

Terms and Conditions

Save The Trade Moving and Delivery Company Terms and Conditions

Terms and conditions of your move!

1- By accessing/navigating/examining our website or otherwise “using” this website, substitutes your acceptance to our terms and conditions set forth. These are the terms and conditions of Save The Trade Moving and Delivery Company set forth as an agreement/online agreement between the Company (Save The Trade Moving and Delivery Company LLC.) and the Client (you).

2- Paying for your move

a) Payment is due immediately after your move is done. No exceptions . By signing this contract you are taking full responsibility, that you have the finances necessary to cover the costs of your move.

b) **Types of payments accepted -We accept VISA, Master Card, American Express, Cash, and Money Orders!** Credit cards must match the driver's license number of the person paying. All payments which do not clear the bank will be subject to a \$35.00 return check charge. Upon return of check, customer will be notified and will have three (3) days to bring in the check amount plus the return check fee in cash, money order or certified check. After the three (3) days have expired, if check has not been made good then client will be prosecuted under the relevant remedies available under the law.

e) **Billing errors:** If a billing error is found when accounting audits the file (post move), customer agrees to remit remaining balance owed. This can happen after VERY long moves and even after a short move...we are all human and mistakes can and do happen every now and then. A billing error does not absolve a customer of his/her responsibility to pay the difference!

3-Cancellations-You MUST notify us by phone call or text during business hours 72 hours (3 Days) before the date of your move in order to have 100% of your reservation fee refunded to you! After the 72 hour (3Days) period before your move, 100% of the reservation fee is non-refundable. We work in good faith to provide service to our customers and do understand that circumstances do change. We do not charge date change fees. Should your intended move date change, please do let us know ASAP, so that we can try to accommodate you & so that we can fill the void in our schedule and mitigate the potential losses this can cause.

4-Distances-over 50 Miles (this is from our office in 30315 zip code to the destination and back) may incur an additional charges.

5-We do not transport chemicals of any kind.

6- Wall damage: Shipper understands that oversized furniture does not easily fit through small

hallways, doorways etc. Furniture that was not designed for apartments. Company will advise customers of this possibility before trying to fit oversized items in or out of premises.

7-Changes can be made/added to this agreement at any time.

8-Moving valuation: Basic moving valuation of \$300 depreciated value valuation is included in every move free of charge, with all orders. Additional valuation is available, for an additional fee. The basic valuation, means that the maximum payout on ALL items claimed is \$300 and is based on the depreciated value of each item.

9) DO NOT Repair, discard or replace any items damaged during the move. In order for any item to be discarded or repaired or replaced by the client, the client must either:

a) Have the written consent from Save The Trade Moving to do so

OR b) Have received payment for the item from Save The Trade Moving and Delivery Company.

10-Appliances and other electronic devices: Save The Trade Moving and Delivery Company will not be held liable for any internal components of an appliance and/or electronic device.

When moving appliances & electronics it can be necessary to tilt or turn these in a position that is other than upright. Doing this can cause loose components that are inside to go ahead and come loose. Also, vibrations in the truck can also cause components that may have already been loose to go ahead & come apart. Therefore, Save The Trade Moving and Delivery, does not warranty the internal components of any appliance or electronic device unless external damage is visible that would support damage. The Georgia Tariff further supports this stating that mechanical conditions are not known and therefore that any mover within the state of Georgia would not be liable for mechanical damage unless there is external damage to support the internal damage.

11-Weather and Traffic issues other delays, Save The Trade is not responsible for weather traffic, construction, elevator issues and other similar delays that are beyond our control.

12-Inspection of truck at conclusion of move: Clients have the right and responsibility, to conduct a thorough inspection of the box and cab of our truck, to ensure none of their items have been inadvertently left on the truck -before it pulls off!

Disclaimers:

1-Pressed wood/particle board items will not be covered (i.e Ikea Style "Wood" Furniture) is an engineered wood product manufactured from wood chips, sawmill shavings, or even sawdust, and a synthetic resin or another suitable binder, which is pressed and extruded.



These items tend to come apart/break when moved due to it being so fragile, the slightest movement could destroy the piece due to the fact that it is made of wood chips and not proper wood. It will be the customer's responsibility to disassemble and reassemble these items due to this inherent risk. Save The Trade Moving and Delivery Company will NOT disassemble any

pressed wood or particle board item for a client because damage MORE OFTEN THAN NOT DOES OCCUR and they do not reassemble the way they were prior to. This furniture is not designed to be moved assembled and the problem is that when it is disassembled it often does not "put back" the way it was prior. The wood material has drilled holes with "nails" or screws that tend to chip or crack even with the utmost care. In short, it is not real wood and was not designed to last or to be handed down to your children let alone grandchildren because it is not proper wood.

2-Transportation of breakables without proper or recommended containers: Unpacked items of a fragile or breakable nature including, but not limited to, the following: mattresses, a glass of any kind, lamps, lampshades-pictures, mirrors, marble, granite, stone, pottery, LCD or plasma TV's and artwork of any kind. MUST be packed in a proper box. **Damage claims for such, will not be honored, unless items are packed or crated in the recommended container by the Company.** Shipper accepts responsibility for any item that is placed onto our trucks without the proper packaging. Save The Trade Moving and Delivery Company will always recommend proper containers for such items.

3. **Disconnection or reconnection of washer, dryer, or any appliance.** Water or plumbing damage may result to owner's premises or adjacent premises if appliances are not properly connected. Our movers are not plumbers, nor do they have certification to properly handle appliances. Shipper agrees to accept responsibility for any and all damage to owned, rented and all adjacent un-owned or un-rented property real and personal property of others, should they insist that our company disconnects hooks up an appliance. Save The Trade Moving and Delivery Company Wont connect any gas appliance, under any circumstance! The Company shall not be liable for any fire, water or any electrical or other related damage resulting from the disconnection or reconnection of any appliances. Shipper agrees to accept liability for any damage arising out of the disconnection or reconnection of appliances including but not limited to washers, dryers, refrigerators, icemakers or coffee makers even if Shipper requires, requests, permits or allows Carrier to perform such services.

4. **Shipper's property warranty:** Shipper warrants all driveways, walkways, bricks, steps, pavers, tiles, decks and floors are of sufficient strength and structure to permit safe moving. Shipper agrees to empty out all unfinished attic areas, themselves. Our movers are NOT permitted in unfinished attics and will not be held responsible for any items left behind in these areas. Shipper has not tendered any hazardous materials or chemicals to Company.

5. **PBO containers:** Shipper acknowledges that Company is not responsible for damage to the contents of any container "packed by owner" (PBO) and not packed by the Company for this specific move unless external damage or other evidence of mishandling is noted at the time of delivery.

6. **Unforeseen contingencies:** Company is not responsible for any unforeseen circumstances including, but not limited to, traffic and weather.

7. **Valuables:** Company has limited liability for items of "extraordinary" value (greater than \$65.00 per pound) including, but not limited to, the following: coins, currency, stocks, bonds, precious metals, or items with personal value. Company recommends these items be transported by Shipper. Company will have no responsibility whatsoever unless these items are specifically noted on the front of the bill of lading.

Any delays due to omissions by building management or client will not be Save The Trade Moving and Delivery Company responsibility.

9. Customers assisting movers! Customers often get extra “helpers” or they themselves try to help moving furniture! When the customer insists on “helping” any damages will not be honored, whereby customer or their helpers may damage property, and/or furniture and placing blame for the damages, becomes he said she said, which we would like to avoid so please allow us to keep you covered.

10. Repairs: If any article is lost, destroyed or damaged while in Save The Trade Moving and Delivery Company custody, we will, at our discretion, offer to do the following

(1) Repair the item

(2) Replace with a similar item or

(3) Make a cash settlement for the cost of the repair or the current market replacement value

Repairs by a customer that are not authorized by Save The Trade Moving and Delivery Company will not be honored. Save The Trade Moving and Delivery Company reserves the right to use our own in-house contractors for repairs.

11. Please print and/or download the information pamphlet below so that you fully understand your rights and responsibilities. Save The Trade Moving and Delivery Company as a licensed mover is governed by the Georgia Department of Public Safety!

[Download \(PDF, 300KB\)](#)

12. IT IS YOUR RESPONSIBILITY TO READ ALL SECTIONS OF THIS DOCUMENT. FAILURE TO READ BEFORE SIGNING WILL NOT RELIEVE YOU OF ANY RESPONSIBILITIES OR RELIEVE Save The Trade Moving and Delivery Company FROM PROTECTION THAT IS AFFORDED WITHIN THIS DOCUMENT!

Please take 30 seconds to complete the form below so we can prepare a free quote for you. We also offer complimentary in home estimate.