

# Policy & Limits of Liability

## COMPANY POLICIES

1. The customer or his/her representative must be present during the move and final inspections.
2. You must pay in full at finish of job, and any damage claims must be noted on the contract and followed up by a phone call from customer to office.
3. We only move empty freezers and aquariums.
4. If you have a waterbed, we will be glad to move it. However, we are not waterbed technicians. We will follow your instructions, but you must make a final inspection before our crew leaves. We will not send men out for later adjustments. If you prefer a waterbed company to move your bed, please do so.
5. If the move requires work other than the job description, QIC reserves the right to fulfill other obligations before completing additional work.
6. QIC reserves the right to reschedule the move at an agreed upon time, without liability if there is inclement weather, including, but not limited to, rain, snow, ice, etc.
7. QIC reserves the right to send extra men to complete a job in 8 hours on the clock (time of day, not man hours) or if a job is running past 6 p.m. The customer will be charged accordingly.
8. QIC reserves the right to limit our work day to 12 hours.
9. Our personnel will move your pianos, appliances, and items over 300 lbs. if indeed the work can be done safely. Unfortunately, damage may result to floor surfaces. If you wish to take this risk, QIC will not be responsible.
10. QIC do not move pianos up or down stairs. We can move small pianos when there are three steps or a short flight that is not longer than the measurement equal to the length of the piano. If the piano has light weight legs (usually the front), we will not be responsible if they will not go back on if we take them off (sometimes the nut is loose inside the piano and will turn when you try to replace the leg). If the customer elects to leave the legs on, we will not be responsible if damage occurs to them.

11. QIC will not take a truck off pavement or on steep grades. We will not drive a truck over freshly graveled driveways. Any time spent positioning the truck(s) or time lost due to truck(s) getting stuck will be at customer's expense. At finish of the job, the clock does not stop until our truck(s) are back on the municipal street.
12. Your scheduling fee is good only on the date you schedule. Your fee will not be refunded under any circumstances. It may be transferred to another day if you request to not move due to weather conditions. Your fee compensates us for work lost should you not move as scheduled. Common reasons for moving delays are: house closings, carpets, painting, floors refinished, driveway not ready for trucks, etc.
13. QIC reserves right to refuse works that we feel is unsafe.
14. QIC will not work in attics with no floor. We assume no responsibility for ceilings.
15. You may move your own glass, porcelain, ceramics, etc. yourself. If you wish, we will move them carefully, but will not be responsible for breakage and/or resulting damage.
16. If QIC feels pressure from the customer to rush, all work shall cease until the pressure is removed. Pressure results in damage and injury.
17. For safety reasons, small children and pets must be out of work area.
18. QIC will not be responsible for any damages caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, overcrowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather.
19. QIC will move no flammables or hazardous material due to safety.
20. If customer requests, QIC will move deteriorated items carefully, but will not be responsible for any damages.
21. Simulated wood products and pressed board have poor structural integrity which does not lend itself to moving or repair. We will move these items carefully but cannot be responsible for damage of simulated wood or pressed board furniture.

## **LIMITS OF LIABILITY**

1. QIC's liability for scratches and other surface blemishes, including tears, cracks, to and including but not limited to, wood, upholstery, and leather shall be limited to \$100.00 per item unless higher limits are agreed to in writing prior to move.
2. QIC shall be responsible for replacement of any lost items listed on inventory page and inspected prior to move, subject to above limits.
3. The condition of any item(s) boxed by customer and not inspected prior to move are not insured by QIC and is the responsibility of the customer.
4. QIC shall in no way be responsible for the working condition of electronic equipment, grandfather clocks, or any other piece of mechanical equipment.
5. Liability is limited to \$100.00 for damage to floors, walls, doors, and painted surfaces. Liability limit may be raised by written agreement of both parties prior to move.
6. The right is reserved by QIC to repair or replace any damaged item(s).
7. QIC will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, over-crowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather.
8. QIC shall not be responsible for damage to accounts, bills, checks, evidence of debts, letters of credit, passports, tickets, documents, manuscripts, notes, mechanical drawings, securities, currency, money, bullion, precious stones, jewelry, or other similar valuables, paintings, statuary, or other works of art; or property carried gratuitously or as an accommodation. The process of removing drawers must be done in the presence of the customer or their agent.
9. QIC shall not be responsible for damage resulting when moving household items that have deteriorated such as but not limited to lamp shades, mattresses, electrical wiring, etc.
10. QIC shall not be responsible for glass in any form or damage resulting from glass breakage. This applies to porcelain and ceramic items, also.
11. QIC shall not be responsible for plants or pets.

12. QIC may use dollies to facilitate removal or placement of appliances, etc., and damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of QIC.
13. QIC shall not be responsible for damage to waterbeds or any subsequent damage.
14. QIC shall not be responsible for damage to items requiring special instructions if customer fails to provide such instructions including, but not limited to, disassembly or assembly of said items and any special preparation required.
15. QIC assumes no liability or responsibility for any items and cargo placed in the customer's own vehicle or rental equipment and which QIC does not transport.
16. QIC may use dollies to move heavy objects such as but not limited to pianos, appliances, items over 300 lbs., etc. Any floor surfaces including but not limited to parquet, hardwood, ceramic, marble, entrance halls, etc. and any damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of QIC. If floor can be pulled by thumbnail, we are not responsible for damage. QIC may use water or soapy water to facilitate removal or placement of appliances.
17. Any damage caused by uncompleted floor areas, such as, but not limited to, subsequent damage to ceilings, will not be the responsibility of QIC.
18. QIC will not connect washer/dryer, or ice makers. You or your representative must check or accept any plumbing connections. Any assistance we give is as a courtesy only. Water and drain connections are the responsibility of the user.
19. QIC cannot be responsible for the working condition of major appliances.
20. Although we will work carefully, QIC cannot be responsible for dents or scratches on major appliances. They are covered by a thin metal that has an extreme affinity to dent and scratch.
21. QIC will not repair pressed board or simulated wood furniture. This type of material is not structurally strong, especially if it has screws, since the screw threads have no real grain to imbed into, just crumbly pressed wood chips held together by some binding agent. It is not repairable and we have seen it crumble from the smallest vibrations riding in a truck across town. We will do our best to move it successfully for you.

Update: Feb. 10, 2009