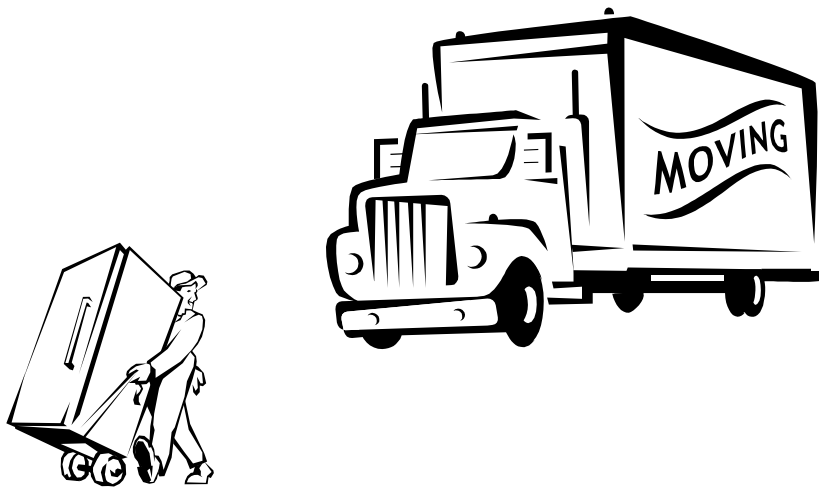


Rev (6-07)

SUMMARY OF INFORMATION FOR SHIPPERS OF HOUSEHOLD GOODS



New York State Department of Transportation
50 Wolf Road, POD 53
Albany, NY 12232

INFORMATION FOR SHIPPERS OF GOODS (HOUSEHOLD) IN NEW YORK

As a person who wants to relocate, the items discussed in this document should be of importance to you. It is advised that you read it in detail, so you know what should be expected of a moving company, and what a moving company expects out of you. It has been created to give you the information needed to prevent you from doing something incorrectly, which may end up causing you to waste time and money. The DOT monitors and limits carriers that handle goods in the state of New York. We require that this book be given out. You need to call your carrier or speak to someone from the company in person should any questions or concerns arise. The following topics are often hard for many people who wish to relocate.

- **(1) Find a Mover**

All authorized carriers by the department of transportation are required to, in any adverts published, divulge its operating name, license number, and location where it operates from. Do not choose a mover who provides only one piece of information, or is not willing to give their license number.

- **(2) Price of Services**

The price of your relocation is calculated by the cost in the mover's tariff, which is a document used by the DOT. Certain carriers may provide you with a paper statement of the estimated cost of the requested services after browsing your household items. In the case that the final price goes over what has been given in the moving estimate, the carrier is required to, at the will of the customer (you), to allow 15 days to submit the cost of the difference between the estimated and actual price, as per state regulations.

- **(3) Mover Responsibility and Liability**

Carriers are not held responsible for the entire value of damaged or missing items unless a special case is present. Allow the carrier to explain the minimum insurance amount, and the ways you can receive more protection.

- **(4) Claims**

You are required to prove your claims. You may ensure proof by annotating any and all applicable papers as soon as an issue arises.

• **(5) Delivery and Pickup Dates**

If the carrier has said it is not possible to deliver at the pre-determined date and time, they are required to let you know of the change in schedule, as well as the new date or time your shipment will be delivered.

To make sure no issues arise with your move, it would be smart for you to read the fooling information carefully, which discusses numerous topics and questions that could arise with your shipment of household goods.

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REGULATION OF GOODS TRANSPORT

As of 1992, each and every household goods shipment in the state of NY are under control of the DOT, and are only permitted to be completed by licensed movers who have acquired permission to operate through our Department. All movers must give proof of insurance, operation permissions, and the address of the company operations center in all advertisements, whether online, in print, over the phone, etc... . These carriers must operate within the laws well as the regulations set forth by the DOT. One such rule necessitates all companies register with the DOT prior to conducting any operations, and create a tariff that breaks down prices for service. ***You should never conduct business with an unregistered/unlicensed mover.***

Moving Dos and Donts

Many movers, as well as the agents of these movers, are well-known businessmen who only operate within the law. Remember the following Dos and Donts when searching for a carrier to transport your belongings.

DO...

Read all items covered in this informational document.

Be sure to choose a goods mover with care. To confirm that the mover is legitimate, find out if they have been authorized by the DOT. You can reach DOT at **1-800-786-5368.**

Be sure you have kept all communications between you and the moving company, as well as the *bill of lading* and *order for service*.

Think about getting estimates for multiple companies, and be careful of ones that seem too low.

If an inventory for your items is prepared, ensure that the number of items you have, as well as their conditions are accurate.

Be sure you understand the limited amount of insurance that comes with your move package. Have the carrier explain this to you, as well as methods you can get additional coverage.

Schedule yourself to allot time for unseen mistakes on the part of the movers.

Notify the manager of your building that you plan to move, as well as the dates this will take place, so arrangements can be made.

Give the mover all ways they can reach you at all times, should a major issue arise with the move.

Think about how you want to arrange all of your new furniture in your home before you have it delivered.

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Make sure everything listed on the inventory (if one was made) is present upon delivery.

Immediately file a claim if you feel that the mover did not perform to standards or there is any damage to your items.

DO NOT...

Ignore the information provided in this document.

Think that any estimate of costs provided by a mover either over the phone, using an online, estimator, or in person will be the exact final cost of your move.

Expect that the movers will provide packing materials free of charge.

Leave your old residence before the movers have completed loading. If you are not able to be there, or have to leave for any reason, have someone act in your place.

Forget to make sure all items have been loaded prior to leaving your old residence.

Fail to ensure that all payment will be taken care of in a timely manner at the end of the move. Be sure to have the maximum cost ready in the form of cash, money order, or any other method of payment accepted by the carrier.

Sign paperwork of any kind that states the move is complete until you confirm that there is nothing remaining on the truck.

Think that the movers will install appliances, hang televisions or fixtures, or clean up after completion of the move for free.

WHAT IS THE ORDER FOR SERVICE?

The mover will likely create an *order for service*, which both parties must sign before the move can begin. The order for service has to list the following:

- . (1) name of customer, address, and phone number.
- . (2) name of cosignee, address, and telephone number.
- . (3) operating name, address, and phone number of the carrier, as well as any other parties that will be in possession of your goods during the moving process.
- . (4) the time that the shipment will be delivered, as well as the location of the delivery and where the goods were picked up from.
- . (5) Full description of all requested services.
- . (6) An ID number, shipment number, or job number provided by the moving company.
- . (7) Estimated cost of the move, as well as selected method of payment.
- . (8) IF the shipper requests to be notified of charges, and the method/address in which they can be notified.

WHAT IS THE BILL OF LADING DOCUMENT?

The mover shall provide you with this docket at the time of pickup. A bill of lading is crucial to the move, as it is basically a receipt for your move (and goods) and serves as the contract between you and the mover. Bills of lading can come in three different forms, one for each type of move detailed below.

- **(1) Moves Based on Hourly Rate**

On this bill of lading, the mover may request you to sign the start and end times of the move. The starting time will likely be the time the company will reach your old location and start to pack your goods. The finish time will be the time they plan to finish unloading at your new address, complete payment, and leave. In some cases the start time will be the time the movers left their warehouse or operations center to commute to your old location, and the finish time will be the time they plan to arrive back at their operations center. If this is the case, travel time should not come at an additional charge.

- **(2) Moves Based on Weight**

Prior to beginning services, the mover should give you a form that states the tare weight, which is how much the vehicle weighs when empty. Upon arrival at the new destination, you should receive a form with the gross weight, which is the weight of the loaded vehicle. The amount you will be charged will be based off the difference in these weights.

- **(3) Moves Based on Binding Estimate**

The order for service and the bill of lading are combined to include all performed services, and shall be covered by the estimate. It will also include a detailed inventory.

WHAT SHOULD THE COST BE TO MOVE?

The cost of transporting your goods is calculated in the following three ways:

- (1) For moves based on hourly rate, the time it takes to complete the move is used to calculate cost; including the time it takes to commute to your locations. The company will estimate an hourly rate for the moving vehicle and number of men. Weather, traffic conditions, and obstacles could change the cost of your move. For additional services, such as packing, storing of goods, etc., there will be extra charges.
- (2) For distance and weight moves, the cost will be calculated based on weight and distance the your goods will travel.

(3) For any move, the mover may offer a binding written estimate. This is an estimate of the total cost, including any additional charges.

You must keep in mind that there is no way to provide the exact cost of the move until either the goods have been delivered to the new location, or they have been loaded onto the truck and weighed, depending on move type.

Some movers may offer an estimate to you by sending a representative to your home. This person will analyze your home, as well as your goods, and give you an estimated cost. The figures provided are not guaranteed to stay the same.

Give the company as much information as possible prior to starting the move. Include any special items you are moving, or any additional services you may need. Also mention anything that could effect the efficiency of the movers, including stairs/elevators, etc... Doing this will help avoid surprise charges later on.

If the actual charges go over the estimated cost, you may pay as follows:

Hourly-Rate Moves

If the complete cost of the move goes over the estimate by 25 percent or more, the mover must, at your request, deliver your goods after receiving payment of the ***estimated cost + 25 percent***.

Weight Based Moves

If the charges go over the estimate by 10 percent or more, the mover is required to deliver your goods after receiving payment of the ***estimated cost + 10 percent***.

Written Estimate Moves

If a dispute should arise over the estimate in comparison to the goods moved and/or services performed, the mover is required to relinquish possession of your items after getting paid the cost of the ***written estimate + 10 percent***, at your request.

For all types of moves, additional payment owed to the mover has to be provided within 15 days. (excluding weekends and holidays).

Note that if the mover has to provide any services not listed on the contract or noted before the move began, then the company has the right to charge for these additional services before delivery of goods.

WHO IS IN CHARGE OF PREPARING MY ITEMS FOR SHIPMENT?

The method in which your items will be packed is a major factor in determining the condition they will be in when arriving at your new location. If you choose to observe money and pack yourself, use strong and durable packing materials and containers. Pack fragile items with care, such as pictures, electronics, glassware, etc... Each and every item must be picked prior to loading. If you request the mover to do packing and unpacking, they will use their own materials and packing methods, and are not responsible for damage to items that you unless there is clear evidence that they were mishandled. It is always your responsibility to prepare electronics and appliances for moving prior to shipment. Disconnect all cables, wires, and hoses. Items attached to walls or floors should be taken down or removed and prepared for shipment. Never pack items of value in with the rest of your shipment, The company has no responsibility for these items.

Items that pose a health risk, or risk of fire/explosion cannot be packed.

Furniture made from press board or particle board is not manufactured to hold up to the average stresses of a move. These materials do not have structural integrity due to the lack of wood framing. In fact, these items can even be damaged by writing on them with a single piece of paper. Dents, scratches, or impressions are not repairable. Talk to your mover before shipping these items.

WHEN WILL YOUR GOODS BE PICKED UP BY THE CARRIER?

Movers must pick up and transport items within reasonable time, as agreed to prior to the beginning of the move, as stated on the bill of lading and order for service (both of which are required to be given to you by the company prior to the move). You should confirm that the pickup times and dates on the ***order for service*** are suitable for you. If the moving company promises delivery or pickup on an agreed date, it is their full responsibility to honor these claims to the best of their abilities. If these promises cannot be honored, the mover must notify you of the changes as soon as possible, as well as when the delivery or pickup will be made.

WHEN WILL YOUR GOODS BE DELIVERED?

Shorter moves based off of hourly rates usually don't have any issues, since delivery is completed that day. The following items are applicable to longer moves;

The company is not required to deliver goods on any exact date, only within a reasonable time frame after pickup. However, if you and the carrier DO agree on a specific time and date of pickup or delivery, such agreements must be clearly stated on the bill of lading and order for service.

THE CONDITION OF YOUR GOODS

The mover may inspect some articles of furniture for damage present before the move, and make appropriate annotations on the inventory sheet. Make sure that your items have been correctly written on the inventory sheet, if one was prepared. Prior to signing anything, make sure you note conditions of items according to what you see. For example, if a dresser is scratched, make sure to write that the damage only existed on the right side prior to the move.

DOES THE MOVER HAVE ANY LIABILITY FOR LOSS OR DAMAGE?

Make sure you are fully aware of what liability the mover holds in the event that your goods are damaged or lost. In most cases of loss or damage, you will not be compensated for anything near the value of your damaged articles or the cost of replacement. If you wish to have this type of protection, you must purchase actual cash value protection. This will make the cost of your move go up. Have your mover explain what coverage options are available to you for your type of move. You can also purchase protection for your goods suing your own insurance broker.

FILING CLAIMS

If you have to file a claim for any reason, the sooner the better. Doing it sooner means the case will be looked at by the company sooner. The best way to support your claim is to make appropriate notations on your bill of lading and order for service at the time of delivery. However, you may still file a claim if you find that loss or damage was caused by the mover later on. Your claim is harder to investigate if you file it too long after your goods have been delivered. File claims within 90 days after delivery for best results.

Movers are required to acknowledge claims no longer than 30 days after the claim is received. The mover then has 120 days after acknowledgement to either take action, issue payment, or decline to take action on the claim. Especially in Manhattan New York

The DOT can assist you in reaching out to movers who ignore your claim. However, the DOT has no ability to interfere with the actions taken as a result of the claim. If neither you or the mover can agree on a claim, then you must take the case to arbitration.

Movers must file proof of insurance with the DOT. This will ensure that you are compensated for any claims made in fault of the mover. You may get the name of the company's insurer by contacting the DOT. If you receive the right to compensation from a Court, the company must honor this within **60** days, unless alternate arrangements have been made.

If you need information that was not mentioned in this document, contact the DOT office at 1-800-786-5368.