges in connection with the move, the shipper may declare the value of the shipment to be a lump sum other than \$20,000 by (a) specification made on a purchase order or (b) issuing in advance of shipping date an appropriate letter of instructions to mover. In such instances, the mover must incorporate the instructions by reference to the document in (a) or (b) above in the Agreement in lieu of the personal signature and handwritten statement relating to declared rates.

NOTE 2: For multiple or repeat shippers, a Master Agreement may be used to cover all moves for that shipper rather than individual Agreements for each move. Such Master Agreement must accomplish the purpose of this tariff, not violate the intent of the tariff, and the shipping documents must reference the Master Agreement where appropriate.

NOTE 3: On shipments accorded storage-in-transit under the provisions of Item 160, separate valuation charges may be assessed for the transportation from initial point of origin to point of storage and for the transportation from point of storage to point of destination.

NOTE 4: The mover's guarantee of Full Value protection must be covered by insurance as provided in General Order 136 series unless the Bureau of Household Goods and Services has approved an application for furnishing alternative protection pursuant to the PUC General Order 136 series.

NOTE 5: When the shipper presents a properly documented claim for lost or non-delivered article(s) and the investigation establishes the mover's liability for the lost or non-delivered article(s), no deductible shall apply.

NOTE 6: No charge shall be made where storage-in-transit of a shipment is undertaken for the mover's convenience.

**ITEM 140 ♦  
FLIGHT AND LONG CARRY RATES**

When pickup or delivery of a shipment requires flight or long carry service, the following rates per pickup or delivery per flight and/or long carry are the maximum fixed rates to be assessed (see NOTES 1 and 2):

Maximum Fixed Rates  
For Flight and/or Long Carry

1. Shipment Rate Basis

Hourly under Item 320 .....	No additional
Piece under Item 330 .....	\$5.40 per piece
Distance under Item 310 or 390 .....	\$1.87 per 100 pounds
(see NOTE 3)	

2. Pipe Organs, Grand Pianos, Harpsichords, and all other types of pianos and organs not capable of being conveniently hand carried by the one person

(a) Inside a building or house:

First Flight .....	\$32.55 (see NOTES 4 and 6)
Each additional Flight .....	\$16.30

(b) Outside a building or house:

First Flight .....	\$32.55
Each additional Step .....	\$0.77

NOTE 1: FLIGHT CARRY for shipments of goods other than those described in paragraph 2 means a carry involving: (a) a series of at least eight (8), but not over 20 stairway steps, except when inside a single dwelling; (b) each series of not more than 20 stairway steps in excess of the first 20, except when inside a single dwelling; (c) elevator service other than vehicular (motor vehicle) elevator service.

For the purpose of calculating the number of stairway steps in a series, a landing or level area occurring at a point on the stairway shall not be deemed to break the continuity of the series.

NOTE 2: LONG CARRY means each 50 feet or portion thereof carried in excess of the first 75 feet when, through no fault of the mover, its unit of equipment cannot be placed 75 feet or closer to a stairway or other entrance of the dwelling at which the shipment, or component thereof, is to be picked up or delivered.

NOTE 3: Charges shall be based upon the actual weight of the article(s) for which flight or long carry service is provided.

**ITEM 140 (Concluded)**  
**FLIGHT AND LONG CARRY RATES**

NOTE 4: For shipments of goods described in paragraph 2(a) of this item the first flight inside a building or house shall consist of at least eight (8) steps. Additional flights shall be defined as the number of complete floors above or below the first flight. If an elevator is employed, it will be considered one flight.

NOTE 5: For shipments of goods described in paragraphs 2 of this item, the first flight outside a building or house shall consist of at least eight (8), but not more than 20 steps. Steps less than 8 will not be considered a flight.

NOTE 6: Flight carry charges apply each time service is rendered.

**ITEM 148 ♦**  
**SPLIT PICKUP**

Split pickup service may be accorded subject to the following conditions.

1. The charge for the composite shipment shall be paid by a single debtor.
2. Maximum charges shall be computed as follows:
  - (a) Under hourly rates (Item 320), apply:
    - (1) The applicable rate for the total time consumed in loading at the point of origin of each component part and in unloading at point of destination, PLUS
    - (2) The applicable rate for double the driving time expended between each such point (see NOTE).
  - (b) Under distance rates (Items 310 and 390), apply:
    - (1) The applicable rate for the total weight of the composite shipment to point of destination from the point of origin which produces the shortest distance via the other point or points of origin, PLUS
    - (2) An additional charge of not more than \$111.25 for each stop to load between first point of origin and point destination.

NOTE: Total time shall be converted into hours and/or fractions thereof in accordance with the provisions of Item 36.

**ITEM 152 ♦  
SPLIT DELIVERY**

Split delivery service may be accorded subject to the following conditions.

1. The charge for the composite shipment shall be paid by a single debtor.
2. Maximum charges shall be computed as follows:
  - (a) Under hourly rates (Item 320), apply:
    - (1) The applicable rate for the total time consumed in loading at point of origin in unloading at point of destination of each component part, PLUS
    - (2) The applicable rate for double the driving time expended between each such point (see NOTE).
  - (b) Under distance rates (Items 310 and 390), apply:
    - (1) The applicable rate for the total weight of the composite shipment from point of origin to that point of destination which produces the shortest distance via the other point or points of destination, PLUS
    - (2) An additional charge of not more than \$111.25 each stop to unload between point of origin and final point of destination.

NOTE: Total time shall be converted into hours and/or fractions thereof in accordance with the provisions of Item 36.

**ITEM 156  
SPLIT PICKUP AND SPLIT DELIVERY IN COMBINATION**

Split pickup and split delivery service may be accorded in combination subject to the following conditions (see NOTE 1).

1. The entire shipment must be picked up within 24-hour period and shall be comprised of a minimum of four (4) component parts.
2. The charge for the composite shipment shall be paid by a single debtor.
3. Maximum charges shall be computed as follows:
  - (a) Under hourly rates (Item 320), apply:
    - (1) The applicable rate for the total time consumed in loading at point of origin in unloading at point of destination of each component part, PLUS

**ITEM 156 (Concluded) ♦**  
**SPLIT PICKUP AND SPLIT DELIVERY IN COMBINATION**

- (2) The applicable rate for double the driving time expended between point of origin of any component part and point of destination of any component part via the remaining points of origin and destination (see NOTE 2).
- (b) Under distance rates (Items 310), apply:
- (1) The applicable rate for the total weight of the composite shipment from the point of origin to that point of destination which produces the shortest distance via the remaining points of origin and destination, PLUS
- (2) An additional charge of not more than \$111.25 for each stop to load or unload between first point of origin and final point of destination.

NOTE 1: The provisions of this item shall not apply on shipments afforded storage-in-transit under the provisions of Item 160.

NOTE 2: Total time shall be converted into hours and/or fractions thereof in accordance with the provisions of Item 36.

**ITEM 160 ♦**  
**STORAGE-IN-TRANSIT**

1. At the request of consignor or consignee, a shipment may be accorded one-time storage-in-transit at a point between point of origin and point of destination for a period not to exceed 90 days from the date of unloading at storage point (see NOTE 1).
2. Maximum charges shall be computed on the following basis:
  - (a) The applicable transportation rate (including transportation valuation, if any, as provided in Item 136, from initial point of origin to point of storage, PLUS
  - (b) The applicable transportation rate (including transportation valuation, if any, as provided in Item 136, from point of storage to point of destination, PLUS
  - (c) A one-time warehouse handling charge of up to either \$7.45 per 100 pounds on the stored weight or \$36.85, whichever is greater, PLUS
  - (d) Storage of up to either \$2.55 per 100 pounds on the stored weight or \$12.50, whichever is greater, for the first day and up to \$0.13 per 100 pounds per day for each additional day the shipment remains in storage, PLUS
  - (e) The storage-in-transit valuation charge, if any as provided in Item 136.

**ITEM 160 (Concluded)  
STORAGE-IN-TRANSIT**

NOTE 1: In the event a shipment remains in storage in excess of 90 days, the point of storage shall be considered the point of destination and thereafter, the shipment shall be subject to the rules, regulations and charges of the individual warehouseman. The subsequent transportation from point of storage to point of delivery shall be considered a separate shipment. In the event the ultimate destination of a shipment afforded storage-in-transit is not known at the time of pickup at point of origin, transportation from point of storage to point of delivery shall be considered a separate shipment, regardless of the duration of the storage provided.

NOTE 2: On shipments subject to hourly rates both into and out of point of storage-in-transit, the weight of the shipment, for purposes of determining the warehouse handling and storage charges, may be estimated by multiplying the total cubic feet of storage space occupied by the shipment on the warehouse platform or in the warehouse by seven (7) pounds per cubic foot.

**ITEM 164  
LIGHT AND BULKY ARTICLES**

When a distance rated shipment includes bulky articles as named below, the following maximum loading and unloading charges or weight additive may be applied.

LOADING AND UNLOADING CHARGES include BOTH loading and unloading service and the handling and blocking of such article, and applies each time loading and unloading service is required, including shipments requiring storage-in-transit (except for mover convenience).

**ITEM 164 (Continued) ♦  
LIGHT AND BULKY ARTICLES**

	Per	Maximum Rates (in Dollars)
AUTOMOBILES, TRUCKS OR VANS including dune buggies and all terrain and specialty motor vehicles, which for the purpose of this item shall be classified as an automobile .....	Each	\$156.40
MOTORCYCLES OF 250 cc and over .....	Each	\$99.80
TRACTORS AND RIDING MOWERS of 25 horsepower .....	Each	\$119.80
TRACTORS AND RIDING MOWERS of less than 25 horsepower .....	Each	\$79.80
SNOWMOBILES OR RIDING GOLF CARTS .....	Each	\$79.80
BOATS, CANOES, SKIFFS, LIGHT ROWBOATS, KAYAKS, SAILBOATS AND BOAT TRAILERS (see weight additives below) .....		
TRAILERS, including utility and pop-up trailers (for boat trailers, travel camper trailers and mini-mobile homes, see weight additives below) .....	Each	\$89.75
CAMPERS, UNMOUNTED ON TRUCKS, designed to carriage on pickup trucks (for travel camper trailers and mini-mobile homes, see weight additives below) .....	Each	\$227.00
CAMPERS, MOUNTED ON PICKUP TRUCKS (for travel camper trailers and mini-mobile homes, see weight additives below) .....	Each	\$227.00
PIPE ORGANS, GRAND PIANOS, HARPSICHORDS and all other types of PIANOS and ORGANS (any size) (excluding portable organs, pianos, or harpsichords capable of being conveniently hand carried by one person) .....	Each	\$101.50

**ITEM 164 (Continued) ♦  
LIGHT AND BULKY ARTICLES**

	Per	Maximum Rates (in Dollars)
PLAYHOUSES, TOOL SHEDS, UTILITY SHEDS and including animal and bird shelters (transported set up, not dismantled) in excess of 100 cubic feet.....	Each	\$149.55
HOT TUBS, SPAS, WHIRLPOOL BATHS AND JACUZZIS (transported set up, not dismantled) in excess of 100 cubic feet...	Each	\$149.55
SATELLITE TELEVISION OR RADIO RECEIVING DISCS OR DISHES, INCLUDING MOUNTS, STANDS AND ACCESSORIAL EQUIPMENT		
Disc/Dish Outside Diameter 4 feet or less.....	Each	\$79.80
Over 4 feet but not over 8 feet.....	Each	\$119.80
Over 8 feet but not over 12 feet.....	Each	\$177.05
Over 12 feet.....	Each	\$276.10

**WEIGHT ADDITIVES:** When the shipment includes travel camper trailers, mini-mobile homes (other than utility and pop-up trailers), airplanes, boats, light rowboats, kayaks, canoes, gliders (except hang gliders), skiffs, sailboats and/or boat trailers, the transportation charges will be based on the net scale weight of the shipment, plus a weight additive calculated in accordance with the table shown below:

**AIRPLANES OR GLIDERS (except hang gliders):** 120 pounds per linear foot of total length of the fuselage

**BOATS 14 ft. and over in length:** 115 pounds per linear foot.

**BOAT TRAILERS any length:** 75 pounds per linear foot.

**CANOES, SKIFFS, LIGHT ROWBOATS AND KAYAKS 14 ft. and over in length:** 40 pounds per linear foot.

**SAILBOATS 14 ft. and over in length:** 125 pounds per linear foot.

**TRAVEL CAMPER TRAILERS AND MINI-MOBILE HOMES (other than utility and pop-up trailers):** 300 pounds per linear foot.

**ITEM 164 (Concluded)  
LIGHT AND BULKY ARTICLES**

NOTE 1: This weight additive WILL NOT APPLY to boats, canoes, skiffs, light rowboats, kayaks or sailboats of less than 14 ft. in length, nor to dinghies or sculls any size.

NOTE 2: When the shipment contains two or more articles subject to the weight additive, the total weight additives for that shipment will be the sum of the individual additives for each bulky article calculated separately.

NOTE 3: In determining lengths for the purpose of this item, all fractions of a foot will be disregarded.

NOTE 4: The length of boats, canoes, skiffs, light rowboats, kayaks or sailboats shall be determined by the straight center line distance between the top center point of the transom and a point perpendicular with the foremost of the bow, manufacturer's "length overall" or "center line length" shall apply as the correct length for the purposes of this item in lieu of physical measurement by mover.

NOTE 5: The length of boat trailers shall be the straight center line distance from a point equal to the rearmost part of the trailer to foremost part of the trailer tongue. The manufacturer's "length overall" shall apply as the correct length for the purposes of this item in lieu of physical measurement by mover.

NOTE 6: The Light and Bulky Articles Charge or the Weight Additive MAY APPLY for the following items, tendered either whole or in a disassembled or partially disassembled condition: automobiles, trucks, vans, dune buggies, all terrain and specialty motor vehicles, motorcycles, boats, canoes, skiffs, sailboats, boat trailers, tractors, riding mowers, snow mobiles, riding golf carts, trailers, campers, airplanes, and gliders.

**ITEM 168 ø  
RIGGING, HOISTING OR LOWERING**

When it is necessary to use rigging, hoisting, or lowering services to accomplish pickup or delivery of a shipment, the mover shall perform such services at rates no higher than those provided in Item 320, subject to the mover's ability to furnish proper equipment and experienced personnel.

If requested by the shipper, the mover shall act as the shipper's agent to secure such services from a third party, if available. All charges of third persons must be paid by the shipper and are in addition to all other charges named herein.

**ITEM 172  
DISASSEMBLING AND REASSEMBLING**

Distance Rates in Items 310, 330, and 390 DO NOT include removing any outdoor articles embedded in the ground or secured to a building, nor the assembling or disassembling of any outdoor articles, such as steel utility cabinets, swings sets, slides, sky rides, jungle gyms, or other outdoor articles of similar nature, nor the assembling or disassembling of unusual articles found inside of buildings, such as German schranks, water beds, steel shelving, pool tables, elongated work tables, counters, etc. Upon request of shipper, the mover will disassemble or reassemble such articles, subject to charges provided in Item 320. The shipper will be required to furnish, at the time of reassembling, any new hardware, nuts, bolts, etc., necessary to perform the service.

**ITEM 176 <sup>o/</sup>◆  
APPLIANCE SERVICING**

1. Distance rates in Items 310, 330 and 390 DO NOT include the servicing or re-servicing of articles or appliances including, but not limited to washing machines, refrigerators, deep freeze cabinets, air conditioners, grandfather clocks, radios, record players and television sets, which if not properly serviced, may be damaged in or incident to transit. The mover assumes no liability for such damage unless such articles are serviced as provided in NOTES 1 and 2 of this item or unless such damage is caused by negligence on the part of mover.
2. Upon request of the shipper, on shipments subject to subject to distance rates specified in paragraph 1 of this item, the mover will service or re-service appliances or other articles subject to the rates specified in paragraph 3 below (see NOTES 1 and 2).
3. The following maximum fixed rates shall apply for servicing or re-servicing appliances, as specified by this item (see NOTE 3).

Servicing or Re-servicing of Appliances:

	TERRITORY	
	A	B
First Item.....	\$19.35	\$17.05
Each Additional Item.....	\$12.80	\$11.20

NOTE 1: If the mover does not possess the qualified personnel to properly service and re-service such articles or appliances, the mover will upon request of, and as agent for the shipper, engage third persons to perform the servicing and re-servicing. All charges of third persons must be paid by the shipper and are in addition to all other charges in

**ITEM 176 (Concluded)  
APPLIANCE SERVICING**

this tariff. Such charges will be advanced by the mover and billed as an Advanced Charge as provided in Item 180.

NOTE 2: The mover reserves the right to inspect articles or appliances to determine whether they are in good working order before accepting them for shipment. The mover assumes no liability whatsoever for the charges of third persons for the resynchronization of grandfather clocks, including the pendulum or weights therefore which were disassembled at origin by the mover, or the returning, refocusing, or other adjustments of television sets unless such services were made necessary due to the mover's negligence.

NOTE 3: The applicable rate shall be that for the territory where the service is provided. For description of territories see Item 210.

**ITEM 180  
ADVANCED CHARGES**

Charges advanced by the mover for services of others engaged at the request of the shipper will be supported by the mover with a copy of the invoice setting forth services rendered, charges, and basis thereof, together with reference to applicable schedule or tariff if charges are assessed in accordance therewith. The advanced charges are in addition to and shall be collected with all other charges.

**ITEM 184  
SHUTTLE SERVICE**

1. It is the responsibility of the shipper to make the shipment accessible to the mover or accept delivery from the mover at a point at which the road haul vehicle may be safely operated.
2. When it is physically impossible for the mover to perform pickup of the shipment at origin or to complete delivery of the shipment at the destination with normally assigned road haul equipment due to the structure of the building, its inaccessibility by highway, inadequate or unsafe public or private road, overhead obstructions, narrow gates, sharp turns, trees, shrubbery, the deterioration of roadway due to rain, flood, snow, or nature of an article or articles included in the shipment, the mover shall hold itself available at point of pickup or tender delivery at the destination at nearest point of approach to the desired location where the road haul equipment can be made safely accessible.

**ITEM 184 (Concluded)  
SHUTTLE SERVICE**

3. Upon request of the shipper, the mover will use or engage smaller equipment than its normal road haul equipment or provide extra labor to transfer the shipment between the origin or destination and the nearest point of approach by the mover's road haul equipment. Such service shall be provided at rates no higher than those in Item 320 and shall be in addition to all other transportation or accessorial charges.
  
4. If the shipper does not accept the shipment at the nearest point of safe approach by the mover's road haul equipment to the destination, Item 96 (Inability to Make Delivery) shall apply.

**SECTION 2**  
**TERRITORIES**

**ITEM 200  
APPLICATION OF TERRITORIAL DESCRIPTIONS**

Territories described in this section apply in connection with rates and regulations making references thereto.

**ITEM 210  
DESCRIPTIONS OF TERRITORIES (See Map in Item 230)**

**TERRITORY A**

The City and County of San Francisco and the Counties of Alameda, Contra Costa, Marin, Monterey, San Mateo, Santa Clara, Santa Cruz and Sonoma.

**TERRITORY B**

All counties in the state not included in Territory A.

ITEM 230  
MAP OF TERRITORIES AS DESCRIBED IN ITEM 210



**SECTION 3**  
**RATES**

**MAXIMUM RATE TARIFF 4**

**Effective January 1, 2020**

<b>ITEM 310 */◆</b>														
<b>MAXIMUM FIXED DISTANCE RATES IN DOLLARS PER 100 POUNDS</b>														
Rates named in this item apply subject to Item 16 (Application of Rates). (See NOTES 1 through 6.)														
MILES NOT OVER OVER	BREAK ANY POINT QTY lbs.	MINIMUM WEIGHT IN POUNDS												
		1000	B.P.	2000	B.P.	5000	B.P.	8000	B.P.	12000	B.P.	16000		
0	10	94.75	607	57.50	1487	42.75	4936	42.20	7707	40.65	11646	39.45	15777	38.90
10	20	96.25	606	58.30	1486	43.30	4925	42.65	7719	41.15	11709	40.15	15722	39.45
20	30	98.00	602	58.90	1498	44.10	4870	42.95	7805	41.90	11657	40.70	15784	40.15
30	40	99.75	600	59.80	1502	44.90	4872	43.75	7772	42.50	11676	41.35	15730	40.65
40	50	101.35	601	60.90	1490	45.35	4868	44.15	7756	42.80	11888	42.40	15604	41.35
50	60	103.25	603	62.25	1490	46.35	4871	45.15	7752	43.75	11822	43.10	15704	42.30
60	70	104.90	605	63.45	1507	47.80	4833	46.20	7697	44.45	11920	44.15	15584	43.00
70	80	106.70	607	64.70	1504	48.65	4841	47.10	7695	45.30	11895	44.90	15626	43.85
80	90	108.30	606	65.55	1514	49.60	4849	48.10	7734	46.50	11730	45.45	15754	44.75
90	100	110.00	606	66.65	1520	50.65	4813	48.75	7795	47.50	11710	46.35	15655	45.35
100	120	115.50	593	68.45	1513	51.75	4793	49.60	7880	48.85	11632	47.35	15730	46.55
120	140	120.35	584	70.20	1518	53.25	4780	50.90	7828	49.80	11639	48.30	15769	47.60
140	160	124.70	574	71.55	1521	54.40	4785	52.05	7839	51.00	11577	49.20	15724	48.35
160	180	129.30	568	73.35	1518	55.65	4776	53.15	7767	51.60	11687	50.25	15698	49.30
180	200	133.65	560	74.80	1521	56.85	4754	54.05	7823	52.85	11592	51.05	15797	50.40
200	225	138.20	558	77.00	1515	58.30	4747	55.35	7805	54.00	11567	52.05	15693	51.05
225	250	142.75	552	78.75	1507	59.30	4777	56.65	7817	55.35	11567	53.35	15611	52.05
250	275	145.10	556	80.60	1509	60.80	4770	58.00	7828	56.75	11504	54.40	15662	53.25
275	300	147.10	559	82.20	1513	62.15	4771	59.30	7845	58.15	11485	55.65	15641	54.40
300	325	148.95	562	83.65	1518	63.45	4792	60.80	7797	59.25	11514	56.85	15846	56.30
325	350	150.75	575	86.65	1510	65.40	4786	62.60	7783	60.90	11606	58.90	15756	58.00
350	375	154.30	575	88.70	1512	67.05	4795	64.30	7789	62.60	11636	60.70	15618	59.25
375	400	155.90	577	89.95	1524	68.50	4763	65.25	7829	63.85	11643	61.95	15600	60.40
400	425	157.15	581	91.15	1528	69.60	4785	66.60	7784	64.80	11639	62.85	15644	61.45
425	450	158.45	581	91.95	1542	70.85	4782	67.75	7806	66.10	11565	63.70	15687	62.45
450	475	159.55	582	92.80	1541	71.50	4808	68.75	7803	67.05	11625	64.95	15643	63.50
475	500	160.65	583	93.55	1548	72.40	4831	69.95	7789	68.10	11586	65.75	15660	64.35
500	550	162.10	585	94.75	1566	74.15	4832	71.65	7760	69.50	11629	67.35	15704	66.10
550	600	163.20	590	96.15	1576	75.75	4859	73.60	7707	70.90	11637	68.75	15651	67.25
600	650	164.70	593	97.60	1577	76.95	4861	74.80	7749	72.45	11586	69.95	15726	68.75
650	700	165.50	599	99.00	1578	78.10	4872	76.10	7696	73.20	11640	71.00	15662	69.50
700	750	166.80	607	101.15	1566	79.15	4890	77.40	7675	74.25	11580	71.65	15733	70.45
750	800	168.10	608	102.20	1593	81.40	4859	79.10	7616	75.30	11618	72.90	15562	70.90
800	850	169.95	613	104.05	1600	83.20	4862	80.90	7590	76.75	11610	74.25	15559	72.20
850	----													
ADD		1.65		1.50		1.50		1.50		1.30		1.00		1.00
FOR EACH 50 MILES OR FRACTION THEREOF OVER 850 MILES														

**ITEM 310 (Concluded) \***

**REGION 1. MAXIMUM FIXED DISTANCE RATES IN DOLLARS PER 100 POUNDS**

NOTE 1: When shipment charges based on actual weight exceed those based on a greater minimum weight, the latter shall apply. Break Point indicates the weight at which a lower charge results by using the minimum weight and applicable rate at next higher minimum weight bracket.

NOTE 2: For computation of distances, see Item 40.

NOTE 3: Additional charges for bridge or ferry tolls shall not be assessed on shipments transported at the rates contained in this item.

NOTE 4: When the mover's vehicle is held for the convenience of the shipper or consignee through no fault of the mover in connection with shipments moving or to be moved under this item, one hour of free time shall be allowed. A charge at the hourly rates contained in Item 320 will be assessed for each hour, or fraction thereof, in excess of the one-hour free time period.

NOTE 5: Rates named in this item apply in connection with shipments accorded split pickup, split delivery, and both split pickup and split delivery.

NOTE 6: Overtime rates may be assessed subject to the maximum rates of this item when the shipper requests service at a time when the mover must pay its relevant employees overtime in accordance with Industrial Welfare Commission Wage Order 9-2001 or any succeeding Wage Order.

**ITEM 320 \*\*/◆  
MAXIMUM FIXED RATES IN DOLLARS PER HOUR**

Rates named in this item apply for shipments transported for distances of 100 miles or less, subject to Item 16 (Application of Rates) (see NOTES 1 through 5).

	Territory (See Note 4)	
	A	B
1. Straight Time		
Unit of equipment, plus:		
(a) one person (driver) .....	\$120.80	\$115.35
(b) two persons (driver and helper) .....	\$194.05	\$178.35
(c) additional persons, in excess of two, per person .....	\$ 69.60	\$ 60.20
2. Time-and-a-half (see NOTE 5)		
Unit of equipment, plus:		
(a) one person (driver) .....	\$154.75	\$147.30
(b) two persons (driver and helper) .....	\$261.75	\$237.35
(c) additional persons, in excess of two, per person .....	\$101.50	\$ 87.10
3. Double Time (see NOTE 5)		
Unit of equipment, plus:		
(a) one person (driver) .....	\$194.05	\$179.25
(b) two person (driver and helper) .....	\$329.80	\$296.45
(c) additional persons, in excess of two, per person .....	\$133.55	\$114.50

NOTE 1: The higher-rated territory in or through which the shipment or any component thereof is transported, shall determine the applicable maximum hourly rates for such shipment.

NOTE 2: Actual bridge and ferry tolls may be added to charges based on rates contained in this item when such toll charges are incurred by the mover. When two or more shipments are transported under the provisions of this item at the same time on one unit of equipment, the incurred toll charges shall be equally divided between each shipment.

NOTE 3: For computation of time, see Item 36.

NOTE 4: For description of territories, see Item 210.

**ITEM 320 (Concluded)  
MAXIMUM FIXED RATES IN DOLLARS PER HOUR**

NOTE 5: Overtime rates may be assessed subject to the maximum rates in paragraphs 2 and 3 of this item when the shipper requests service at a time when the mover must pay its relevant employees overtime in accordance with Industrial Welfare Commission Wage Order 9-2001 or any succeeding Wage Order.

**ITEM 330 \*\*/◆  
MAXIMUM FIXED RATES IN DOLLARS PER PIECE**

Rates named in this item apply for shipments of not more than 5 pieces transported for distances of 50 miles or less, subject to Item 16 (Application of Rates) (see NOTES 1 through 5).

Miles	First Piece	Each Additional Piece
Not over 10.....	\$ 83.80	\$28.55
Over 10, but not over 20.....	\$155.80	\$28.55
Over 20 .....	\$217.65	\$28.55

NOTE 1: PIECE means each household, office, or institutional article tendered in assembled form or in the alternative, tendered in disassembled form, but secured in a manner allowing the article to be handled as a unit.

NOTE 2: For computation of distances, see Item 40.

NOTE 3: Additional charges for bridge or ferry tolls shall not be assessed on shipments transported at the rates contained in this item.

NOTE 4: Rates in this item will not apply to shipments afforded split pickup and/or split delivery, nor to shipments afforded storage-in-transit.

NOTE 5: Rates in this item will not apply to pianos and organs not conveniently hand carried by one person. Refer to Item 164 (Light and Bulky Articles) for rates for pipe organs, grand pianos, harpsichords and all other types of pianos and organs.

**MAXIMUM RATE TARIFF 4**

**Effective January 1, 2020**

**ITEM 340 ♦  
MAXIMUM FIXED RATES FOR PACKING/UNPACKING CONTAINERS**

(See Notes 1 through 10) 1. RATES PER CONTAINER (In Dollars Per Unit)	Per	Container Rates (See Note 9)	Packing Charges		Unpacking Charges	
			Territory		Territory	
			A	B	A	B
DRUM, DISH-PACK (Drum, dish-pack, barrel or other specially designed containers of not less than 5 cubic feet capacity for use in packing glassware, chinaware, bric-a-brac, table lamps or similar fragile articles)	Each	35.86	42.55	37.40	17.80	15.90
<b>CARTONS:</b>						
Less than 3 cu. ft. (Not less than 200 lb. test)	Each	8.85	10.24	9.11	4.27	3.76
3 cu. ft. (Not less than 200 lb. test)	Each	13.35	15.49	13.74	6.43	5.71
4-1/2 cu. ft. (Not less than 200 lb. test)	Each	15.83	18.78	16.36	7.92	6.95
6 cu. ft. (Not less than 200 lb. test)	Each	18.11	21.51	18.83	8.90	7.87
6-1/2 cu. ft. (Not less than 200 lb. test)	Each	20.68	24.49	21.61	10.29	8.85
WARDROBE CARTON not less than 10 cu. ft. (See Note 8)	Each	19.75	20.84	18.21	8.70	7.77
<b>MATTRESS CARTON:</b>						
Crib	Each	9.08	7.25	6.02	2.83	2.52
Not Over 39" x 75"	Each	15.08	11.88	10.39	4.89	4.32
39" x 80"	Each	18.30	11.88	10.29	4.89	4.42
Not Over 54" x 75"	Each	16.15	12.14	10.75	4.99	4.48
Over 54" x 75"	Each	26.65	19.65	17.03	8.18	7.15
MATTRESS COVER (Paper or Plastic)	Each	9.45	4.84	4.37	2.06	1.85
CORRUGATED CONTAINERS (Specially designed or constructed for mirrors, paintings, glass or marble tops and similar fragile articles)	Each	31.19	37.04	32.21	15.49	13.74
CRATES (Other than corrugated, specially designed or constructed for mirrors, paintings, glass or marble tops and similar fragile articles) gross measurement of crate	Cu. Ft. or Fraction Thereof	(See Note 7)	16.77	14.92	3.50	2.83

**ITEM 340 (Continued) ♦**  
**MAXIMUM FIXED RATES FOR PACKING/UNPACKING AND CONTAINERS**

**2. RATES PER HOUR PER PERSON**  
 (see NOTES 1 through 5)

PACKING AND UNPACKING	TERRITORY	
	A	B
(a) STRAIGHT TIME.....	\$77.55	\$68.35
(b) TIME-AND-A-HALF .....	\$114.25	\$100.20
(c) DOUBLE TIME .....	\$150.60	\$132.20

NOTE 1: Rates do not include separate pickup and/or delivery of shipping containers and packing materials provided.

NOTE 2: For a description of territories, see Item 210.

NOTE 3: The applicable rate shall be the rate for the territory in which the service is provided.

NOTE 4: Rates in Paragraph 2 of this item apply for packing or unpacking or both, and may be used in lieu of rates in paragraph 1 (Rates per Container) if the mover and shipper agree to such application before the service commences, subject to Items 28 and 128. The Agreement for Service shall determine the applicable maximum rate for the service.

NOTE 5: Overtime rates may be assessed subject to the maximum rates in paragraphs 2(b) and 2(c) of this item when the shipper requests service at a time when the mover must pay its relevant employees overtime in accordance with Industrial Welfare Commission Wage Order 9-2001 or any succeeding Wage Order.

NOTE 6: Container charges in paragraph 1 include all materials used in the packing and sealing of the container indicated. No additional charge shall be made for such materials including dividers, paper, tape and labels.

NOTE 7: The maximum rates in paragraph 1 include packing and construction of such containers.

NOTE 8: No charge will be assessed for wardrobes on shipments transported at the rates provided in Item 320.

NOTE 9: Packing container rates do not include sales tax.

**ITEM 340 (Concluded)**  
**MAXIMUM FIXED RATES FOR PACKING/UNPACKING AND CONTAINERS**

NOTE 10: Overtime rates for work performed at rates in paragraph 1 (Rates per Container) may be assessed when the shipper requests service at a time when the mover must pay its relevant employees overtime in accordance with Industrial Welfare Commission Wage Order 9-2001 or any succeeding Wage Order. To calculate a maximum rate for overtime, multiply the rate in paragraph 1 by the appropriate factor:

- (a) 1.47 for time-and-a-half.
- (b) 1.94 for double time.

**MAXIMUM RATE TARIFF 4**

**Effective January 1, 2020**

**ITEM 390 \*/◆**

**MAXIMUM FIXED DISTANCE RATES TO OR FROM STORAGE**

Rates named in this item apply subject to Item 16 (Application of Rates). (See NOTES 1 through 7.)

MILES		BREAK		MINIMUM WEIGHT IN POUNDS										
NOT OVER	OVER	ANY QTY	POINT lbs.	1000	B.P.	2000	B.P.	5000	B.P.	8000	B.P.	12000	B.P.	16000
0	10	94.75	576	54.55	1491	40.65	4859	39.50	7666	37.85	11905	37.55	15532	36.45
10	20	96.25	577	55.50	1483	41.15	4885	40.20	7712	38.75	11799	38.10	15644	37.25
20	30	98.00	574	56.20	1495	42.00	4840	40.65	7745	39.35	11879	38.95	15549	37.85
30	40	99.75	572	57.00	1499	42.70	4825	41.20	7806	40.20	11881	39.80	15598	38.80
40	50	101.35	574	58.10	1489	43.25	4868	42.10	7734	40.70	11927	40.45	15803	39.95
50	60	103.25	574	59.25	1489	44.10	4870	42.95	7796	41.85	11943	41.65	15559	40.50
60	70	104.90	575	60.30	1503	45.30	4868	44.10	7747	42.70	11986	42.65	15700	41.85
70	80	106.70	576	61.45	1506	46.25	4871	45.05	7761	43.70	11877	43.25	15779	42.65
80	90	108.30	575	62.25	1520	47.30	4868	46.05	7818	45.00	11774	44.15	15837	43.70
90	100	110.00	576	63.30	1522	48.15	4855	46.75	7881	46.05	11727	45.00	15823	44.50
100	120	115.50	563	64.95	1522	49.40	4839	47.80	7925	47.35	11595	45.75	15896	45.45
120	140	120.35	554	66.60	1526	50.80	4828	49.05	7878	48.30	11615	46.75	15932	46.55
140	160	124.70	547	68.10	1526	51.95	4851	50.40	7842	49.40	11575	47.65	15900	47.35
160	180	129.30	539	69.60	1531	53.25	4817	51.30	7837	50.25	11618	48.65	15885	48.30
180	200	133.65	532	71.05	1532	54.40	4798	52.20	7840	51.15	11625	49.55	15904	49.25
200	225	138.20	531	73.35	1523	55.85	4786	53.45	7813	52.20	11656	50.70	15795	50.05
225	250	142.75	525	74.90	1523	57.00	4790	54.60	7839	53.50	11597	51.70	15784	51.00
250	275	145.10	529	76.65	1524	58.40	4808	56.15	7830	54.95	11564	52.95	15729	52.05
275	300	147.10	531	78.00	1530	59.65	4824	57.55	7848	56.45	11490	54.05	15764	53.25
300	325	148.95	536	79.70	1529	60.90	4820	58.70	7885	57.85	11461	55.25	15914	54.95
325	350	150.75	549	82.75	1520	62.85	4837	60.80	7829	59.50	11567	57.35	15819	56.70
350	375	154.30	547	84.40	1527	64.40	4841	62.35	7834	61.05	11539	58.70	15837	58.10
375	400	155.90	551	85.85	1532	65.75	4826	63.45	7893	62.60	11493	59.95	15720	58.90
400	425	157.15	553	86.75	1541	66.80	4825	64.45	7883	63.50	11528	61.00	15804	60.25
425	450	158.45	556	87.95	1542	67.80	4871	66.05	7831	64.65	11518	62.05	15743	61.05
450	475	159.55	556	88.70	1551	68.75	4851	66.70	7887	65.75	11489	62.95	15810	62.20
475	500	160.65	557	89.40	1555	69.50	4867	67.65	7888	66.70	11488	63.85	15800	63.05
500	550	162.10	560	90.70	1572	71.25	4895	69.75	7794	67.95	11541	65.35	15829	64.65
550	600	163.20	564	91.90	1586	72.85	4901	71.40	7788	69.50	11508	66.65	15892	66.20
600	650	164.70	568	93.40	1583	73.90	4923	72.75	7814	71.05	11426	67.65	15930	67.35
650	700	165.50	573	94.75	1584	75.00	4914	73.70	7767	71.55	11556	68.90	15873	68.35
700	750	166.80	579	96.55	1573	75.90	4958	75.25	7745	72.85	11482	69.70	15840	69.00
750	800	168.10	582	97.75	1594	77.90	4930	76.80	7678	73.70	11520	70.75	15740	69.60
800	850	169.95	586	99.55	1601	79.65	4913	78.25	7699	75.30	11435	71.75	15833	71.00
850	----													
ADD		1.65		1.30		1.30		1.30		1.25		1.00		1.00
FOR EACH 50 MILES OR FRACTION THEREOF OVER 850 MILES														

**ITEM 390 (Concluded) \***  
**MAXIMUM FIXED DISTANCE RATES TO OR FROM STORAGE**

NOTE 1: When shipment charges based on actual weight exceed those based on a greater minimum weight, the latter shall apply. Break Point indicates the weight at which a lower charge results by using the minimum weight and applicable rate at next higher minimum weight bracket.

NOTE 2: For computation of distances, see Item 40.

NOTE 3: Additional charges for bridge or ferry tolls shall not be assessed on shipments transported at the rates contained in this item.

NOTE 4: When the move's vehicle is held for the convenience of shipper or consignee through no fault of the mover in connection with shipments moving or to be moved under this item, one hour of free time shall be allowed. A charge at the hourly rates contained in Item 320 will be assessed for each hour, or fraction thereof, in excess of the one-hour free time period.

NOTE 5: Rates named in this item apply in connection with shipments accorded split pickup, split delivery, and both split pickup and split delivery.

NOTE 6: Rates in this item do not apply to shipments afforded split pickup and split delivery in combination when such shipments are accorded storage-in-transit service (see Item 156, NOTE 1).

NOTE 7: Overtime rates may be assessed subject to the maximum rates of this item when the shipper requests service at a time when the mover must pay its relevant employees overtime in accordance with Industrial Welfare Commission Wage Order 9-2001 or any succeeding Wage Order.

**SECTION 4**  
**FORMS OF DOCUMENTS**

**ITEM 400 <sup>Ø</sup>**  
**BASIS FOR MOVER'S ESTIMATED COST OF SERVICES**

**This is Not a Contract**

NAME OF MOVER  
 T NUMBER OF MOVER  
 ADDRESS OF MOVER  
 TELEPHONE NUMBER OF MOVER

NAME \_\_\_\_\_ PHONE NO. \_\_\_\_\_ DATE \_\_\_\_\_  
 MOVING FROM \_\_\_\_\_ MOVING TO \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

SERVICES REQUESTED:	Distance Move	Hourly Move	Piece Move
SERVICE SR SNR CNK			SERVICE SR SNR CNK
Additional helpers (No.)			Overtime packing labor
Appliance servicing			SIT monthly storage change
Elevator at origin			SIT moving into warehouse
Elevator at destination			SIT moving out of warehouse
Flights at origin (No.)			SIT warehouse handling
Flights at destination (No.)			SIT warehouse wrapping or fumigating
Hoisting or lowering at origin			Shuttle service at origin
Hoisting or lowering at destination			Shuttle service at destination
Long carry at origin (No.)			Disassembly of items
Long carry at destination (No.)			Assembly of items
Split delivery			Van & 1 person
Split pickup			Van & 2 persons
Packing material delivery/pickup			Overtime or Premium Labor
Packing material			Expedited Service
Packing labor: Hourly By Unit			Bulky Article(s) (No.)
Unpacking labor: Hourly By Unit			Additional Equipment Requirement

Shipment is valued at actual cash value up to \$20,000, or as declared by the shipper.  
 Shipment Valuation \$ \_\_\_\_\_

**TRANSPORTATION VALUATION OPTIONS:**  
 60 cents/lb./article \_\_\_\_\_@ No additional charge  
 Actual Cash Value \_\_\_\_\_@ \$\_\_\_\_\_ per \$100 of declared value  
 Full Value \* \_\_\_\_\_@ \$\_\_\_\_\_ per \$100 of declared value

SR : Service Requested  
 SNR : Service Not Requested  
 CNK : Condition Not Known  
 SIT : Storage-in-Transit

**STORAGE-IN-TRANSIT VALUATION OPTIONS:**  
 Actual Cash Value \_\_\_\_\_@ \$\_\_\_\_\_ per \$100 of declared value  
 Full Value \_\_\_\_\_@ \$\_\_\_\_\_ per \$100 of declared value  
 \*Deductible options may be available under Full Value protection

**CHARGES TO BE PAID BY:** Cash \_\_\_ Certified Check \_\_\_ Money Order \_\_\_ Credit Card \_\_\_ Personal Check \_\_\_  
 Number of Articles \_\_\_\_\_ Number of Rooms \_\_\_\_\_ Total Number of Packing Containers \_\_\_\_\_  
 to be moved \_\_\_\_\_ to be moved \_\_\_\_\_ to be Supplied by Mover \_\_\_\_\_

I AM IN NO WAY OBLIGATED TO HAVE THE ABOVE-NAMED MOVER PERFORM ANY SERVICES. I REQUEST ONLY THE SERVICES AND ITEMS LISTED ON THIS DOCUMENT BE CONSIDERED IN DETERMINING THE ESTIMATED COST. I UNDERSTAND THAT ADDITIONAL CHARGED WILL BE MADE FOR ANY ADDITIONAL SERVICES REQUESTED AT A LATER DATE.

I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED THE INFORMATIONAL MATERIAL "IMPORTANT INFORMATION FOR PERSONS MOVING HOUSEHOLD GOODS."

\_\_\_\_\_  
 Signature of Shipper or Shipper's Representative Date

NOTE: If moving conditions change between now and moving date, call the mover.

**ITEM 410  
TABLE OF MEASUREMENT AND ESTIMATE**

COLUMN 1					COLUMN 2				
Articles Not To Be Shipped	ARTICLE	Cu. Per Ft. Pc.	No. of Pc.	Cu. Ft.	Articles Not To Be Shipped	ARTICLE	Cu. Per Ft. Pc.	No. of Pc.	Cu. Ft.
LIVING AND FAMILY ROOMS					LIVING AND FAMILY ROOMS (Cont.)				
	Bar, Portable	11				Rug, Small Roll or Pad	3		
	Bench, Fireside of Piano	5				Sofa, 2 Cushions	35		
	Bookcase	20				Sofa, 3 Cushions,	50		
	Bookshelves, Sectional	5				Sofa, 4 Cushions	60		
	Chair, Arm	10				Sofa, Sect., per Sect.	30		
	Chair, Occasional	15				Studio, Couch, or Hideabed	50		
	Chair, Overstuffed	25				Tables, Coffee	5		
	Chair, Rocker	12				Tables, Dropleaf	12		
	Chair, Straight	5				Tables, Nesting	2		
	Clock, Grandfather	20				Television, Big Screen	40		
	Day Bed	30				Television, Combination Television or Radio Console	25 15		
	Desk, Small or Winthrop	22				Bench, Harvest	10		DINING ROOM
	Desk, Secretary	35				Buffet	30		
	Fireplace Equipment	5				Cabinet, China	25		
	Foot Stool	2				Cabinet, Corner	20		
	Lamp, Floor or Pole	3				Chair, Dining	5		
	Magazine Rack	2				Rug, Large Roll or Pad	10		
	Music Cabinet	10				Rug, Small Roll or Pad	3		
	Piano, Baby Grand or Upright	70				Server	15		
	Piano, Parlor Grand	80				Table, Dining	30		
	Piano, Spinet	60				Tea Car	10		
	Rug, Large Roll or Pad	10							
	Subtotal Col. 1					Subtotal Col. 2			

**ITEM 410 (Continued)**  
**TABLE OF MEASUREMENT AND ESTIMATE**

COLUMN 3				
Articles Not To Be Shipped	ARTICLE	Cu. Per Ft. Pc.	No. of Pc.	Cu. Ft.
<b>BEDROOM</b>				
	Bed, including Spring & Mattress:			
	Double	60		
	King Size	70		
	Single or Hollywood	40		
	Rollaway	20		
	Bunk (Set of 2)	70		
	Bookshelves, Sectional	5		
	Bureau, Dresser, Chest of Drawer, Chifforobe or Chiffonier	25		
	Cedar Chest	15		
	Chair, Boudoir	10		
	Chair, Straight or Rocker	5		
	Chaise Lounge	25		
	Desk, Small or Winthrop	22		
	Dresser or Vanity Bench	3		
	Dress, Double (Mr. & Mrs.)	50		
	Exercise Bike	10		
	Night Table	5		
	Rug, Large Roll or Pad	10		
	Rug, Small Roll or Pad	3		
	Vanity Dresser	20		
	Wardrobe, Small	20		
	Wardrobe, Large	40		
	Subtotal Col. 3			

COLUMN 4				
Articles Not To Be Shipped	ARTICLE	Cu. Per Ft. Pc.	No. of Pc.	Cu. Ft.
<b>BEDROOM (Continued)</b>				
	Waterbed	20		
	Bassinet		NURSERY	5
	Bed, Youth	30		
	Chair, Child's	3		
	Chair, Rocker	12		
	Chest	12		
	Chest, Toy	5		
	Crib, Baby	10		
	Pen, Play	10		
	Rug, Large Roll or Pad	10		
	Rug, Small Roll or Pad	3		
	Table, Child's	5		
	Baker's Rack		KITCHEN	20
	Breakfast Suite Chairs	5		
	Breakfast Table	10		
	Butcher Block	10		
	Chair, High	5		
	Ironing Board	2		
	Kitchen Cabinet	30		
	Microwave	5		
	Serving Cart	15		
	Stool	3		
	Table	5		
	Subtotal Col. 4			

**ITEM 410 (Continued)**  
**TABLE OF MEASUREMENT AND ESTIMATE**

COLUMN 5					COLUMN 6				
Articles Not To Be Shipped	ARTICLE	Cu. Per Ft. Pc.	No. of Pc.	Cu. Ft.	Articles Not To Be Shipped	ARTICLE	Cu. Per Ft. Pc.	No. of Pc.	Cu. Ft.
KITCHEN (Continued)					PORCH, OUTDOOR FURNITURE AND EQUIPMENT (Continued)				
	Utility Cabinet	10							
	APPLIANCES (LARGE)								
	Air Conditioner, Window	30				Clothes Dryer Rack	5		
	Dishwasher	20				Garden Hose and Tools	10		
	Dryer, Electric or Gas	25				Glider or Settee	20		
	Freezer: (Cu. Capacity in Ft.)					Ladder, Extension	10		
	10 or less	10				Lawn Mower (Hand)	5		
	11 to 15	45				Lawn Mower (Power)	15		
	16 and over	60				Lawn Mower (Riding)	35		
	Range, Electric or Gas	30				Leaf Sweeper	5		
	Refrigerator (Cu. Capacity in Feet)					Outdoor Child's Slide	10		
	6 or less	30				Outdoor Child's Gym	20		
	7 to 10	45				Outdoor Swings	30		
	11 and over	60				Picnic Bench	5		
	Sewing Machine, Portable	5				Picnic Table	20		
	Sewing Machine, Cabinet	10				Roller, Lawn	15		
	Trash Compactor	10				Sand Box	10		
	Vacuum Cleaner	5				Spreader	1		
	Washing Machine	25				Table	10		
	PORCH, OUTDOOR FURNITURE AND EQUIPMENT					Umbrella	5		
	Barbecue or Portable Grill	10				Wheelbarrow	8		
	Chairs, Lawn	5				Ash or Trash Can <sup>GARAGE</sup>	7		
	Chairs, Porch	10				Basket, Clothes	5		
	Subtotal Col. 5					Subtotal Col. 6			



**ITEM 410 (Concluded) <sup>ø</sup>**  
**TABLE OF MEASUREMENTS AND ESTIMATE**

COLUMN 9					COLUMN 10				
Articles Not To Be Shipped	ARTICLE	Cu. Ft. Per Pc.	No. of Pc.	Cu. Ft.	Articles Not To Be Shipped	ARTICLE	Cu. Ft. Per Pc.	No. of Pc.	Cu. Ft.
CONTAINERS (To be Packed by Shipper)					CONTAINERS (Continued) (To be Packed by Mover)				
	Dish Pack	10				Mirror/Picture	5		
	Carton					Wardrobe	15		
	1 ½ cu. ft.					Crates:			
	3 cu. ft.					x x =			
	4 ½ cu. ft.					x x =			
	6 cu. ft.					x x =			
	6 ½ cu. ft.					x x =			
	Lamps	5				Subtotal Col. 10			
	Mirror/Picture	5							
CONTAINERS (To be Packed by Mover)						Total Col. 1			
	Dish Pack	10				Total Col. 2			
	Carton					Total Col. 3			
	1 ½ cu. ft.					Total Col. 4			
	3 cu. ft.					Total Col. 5			
	4 ½ cu. ft.					Total Col. 6			
	6 cu. ft.					Total Col. 7			
	6 ½ cu. ft.					Total Col. 8			
	Lamp	5				Total Col. 9			
	Subtotal Col. 9					Total Col. 10			
						GRAND TOTAL			

Explanation of Abbreviations in Items 400, 410 and 420

@ = at    Col. = Column    Cu. Ft = Cubic Feet    Lbs. = Pounds    Mi. = Miles    No. = Number    Pc. = Piece    Wt. = Weight

**ITEM 420 <sup>Ø</sup>  
ESTIMATED COST OF SERVICES**

**This is not a Contract**

NAME OF MOVER  
T-NUMBER OF MOVER  
ADDRESS OF MOVER  
TELEPHONE NUMBER OF MOVER

NAME \_\_\_\_\_ PHONE NO. \_\_\_\_\_ DATE \_\_\_\_\_  
 MOVING FROM \_\_\_\_\_ DATE OF MOVE \_\_\_\_\_  
 MOVING TO \_\_\_\_\_ DATE OF DELIVERY \_\_\_\_\_  
 Charge to (Corporation or individual) \_\_\_\_\_

SERVICES REQUESTED: Distance Move \_\_\_\_ Hourly Move \_\_\_\_ Piece Move \_\_\_\_ No. Articles To Be Moved \_\_\_\_  
 No. of Rooms To Be Moved \_\_\_\_ Total No. of Packing Containers to Be Supplied by Mover \_\_\_\_  
 CHARGES TO BE PAID BY: Cash \_\_\_\_ Certified Check \_\_\_\_ Money Order \_\_\_\_ Credit Card \_\_\_\_ Personal Check \_\_\_\_  
 APPROXIMATE WEIGHT: Total Cubic Feet (from table of measurements) \_\_\_\_\_ cu. ft at 7 lbs. per cu. ft. = \_\_\_\_\_ lbs.

**LONG DISTANCE MOVING**

Total cu. ft. \_\_\_\_\_ Miles \_\_\_\_\_

Est. Weight \_\_\_\_\_ lbs. at \_\_\_\_\_ per 100 lbs. \$ \_\_\_\_\_

No. Flights \_\_\_\_\_ at \_\_\_\_\_ per 100 lbs. \$ \_\_\_\_\_

No. Long Carries \_\_\_\_\_ at \_\_\_\_\_ per 100 lbs. \$ \_\_\_\_\_

Extra Pickup-Delivery or Both \_\_\_\_\_ \$ \_\_\_\_\_

Haul to – from Storage-in-Transit \_\_\_\_\_ hours \_\_\_\_\_ \$ \_\_\_\_\_

Storage-in-Transit Charges:

First Day \_\_\_\_\_ lbs. at \_\_\_\_\_ per 100 lbs. \$ \_\_\_\_\_

Each Additional Day at \_\_\_\_\_ per 100 lbs. \$ \_\_\_\_\_

Piano, Type \_\_\_\_\_ Organ, Type \_\_\_\_\_ \$ \_\_\_\_\_

Appliances to Service \_\_\_\_\_ \$ \_\_\_\_\_

Assembly / Disassembly of Articles \_\_\_\_\_ \$ \_\_\_\_\_

Hoisting / Lowering \_\_\_\_\_ \$ \_\_\_\_\_

Bulky Articles \_\_\_\_\_ \$ \_\_\_\_\_

Valuation Charge (See Basis For Mover's Estimated Cost of Services) \$ \_\_\_\_\_

Other Services \_\_\_\_\_ \$ \_\_\_\_\_

Estimated Cost \$ \_\_\_\_\_

**ITEM 420 (Continued) <sup>o</sup>  
ESTIMATED COST OF SERVICES**

This is not a Contract

**LOCAL MOVING**

Loading \_\_\_\_\_ Hrs.  
 DBL Driving \_\_\_\_\_ Hrs.  
 Unload \_\_\_\_\_ Hrs.  
 TOTAL \_\_\_\_\_ Hrs.

**ESTIMATE OF HOURS**

Estimated \_\_\_\_\_ hrs. for \_\_\_\_\_ van and \_\_\_\_\_ persons at \$ \_\_\_\_\_ per hour-straight time  
 Estimated \_\_\_\_\_ hrs. for \_\_\_\_\_ van and \_\_\_\_\_ persons at \$ \_\_\_\_\_ per hour-overtime

Piano Type \_\_\_\_\_ No. Flights \_\_\_\_\_ Moving Charge \$ \_\_\_\_\_  
 Bridge or Ferry Tolls (Estimated) \_\_\_\_\_ \$ \_\_\_\_\_  
 Hoisting/Lowering \_\_\_\_\_ \$ \_\_\_\_\_  
 Valuation Charge (See Basis for Mover's Estimated Cost of Services) \$ \_\_\_\_\_  
 Other Services \_\_\_\_\_ \$ \_\_\_\_\_  
 Estimated Cost \$ \_\_\_\_\_

**PACKING AND UNPACKING CHARGES MAY BE MADE EITHER ON AN HOURLY BASIS OR A UNIT BASIS.**

**PACKING AND UNPACKING**

**HOURLY LABOR**

Pack at Residence, Estimated \_\_\_\_\_ hrs. for \_\_\_\_\_ Packers at \$ \_\_\_\_\_ per hour-straight time  
 Pack at Residence, Estimated \_\_\_\_\_ hrs. for \_\_\_\_\_ Packers at \$ \_\_\_\_\_ per hour-overtime  
 \_\_\_\_\_ Packing Charge \$ \_\_\_\_\_  
 Unpack, Estimated \_\_\_\_\_ hrs. for \_\_\_\_\_ Unpackers at \$ \_\_\_\_\_ per hour-straight time  
 Unpack, Estimated \_\_\_\_\_ hrs. for \_\_\_\_\_ Unpackers at \$ \_\_\_\_\_ per hour-overtime  
 \_\_\_\_\_ Unpacking Charge \$ \_\_\_\_\_  
 Hourly Packing Labor Costs \$ \_\_\_\_\_

**MATERIAL PACKING**

	Quantity	Charge per Unit			
		Pack	Unpack	Material	
Dish Packs or Barrels	_____	_____	_____	_____	\$ _____
Cartons over 1 ½ cu. ft.	_____	_____	_____	_____	\$ _____
Cartons over 3 cu. ft.	_____	_____	_____	_____	\$ _____
Cartons over 4 ½ cu. ft.	_____	_____	_____	_____	\$ _____
Cartons over 6 cu. ft.	_____	_____	_____	_____	\$ _____
Cartons over 6 ½ cu. ft.	_____	_____	_____	_____	\$ _____
Wardrobes	_____	_____	_____	_____	\$ _____
Mattress ctn. Single	_____	_____	_____	_____	\$ _____
Mattress Ctn. Double	_____	_____	_____	_____	\$ _____
Mattress Ctn. King	_____	_____	_____	_____	\$ _____
Mattress Ctn. Crib	_____	_____	_____	_____	\$ _____
Glass Packs	_____	_____	_____	_____	\$ _____
Crate, Size _____	_____	_____	_____	_____	\$ _____
Crate Size _____	_____	_____	_____	_____	\$ _____
				Materials/and or Unit Packing Costs	\$ _____
				Total (Hourly or Unit) Packing and Material Cost	\$ _____
DELIVERY OF PACKING MATERIAL	_____				\$ _____

**ITEM 420 (Concluded) <sup>o</sup>  
ESTIMATED COST OF SERVICES**

**This is not a Contract**

**REMARKS**

**(Any remarks, including minimums such as weight, hours, per pound valuations, etc.)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

LOCAL MOVING _____	\$ _____
STORAGE _____	\$ _____
LONG DISTANCE MOVING _____	\$ _____
PACKING AND/OR UNPACKING _____	\$ _____
MISCELLANEOUS _____	\$ _____
TOTAL COST	\$ _____
Amount Total Cost Exceeds Under Maximum Fixed Rate	\$ _____

**IMPORTANT NOTICE:** This estimated cost document covers only the articles and services listed on the Basis for Mover's Estimated Costs of Services. ACTUAL CHARGES FOR THOSE SERVICES WILL NOT EXCEED THE AMOUNT OF THE ESTIMATED COST. No guarantee can be made as to specific dates of pickup or delivery of your shipment, unless you make special arrangements with the mover.

**NOTICE TO THE ESTIMATOR:** It is mandatory to use cubic footage for each article at not less than that shown on the Table of Measurements and Estimate and the total cubic footage be multiplied by seven to determine the total approximate weight for determining the charge under the maximum fixed rate.

**TO BE COMPLETED BY MOVER:**

Are Maximum Rates to be exceeded on this move? YES \_\_\_\_\_ NO \_\_\_\_\_  
If yes, by how much will charged exceed those at Maximum Rates? \_\_\_\_\_

**TO BE COMPLETED BY THE SHIPPER:**

Do you consent to the amount of charge to be assessed over the Maximum Rates? YES \_\_\_\_\_ NO \_\_\_\_\_

**ESTIMATOR'S SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

**ITEM 440 <sup>Ø</sup>  
CHANGE ORDER FOR SERVICES**

NAME OF MOVER  
T-NUMBER OF MOVER  
ADDRESS OF MOVER  
TELEPHONE NUMBER OF MOVER

**THIS WILL CERTIFY AND ATTEST THAT SHIPPER OR SHIPPER'S REPRESENTATIVE AS SHOWN ON ORDER FOR SERVICES NO. \_\_\_\_\_ DATED \_\_\_\_\_ WITH \_\_\_\_\_ REQUESTS (MOVER'S NAME) ADDITIONAL SERVICES AT CHARGES AS INDICATED ON REVERSE OF THIS FORM.**

Estimated Cost of Services, Agreement for Moving Services, Shipping Order and Freight Bill

Document Issued at: \_\_\_\_\_ Date Service Req'd \_\_\_\_\_ A.M.  
P.M.  
Pack Date \_\_\_\_\_ A.M.  
P.M.  
Delivery Date Req'd \_\_\_\_\_ A.M.  
P.M.  
Order taken by: \_\_\_\_\_

SHIPPER IS REQUESTED TO READ THIS DOCUMENT BEFORE SIGNING and ask for an explanation of anything not clear or inconsistent with any previous representation. THIS WILL CONFIRM INSTRUCTIONS AND AUTHORIZE MOVER TO MOVE, SHIP, PACK, STORE AND/OR PERFORM THE SERVICES HEREON.

FROM: \_\_\_\_\_ TO: \_\_\_\_\_  
Floor \_\_\_\_\_ Floor \_\_\_\_\_  
Apt. No. \_\_\_\_\_ Apt. No. \_\_\_\_\_  
Phone \_\_\_\_\_ Phone \_\_\_\_\_

ORIGIN	DESTINATION	EXTRA HELPER	RATES FOR OTHER ADDITIONAL SERVICES
Van and _____ Men	Van and _____ Men	per man	REQUESTED
\$ _____ per hr.	\$ _____ per hr.	@ \$ _____ hr.	
Calculated on Basis of Loading and Unloading Plus Double Driving time between Point of Pickup and Delivery.			

PACKING INSTRUCTIONS pack \_\_\_\_\_ unpack \_\_\_\_\_ hourly \_\_\_\_\_ unit \_\_\_\_\_  
PACKER's NAME \_\_\_\_\_ HOURS \_\_\_\_\_ DATE \_\_\_\_\_

**LONG DISTANCE RATES** Rate per 100 lbs. between Points Named

Miles	500 Lbs.	1000 Lbs.	2000 Lbs.	5000 Lbs.	9000 Lbs.	12000 Lbs.	1600 Lbs.
	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Pickup or Delivery at other Than Ground Floor Add'l Charge Split Pickup and/or Delivery per Stop @  
Per piece or Cwt. Per Flight \$ \_\_\_\_\_ \$ \_\_\_\_\_

STORAGE-IN-TRANSIT (Max. 90 days)  
First Day @ \_\_\_\_\_ c/cwt.  
Add'l Days @ \_\_\_\_\_ c/cwt./day  
Warehouse Handling \_\_\_\_\_ lbs @ \_\_\_\_\_ c/cwt.

PIECE MOVING (NOT OVER 5 PIECES) \$ \_\_\_\_\_ 1st Article Add'l Article EA. Miles \_\_\_\_\_





ITEM 450 <sup>ø</sup>  
AGREEMENT FOR MOVING SERVICES

Form for Use in Connection with Consignments of Used Household Goods And Related Articles

\_\_\_\_\_  
(Name and T Number of mover which shall be the name in which the operating authority is held.)

\_\_\_\_\_  
(Serial number of document)

(The shipper is requested to read this document carefully before signing it and ask for an explanation of anything which is not clear or is inconsistent with any previous representation made by the mover.)

\_\_\_\_\_  
(Place document is issued)

\_\_\_\_\_  
(Date move is tendered)

\_\_\_\_\_  
(Date issued)

This will confirm instructions received from \_\_\_\_\_  
(Name the person placing instructions)

To transport a consignment of \_\_\_\_\_  
(Household goods or other sufficient description to determine the articles

included in the NOT TO EXCEED PRICE)  
from \_\_\_\_\_  
(Describe the location from which the Items are to be shipped)

to \_\_\_\_\_, to receive the  
(Describe the location at which the goods are to be delivered)

consignment for transportation on \_\_\_\_\_  
(Specify services such as packing, crating,

unpacking or uncrating, in sufficient detail to determine the services included

Or not included in the NOT TO EXCEED PRICE) \_\_\_\_\_ in connection with the receipt,  
transportation or delivery of the consignment, to notify \_\_\_\_\_  
(Name the party to be notified)

at \_\_\_\_\_  
(Location where notification is to be made)

by \_\_\_\_\_  
(Describe when and how notification is to be made, the expected delivery date, and when and how

delivery is to be accomplished, or note the shipper was requested to supply a notification address and/or

delivery arrangements but declined to do so)

ITEM 450 (Continued) <sup>o</sup>
AGREEMENT FOR MOVING SERVICES

Form for Use in Connection With Consignments Of Used Household Goods And Related Articles (Continued)

The rate(s) for the above described services is (are) \_\_\_\_\_

(Name the rate or rates and the number of persons, viz, helpers, packers, to be provided for transportation and
accessorial services ordered, designating the particular services for which different rates are quoted and the
circumstances which may result in extra charges, e.g. if the shipper orders additional service or fails to accept
delivery pursuant to the arrangements described above, or if mover imposes any minimum provisions or charges
overtime)

The charge will include a minimum of \_\_\_\_\_
(list any minimum hours, weights, rates, valuation levels, etc.)

The Mover Agrees to Perform the Stated Services at the stated Rates \_\_\_\_\_
(Signature of Mover)

Important Notice

No rates higher than the Maximum Fixed Rates promulgated in the Bureau of Household Goods and Services' Maximum Rate
Tariff 4 may be quoted or charged, unless an Estimated Cost of Services has been issued no less than three (3) days before the
day of the move.

The Not to Exceed Price shall not exceed the Estimated Cost of Services plus any Change Order for Services issued prior to
signing this Agreement. The maximum charge shall be the quoted rates applied to: the number of hours, weight, or number of
other units of measurement, no higher than the NOT TO EXCEED PRICE.

Copies of the Bureau of Household Goods and Services' Maximum Rate Tariff 4 are open to the public for inspection
at the Bureau's office in Sacramento and at the mover's office \_\_\_\_\_
(designate location)

NOT TO EXCEED PRICE (for all services and articles named herein):
THE MAXIMUM CHARGE THAT MY BE ASSESSED FOR THIS SHIPMENT IS \$ \_\_\_\_\_
(Subject to Change Order for Services)

(State whether shipper is to pay charges in cash, check, or by authorized credit card.)

(Shipper's Name) (Mover's Name)

(Signature of Shipper or Shipper's Agent) (Name of Mover's Representative)

(Address of Shipper or Agent of Shipper) (Signature of Mover's Representative)

Date Date

EXECUTION OF THE AGREEMENT DOES NOT EXEMPT MOVER FROM COMPLIANCE WITH ANY PROVISION OF LAW
OR BUREAU OF HOUSHOLD GOODS AND SERVICES RULES OR REGULATIONS, EVEN THOUGH NOT EXPRESSLY
SET FORTH IN THE AGREEMENT.



**ITEM 460 <sup>ø</sup>**  
**SHIPPING ORDER AND FREIGHT BILL FOR USED HOUSEHOLD GOODS AND RELATED ARTICLES**

Name of Mover \_\_\_\_\_ Bill No. \_\_\_\_\_

Address \_\_\_\_\_ T Number of Mover \_\_\_\_\_

Date Issued \_\_\_\_\_

Shipper \_\_\_\_\_ Consignee \_\_\_\_\_

Street Address \_\_\_\_\_ Street Address \_\_\_\_\_

City \_\_\_\_\_ City \_\_\_\_\_

Credit Card of Shipper: \_\_\_\_\_ Number \_\_\_\_\_

Destination telephone number and notification address if different than delivery address \_\_\_\_\_

Description of Shipment: AT RATES IN DOLLAR PER HOUR

Units of Equipment:  
 with Driver only \_\_\_\_\_ With river and Helper \_\_\_\_\_

Service	Time Started	Time Completed	Deductions (1)	Time for Computing Charges	Rate	Charges
Loading						\$
Driving				(2)		\$
Unloading						\$
Total						\$

Number of Additional Helpers \_\_\_\_\_

__ Loading						\$
__ Driving				(2)		\$
__ Unloading						\$
Total						\$

AT RATES IN DOLLARS PER PIECE (5 Pieces or less)

Number of Pieces	Rate for First Piece	Rate for Each Additional Piece	Charges
			\$
Total			\$

AT RATES IN DOLLARS PER 100 POUNDS

Weight	Miles	Tariff Rate Item	Rate	Charges
				\$

OTHER SERVICES (Including number of Packers) AND CHARGES (3) \$

Valuation Charge (see Agreement for Service and Materials)	\$
Total to Collect	\$
NOT TO EXCEED PRICE	\$

- (1) Show time not chargeable, such as time for meals.
- (2) Show double the driving time, except when more than one shipment transported on a single unit of equipment, show not less than \_\_\_\_\_ minutes actual time.
- (3) Show each charge separately and what it represents.

ITEM 460 (Concluded) <sup>o</sup>  
SHIPPING ORDER AND FREIGHT BILL FOR USED HOUSEHOLD GOODS AND  
RELATED ARTICLES

Description of Shipment:

\_\_\_\_\_

Shipper's preferred delivery date: \_\_\_\_\_

Received by mover in good condition on \_\_\_\_\_ (date), except as noted: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Received by consignee: Name \_\_\_\_\_ Date \_\_\_\_\_

**NOTICE:**

**PLEASE INSPECT YOUR GOODS PROMPTLY.  
CLAIMS FOR ANY LOST OR DAMAGED GOODS MUST BE FILED WITH THE MOVER IN WRITING.**

Computation of Amount Payable When Estimated Cost of Services Has Been Given

The amount of Estimated Cost of Services (1) \$ \_\_\_\_\_

Total charge on Change Order for Services (2) \$ \_\_\_\_\_

Maximum charge shipper shall pay: total of (1) and (2) \$ \_\_\_\_\_

I hereby authorize mover to assign the freight charges to my credit card account (as named above).

\_\_\_\_\_  
Signature of shipper or shipper's representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of mover or mover's representative

\_\_\_\_\_  
Date

**ITEM 465  
IMPORTANT NOTICE ABOUT YOUR MOVE**

IT IS VERY IMPORTANT THAT YOU ONLY AGREE TO A "NOT TO EXCEED" AMOUNT THAT YOU THINK IS A PROPER AND REASONABLE FEE FOR THE SERVICES YOU ARE REQUESTING. THE "NOT TO EXCEED" AMOUNT THIS MOVER IS REQUESTING IS \$\_\_\_\_\_ to perform the following services:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

IF YOU DO NOT AGREE TO THE "NOT TO EXCEED" AMOUNT LISTED OR THE DESCRIPTION OF SERVICES, YOU HAVE THE RIGHT TO REFUSE THE MOVER'S SERVICE AT NO CHARGE TO YOU.

If you request additional or different services at the time of the move, you may be asked to complete a Change Order which will set forth your agreement to pay for additional fees for those newly requested services. If you agree to the additional charges on that Change Order, those charges may be added to the "NOT TO EXCEED" amount set forth above. If you do not agree to the amounts listed in the Change Order, you should not sign it and may refuse the mover's services.

A mover cannot refuse to release your goods once you have paid the "NOT TO EXCEED" amount for the transportation of your goods and personal effects and any additional services that you have agreed to in writing. The "NOT TO EXCEED" amount must be reasonable.

A mover cannot, under any circumstances, withhold food, medicine, medical devices, items to treat or assist a disabled person, or items used for care of a minor child. An unlicensed mover has no right to withhold your goods for any reason including claims that you have not adequately paid for services rendered.

For additional information or to confirm whether a mover is licensed by the Bureau of Household Goods and Services (Bureau), please call the Bureau at 1-833-488-2327.

I have completed this form and provided the consumer (shipper) with a copy of this notice.

Signed \_\_\_\_\_ Dated \_\_\_\_\_

I have been provided with a copy of this form.

Signed \_\_\_\_\_ Dated \_\_\_\_\_

**ITEM 470  
IMPORTANT INFORMATION FOR PERSONS MOVING  
HOUSEHOLD GOODS (within California)**

**ABOUT THIS BOOKLET**

This booklet has been prepared by the Bureau of Household Goods and Services (Bureau) to offer guidelines and recommendations for moving and to explain the obligations (regulations) of moving companies in California. The Bureau requires this information be provided without charge by household movers to persons planning to move between points in California. The mover ultimately performing your move must (1) provide this booklet to you at the first in-person contact, (2) mail the booklet to you (time allowing) if the move was arranged and confirmed by mail or telephone and no in-person contact is made prior to the day of the move, or (3) obtain your assurance that you received it from some other source. In any case, you must initial a statement on the Consumer Protections and/or Waivers section of the Agreement for Moving Services (Agreement) indicating you have received the booklet. If your mover does not ensure you have this booklet, you are eligible for a \$100 refund from your mover.

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**INTRODUCTION**

This material is designed to give you the information necessary to ensure a well-planned, uncomplicated move. Throughout this document you will be referred to as “you” or the “shipper.” The moving company will be called either the “carrier” or the “mover.”

**ITEM 470 (Continued) <sup>o</sup>**  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
**HOUSEHOLD GOODS (within California)**

The Bureau has rules governing how much the mover can charge you for its services. The specific government rules, regulations and rate limitations for movers within California are provided in the Bureau's Maximum Rate Tariff 4. A copy of Maximum Rate Tariff 4 and all forms and documents used by the mover can be examined at either the mover's place of business or the Bureau office located at 4244 South Market Court, Suite D, Sacramento, CA 95834 or on the Bureau's website, [www.bhgs.dca.ca.gov](http://www.bhgs.dca.ca.gov). In addition, you may call 1-833-488-2327 for information on the maximum rate program.

California moves require much paperwork. You should read all forms and be sure they are completely filled out before you sign. Always get a copy of everything you sign.

If you have a problem about a move within California that you and the mover cannot resolve, please call the Bureau.

**HOW TO CHOOSE A MOVER**

Most licensed moving companies are listed in classified telephone directories, newspapers, and other local advertising. When consulting written advertisements, avoid contacting movers whose license number (Cal "T-No."), issued by the Bureau, is not shown. Such movers are probably not licensed or insured against loss or damage. You may want to ask friends who have recently moved if they can recommend a moving company. Additionally, some realtors may advise you based upon their customers' experiences. Mover associations, business groups, chambers of commerce, and consumer organizations may also be a source of information. Once you have the names of possible moving companies, you may call the Bureau at 1-833-488-2327 or check the Bureau's licensee lookup at [www.bhgs.dca.ca.gov](http://www.bhgs.dca.ca.gov) to determine whether the movers are licensed and insured and whether the Bureau has issued informal citations or taken formal legal actions against the movers. You should also get written estimates to compare the prices and services of different moving companies to help you select a mover.

Be sure to obtain the complete and correct moving company name, T-number (Bureau license no.), address and telephone number of the mover you select to move your belongings, and keep the mover informed as to how and where you may be reached at all times until the shipment is delivered.

**MAXIMUM RATES**

All rates and charges are subject to Bureau-set maximums. Normally, movers will not exceed these maximums; in fact, most movers charge less. However, there may be circumstances under which a mover must issue you a written estimate of total costs no less than three days prior to moving day, indicate that maximum rates will be exceeded

**ITEM 470 (Continued) \*\***  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
**HOUSEHOLD GOODS (within California)**

on the move and obtain your consent to the rates to be charged. If these procedures are not followed, the mover may not exceed Bureau maximum rates.

**ESTIMATES AND COSTS**

You should request a written estimate from two or more movers so you can compare prices. Written estimates are binding on the mover. All written estimates must be based on a visual inspection of goods and must show total estimated charges. A verbal rate quotation (how much it will cost per 100 pounds, or per hour) is not an estimate.

**Remember, verbal estimates are not binding. To avoid problems in the long run, get any total cost estimates in writing!**

In describing your wishes, be as consistent as possible with each mover you talk to; this will make it easier to compare estimates. Be sure to tell the prospective movers about all of the goods you want moved, any special services you require and conditions affecting pick-up and delivery (e.g., stairs, narrow road). It is especially important to tell the movers everything about your new home that may affect your move. This ensures a more accurate estimate of cost and reduces the chance of misunderstandings and/or unexpected charges on moving day.

A mover's rates for long-distance moves are based on miles, which are miles accounting for driving conditions. If the move is over 100 miles, it is considered a long-distance move and must be charged on a weight and mileage basis. If your move is 100 miles or less, it is considered a local move and is usually charged by the hour. On local moves that can be completed in a few hours, some movers may not consider it feasible to visually inspect and give you a written estimate, but will quote you the hourly rate. You should consider contacting other movers to get a written estimate of the total cost.

In certain circumstances, some movers may have minimum charges. For example, on hourly moves, a mover may charge a minimum of four hours even if your move takes only two or three. Similarly, on distance moves, a mover may charge for a minimum weight of 5,000 pounds. So, even if the total weight of your shipment is 3,000 pounds, you may be charged for 5,000 pounds.

Movers normally will charge for packing and unpacking services provided. On distance-rated shipments there may be an additional charge for elevators and flights of stairs past the first floor (except in a single-family home). If it is impossible for the mover to park so that the tailgate of his vehicle is within 75 feet of the front door, a long carry charge may apply.

If you add items or request services not included in the estimate, the mover will provide a Change Order for Services (Change Order) either at the time of pickup or before

**ITEM 470 (Continued)**  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
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performing services, and of course, you pay for these additional services. Make sure the form is filled out before you sign and don't forget to keep a copy. Do not sign a blank Change Order.

The Bureau wants to ensure that you know the cost of your move in advance and that you do not pay an excessive price for the move. Before your move begins, the mover must inform you of a Not to Exceed Price for your move and cannot charge you more than that price unless you add items or request additional services not previously included in your Agreement. This Not to Exceed Price must be written on the Agreement along with any minimums that may apply and specific details of the move.

If you have an estimate, the amount of the estimate is the highest price you can be charged and should be the Not to Exceed Price written on the Agreement. However, any charges on a Change Order will be added, as discussed above.

If you do not have an estimate, the highest price you will pay is the lesser of (1) the Not to Exceed Price, subject to maximum fixed rates, plus any Change Order charges or (2) the charges calculated using the rates quoted in the Agreement.

**INVENTORY REPORT**

An inventory (or inventory report) is a list of items and their current condition. When the mover arrives to pick up your goods, you may request an inventory of all articles you want shipped. A complete and specific inventory report is a business-like procedure for you and the mover. While common for distance moves, an inventory report is not normally prepared for hourly moves. Be aware that if yours is an hourly move you may be charged for the time it takes to prepare the inventory report.

In preparing the inventory list of your furniture and other goods, the mover will note the condition of each article in a code explained at the top of the form: e.g., "G" for gouged. Make sure you and the mover agreed about the condition. If you disagree, make your own notation on the inventory list; otherwise, you may have difficulty securing compensation should damage occur.

Similarly, your personal participation is recommended when your goods are delivered. If an item is missing or damaged, tell the mover and mark it on both the mover's and your copy of the inventory sheet. Check all cartons carrying china, glassware, and other fragile items for damage before the mover leaves.

When delivery is complete, you should sign the inventory sheet and delivery receipt, noting any lost or damaged items. This will simplify processing of any future claims. However, failure to do so in no way affects your right to make a claim and to have the claim considered on its merits.

**ITEM 470 (Continued) \*/\*\***  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
**HOUSEHOLD GOODS (within California)**

**PICKUP AND DELIVERY DATES**

If the mover agrees to pick up your goods on a particular day and/or at a specified time, every effort must be made to meet that commitment. If, for some reason, the time or date cannot be met, the mover must notify you (or the party you designate) by telephone, email, or fax, at the mover's expense, as soon as it becomes apparent that the pickup will not be at the time promised.

If delivery of your goods is delayed, the mover must notify you at least 24 hours in advance (at mover's expense by telephone, email, or fax), at the address or telephone number you have provided.

For moves weighing 5,000 pounds or more and/or transported 75 miles or more, you may request the mover to pick up a shipment on an agreed date and deliver it within an agreed upon span of two consecutive days. If pickup is not made on the agreed upon date and delivery within two (2) days of the agreed date, the mover must pay you \$100 per day for each and every day of delay. This is in addition to any other claim you make. You must request this service in writing and any claim for failure to deliver on the agreed date must be made in writing within 30 days of delivery (See "How to File a Claim").

Claims for reimbursement for damages because of mover negligence in failing to pick up or deliver your shipment on the agreed-upon date or period of time specified in the Agreement and shipping order should be handled like any other claim for loss or damage (See "How to File a Claim").

**PACKING AND OTHER PREPARATIONS**

You may wish to save money by packing some or all of your own household goods; however, you should be aware that in the event of breakage you will have to show damage occurred because of the mover's negligent handling and not your packing. In case there is damage, always save the box, the contents and the packing materials to facilitate claims handling.

Never pack matches, flammables (such as propane tanks) or other dangerous articles (see the last page of this booklet for more examples of things not to include in your move). It's a good idea to empty, defrost and dry refrigerators and freezers. Set aside jewelry, money, vital documents and valuable small items in a safe place, not accessible to anyone entering either your old or your new residence. Do not ship jewelry, money, important papers or other valuable personal articles unless you make written arrangements with the mover – it is best to carry these items with you.

**ITEM 470 (Continued) \*/\*\***  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
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It's up to you to make such preparations as disconnecting major appliances, providing special services to protect them during the move and removing items attached to walls or floors such as draperies and tacked-down carpets. Some moving companies will provide these services for a fee, or they can suggest firms in the local area to assist you.

**AGREEMENT FOR MOVING SERVICES**

In addition to other items, the Agreement shows: the mover's name, PUC license number (T-number), address, and telephone number where you can reach him or her; the address and the telephone number where the mover can contact you about the move; the location where your goods are being moved; the date of loading or pickup and the preferred date of delivery; a summary description of the move (i.e., a general description of items to be included or excluded and services to be provided); the declared value of your goods; the rates upon which the charges are based and any minimums the mover may have; and the Not to Exceed Price, which is the highest charge that may be assessed for the various services to be performed, plus any additional charges as requested on a Change Order.

The mover is required to complete the Agreement (except for the Not to Exceed Price), sign it, and give it to you no less than 3 days before day of the move, unless arrangements to move are made less than 3 days in advance of the moving date or you agree to waive the requirement. This gives you time to review it and ask for an explanation of any unclear items. For example, if you are moving on a Saturday, you should get the Agreement on Wednesday. Before your move begins, the mover must fill in the Not to Exceed Price on the Agreement, and both you and the mover must sign it.

**WEIGHING YOUR GOODS**

When your charges are based on weight, the moving van will be weighed by a certified weighmaster on a certified scale before and after loading. You may observe the actual weighing or you may ask the mover to notify you of the charges by telephone, email, or fax as soon as the goods are weighed. You should request copies of the weight information before and after loading. If you have any reason to question the reported weight, you may ask for a reweigh before delivery.

No extra charge will be made for reweighing IF the difference between the two net scale weights exceeds 100 pounds on shipments weighing 5,000 pounds or less or exceeds two (2) percent of the lower net scale weight on shipments weighing more than 5,000 pounds. The lower of the two net weights must be used in determining the charges. If you request a reweigh and the difference between the weights is not as described above, you may be required to pay for the reweighing.

**ITEM 470 (Continued)**  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
**HOUSEHOLD GOODS (within California)**

**PROTECTING YOUR GOODS**

Already included in the mover's rates is protection against possible loss or damage at 60 cents per pound per article. You may choose to purchase additional protection and set the value on your belongings for an amount that makes you comfortable. Be sure to check any insurance policies you have before paying for additional protection. If you are unsure, call your insurance agent.

The mover may charge you for the level of protection and the value you place on your goods. Actual cash value protection covers the depreciated value of your goods and is determined by such things as the cost of the item new, its age, its condition when received by the mover, and the value you declare. Full value protection usually costs more since it will cover the replacement cost of any lost or damaged item. The mover may opt to replace, reimburse or repair the damaged item, according to the protection level you choose. Remember to declare items of extraordinary value. If you fail to do this, the mover may not be liable for the full value of those items regardless of the level of protection you choose. In addition, your goods are protected while they are stored-in-transit at your request, and your mover may charge an additional valuation rate for that service. However, if the storage-in-transit is undertaken for the mover's convenience, you will not be charged for this additional protection.

The agreement includes a section entitled "Consumer Protections and/or Waivers" on which you must declare the value of your shipment and choose a level of protection. If you fail to do so, your goods will be automatically protected for actual cash value up to \$20,000. You may be charged for this protection, at the rate for each \$100 (or fraction thereof) of declared value, as stated on the Agreement. If no valuation charge is stated, the rate is \$0 (zero) per \$100 of declared value. Your protection level choices are explained below.

- a. Basic Coverage at 60 cents per pound per article ensures recovery at 60 cents multiplied by the weight of the item or the carton it's packed in. Thus, if an item weighing 20 pounds is lost or damaged, you can recover \$12.00 for that item (60 cents x 20 pounds). This is very minimal protection and your goods are probably worth considerably more. This protection is included in the mover's rate.
- b. Actual Cash Value protection ensures recovery at the actual cash value (i.e., fair market value of your lost or damaged item(s), up to the total value you declare. The mover may charge for actual cash value protection and will state the rate on the Agreement.
- c. Full Value protection ensures recovery at the full value (i.e., replacement value) of your lost or damaged item(s), up to the total value you declare. The mover may offer deductibles in combination with full value protection. You are responsible

**ITEM 470 (Continued) \***  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
**HOUSEHOLD GOODS (within California)**

for deductibles unless an item is lost by the mover; refer to section on Limitations on the Mover's Liability. The mover may charge for full value protection and will state the rate on the Agreement.

**LIABILITY FOR VALUABLES**

Items of extraordinary value, such as antiques, art objects, gold or silver articles, etc., should be separately described on the inventory and a value declared for each. Be sure to list the items by description and value on the shipping document. It's best not to ship money, jewelry, important papers or other valuable personal articles. Keep such items out of the reach of others and take them with you.

**LIMITATION ON THE MOVER'S LIABILITY**

The mover is not liable in a claim for loss or damage to articles in the following situations:

- a. change in condition or flavor of perishables;
- b. loss or damage caused by the shipper, including improper packing;
- c. defect or inherent vice of the article, such as susceptibility to atmospheric changes;
- d. insects, moths, vermin, ordinary wear and tear, or gradual deterioration;
- e. mechanical or electrical derangement of musical instruments, electronic components or appliances, if there is no sign of exterior damage;
- f. loss or damage caused as a result of any strike, lockout, labor disturbance, riot, civil commotion, or any act of any person or persons taking part in any such occurrence or disorder;
- g. hostile or warlike action in time of peace or war;
- h. breakage caused by normal handling of china, glassware, bric-a-brac, or other similar items, unless packed by the mover;
- i. liability of mover for loss or damage shall be subject to your compliance with the rules for filing claims.

For more information regarding limitations on the mover's liability, please see the PUC General Order 136-C, which you may get from the Bureau of Household Goods and Services.

**IF YOU HAVE LOSS OR DAMAGE**

If your goods are lost or damaged, be sure you describe such loss and damage by making notations on the mover's shipping order or freight bill. If the driver refuses, you should report this fact and the condition of the articles in writing to the home office of the mover. Neither of these actions constitute filing a claim, but are made to support a claim to be filed later, as described below.

**ITEM 470 (Continued) \*/<sup>o</sup>**  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
**HOUSEHOLD GOODS (within California)**

If you intend to file a claim for loss or damage to your goods, be aware that one of the required documents in support of your claim is a copy of the paid freight bill. This means that before you may file a claim with the mover for loss of or damage to your goods, you must pay the mover for all charges due for transportation services. This is because the handling and settlement of a loss or damage claim is a matter separate from the performance of and payment for the transportation service itself. If you do not pay the transportation charges, the mover may not honor your claim.

**HOW TO FILE A CLAIM**

To file a claim, you must:

1. Write the home office of the mover and describe the loss or damage;
2. List separately the lost or damaged items;
3. Note the exact amount you are claiming for each lost or damaged item; and
4. Give the date of your move, the origin and destination and the mover's order number.

If the damage is to packed items, you should retain the box, its contents and the packing materials. This is especially important if you did the packing since you will have to show that bad packing was not the cause of the damage.

Providing copies of documents such as store receipts for the lost or damaged items and professional estimates for repair will speed the processing of your claim.

You should also retain copies of all correspondence with the moving company. In addition, all correspondence addressed to the moving company should be sent by Registered Mail, return receipt requested, to evidence receipt of your claim by the mover.

Your claim must be filed in writing, within nine (9) months after delivery of the goods or within nine (9) months after a reasonable time for delivery has elapsed. Specific rules are set forth in Maximum Rate Tariff 4. The mover is required to acknowledge claims in writing within 30 days and must pay, decline to pay or make a firm compromise settlement within 60 days of receipt of your claim. If some reason beyond the mover's control delays action for a longer time, the mover is required to notify you in writing within 60 days of receipt of your claim as to its status and the reason for delay (with copy to the Bureau) and again every 30 days thereafter until final action is taken. If the mover fails to respond to your claim within the time limits and in the manner described in this paragraph, you should contact the Bureau immediately at 1-833-488-2327. (See Maximum Rate Tariff 4, Item 92 for more information on filing claims.)

**ITEM 470 (Continued) <sup>o</sup>**  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
**HOUSEHOLD GOODS (within California)**

The Bureau has no authority to compel movers to settle claims for loss or damage and will not undertake to determine whether the basis for, or the amount of, such claims is proper, nor will it attempt to determine the mover's liability for such loss or damage. If both you and the mover consent, the claim may be submitted to an impartial arbitrator for resolution. You may also commence a suit in small claims court or other court of law. If arbitration or civil action result in a decision in your favor and the mover fails to comply, contact the Bureau.

**IF YOUR NEW HOME IS NOT READY**

If you cannot move into your new home or apartment immediately, you may wish to have your goods moved from your present residence and held in storage for later delivery. For a storage period of 90 days or less, you can request Storage-in-Transit. Separate charges will be assessed for the transportation to your new residence. Storage and handling charges will be assessed for this service and it will be covered by the terms and conditions of your Agreement with the moving company.

If you do not request Storage-in-Transit, or if your storage period exceeds 90 days, your goods will be subject to rates, terms, and conditions set by the local warehouse and the service will be under separate contract with the warehouseman and not regulated by the Bureau.

**PAYING FOR YOUR MOVE**

Most movers insist that you pay in cash, by money order or certified check; however, you may arrange in advance for the mover to extend you credit. If the mover will accept payment by credit card or personal check, be sure this arrangement is noted on the agreement.

A mover holding a valid permit from the Bureau has a lien on your goods to secure payment of the moving charges you agreed to in writing before the move began plus the charge for any additional services you requested on a bona fide Change Order For Services. (The lien does not apply to food, medicine, medical devices, items used to treat or assist an individual with a disability, or items used for the care of a minor child.) Once you pay these authorized charges, the lien is extinguished and the mover must release all of your goods. If the driver requires payment greater than the authorized charges, you should contact the mover about what may be an overcharge. If the matter cannot be resolved to your satisfaction, call the Bureau for assistance at 1-833-488-2327.

**ITEM 470 (Concluded)**  
**IMPORTANT INFORMATION FOR PERSONS MOVING**  
**HOUSEHOLD GOODS (within California)**

IMPORTANT INFORMATION FOR SHIPPERS REGARDING  
HAZARDOUS MATERIALS

HAZARDOUS MATERIALS, AS DEFINED BY THE U.S. SECRETARY OF  
TRANSPORTATION, ARE NOT ACCEPTED FOR SHIPPING.

SOME OF THE MATERIALS MOST COMMON TO HOUSEHOLD USE ARE  
INDICATED BELOW:

- A. COMPUSTIBLE LIQUIDS:      ALCOHOL (RUBBING)  
   LUBRICANTS (MOTOR OILS)  
   ANTI-FREEZE COMPOUNDS
  
- B. CORROSIVES:                      ACIDS  
   DRAIN CLEANER  
   PHOTOGRAPHIC ACIDS USED IN  
                        DEVELOPING FILM  
   BLEACH  
   BATTERIES (WET OR DRY)  
   WATER PURIFYING AGENTS USED IN  
                        SWIMMING POOLS
  
- C. EXPLOSIVES:                      FIREWORKS  
   SMALL ARMS AMMUNITION  
   FLASH BULBS
  
- D. FLAMMABLES:                      LIGHTER FLUID  
   MATCHES  
   WOOD OIL STAINS  
   PETROL-CHEMICAL BASED GARDEN SPRAYS  
   PAINT OR VARNISH  
   PAINT OR VARNISH REMOVERS  
   BUTANE / PROPANE /GASOLINE (GARDEN  
                        EQUIPMENT)  
   SIGNAL FLARES  
   CHARCOAL BRIQUETTES
  
- E. COMPRESSED GASSES:      AEROSOL CANS  
   FIRE EXTINGUISHERS  
   SCUBA DIVING TANKS

PLEASE CONTACT YOUR MOVER IF YOU HAVE ANY QUESTIONS ABOUT THE  
ABOVE ITEMS.