



## **INNER CITY MOVING AND STORAGE TERMS OF SERVICES:**

By using the moving services of Inner City Moving and Storage Inc. (ICM), you agree to the following terms and conditions. Please review them carefully before scheduling your move..

**ESTIMATE:** All online estimates are approximate and not guaranteed. Our estimated pricing is based on experience with similar past moves; however, each move has unique variables. Factors such as stairs or elevators, distance from residence to truck parking, and transportation time affect service time. Therefore, we do not provide flat-rate online estimates. We only provide all-inclusive flat-rate estimates upon visual inspection or from photos of household contents.

**Booking:** To secure your moving date and time, a deposit is required. This deposit will be applied to your final bill. Upon receipt of your deposit, a confirmation email detailing the agreed-upon move arrangements will be sent. Your move is fully scheduled once you have received this confirmation.

**Billing Information:** Time is calculated from the moment of arrival until job completion. After the first hour, billing is rounded to the closest 30-minute increment. Full payment is due on-site upon completion of all work or otherwise agreed. The hourly rate will continue to apply until the invoice is paid in full. A paid invoice will be sent to you via email. We accept cash, e-transfer, or

credit cards. Gratuities are welcome and appreciated, but not included in the billing. They can be paid in cash or added to your final bill.

**Assembly:** Movers will provide basic assembly services at no additional charge. However, this work is not warrantied.

**Protection Plans:** Customers must select their preferred level of coverage, either basic or full replacement value. Damage claims are required within 48 hours of the move. Please note that claims for electronic devices or gym equipment that malfunction will not be accepted due to the inherent nature of these items.

**Basic Coverage:** Included with all moves, this provides liability coverage of \$0.99 per pound per item. For instance, a 200 lb sofa would be covered for \$198 if damaged due to the mover's negligence.

**Full coverage** is available at an additional cost of \$25 per \$1000 of declared value. Customers opting for this will receive a Certificate of Insurance (COI) in their name.

**Client's Responsibility:** It is the client's responsibility to provide Inner City Moving (ICM) with all relevant information concerning their service. This includes:

- An accurate and complete list of items to be moved if warranted.
- Precise details regarding flights of stairs and elevator access.
- Information about location accessibility.
- Any necessary elevator booking times.
- Notification of potential waiting periods for keys.

Any factor that could influence the duration of the move or the safety of our staff must be disclosed. In cases of undisclosed information, ICM reserves the right to deploy additional crew members if deemed necessary, with a minimum charge of 3 hours for each extra staff member.

**Electronics and Equipment:** Inner City Moving & Storage Inc. handles all items with the utmost care. However, we are not responsible or liable for any malfunction, damage, or operational failure of electronic devices, gym equipment, and similar items during or after the

completion of the move. This includes, but is not limited to, computing devices, televisions, home entertainment systems, fitness machines, and other electronic or mechanical equipment.

**Particle Board Furniture:** While our movers will carefully pack and wrap your particle board or compressed particle furniture to maximize protection, we cannot be held responsible for damages. Due to the inherent nature of this product, it can only be safely moved and transported as a whole if it is first disassembled.

**Street Parking:** Customers are responsible for providing safe parking, including the cost of street parking tickets and meters.

**Valuable Items:** You must declare all high-value items before the job begins. These include antiques, electronics, collectibles, and souvenirs. We are not responsible for perishable goods or items such as laptops, cell phones, iPods, jewelry, stamps, letters, medications, semi-precious and precious stones, and other similar collectibles. We strongly recommend that you make your own arrangements for the transportation of these items.

**Walls and flooring:** Our movers are equipped to handle heavy and bulky items like gun safes, appliances, and bulky big furniture. However, due to their substantial size and weight, there's an inherent risk of damage to these items, as well as to floors and wall surfaces during the move. Should you choose to proceed with moving such items, Inner City Moving will not be held responsible for any resulting damage.

**Elevators & Loading Bays:** Clients are responsible for booking any necessary elevators and/or loading bays. Failure to do so may result in additional time added to the job.

**Prohibited Items.** We are unable to move the following:

- Propane tanks, volatile liquids/gases, and explosives.
- People and pets.
- Specialty items such as, but not limited to, safes, pool tables, and pianos.

**Additional Charges May Apply For:**

- Packing materials
- Overweight, heavy, and bulky items
- Gun safes
- Overnight and in-transit storage
- Double driving time

- Tolls

**Safety First:** At Inner City Moving & Storage, employee safety is paramount. The crew leader has the final say on the safety of each procedure. We often encounter requests for tasks that pose safety risks. In such instances, we reserve the right to decline services due to safety concerns.

**Cancellation Policy:** All deposits are non-refundable. In the event of a client cancellation, the deposit will be forfeited.

**Claims for Loss or Damage:** All claims for loss or damage must be submitted in writing within 7 days of your move. Please note that we are unable to accept claims for damage to electronic devices or gym equipment due to the inherent nature of these items.

## **Contact Us**

For any questions or suggestions regarding our Terms and Conditions, please feel free to contact us at [move@innercitymoving.ca](mailto:move@innercitymoving.ca).

