

VALUABLES EXTRA PROTECTION



When you choose Premium Q moving for your relocation, you can rest assured that your possessions have the best moving protection available. Our experience, training and stringent standards have made us the moving service more families trust than any other company in the city.

Occasionally, no matter how hard we try, an item may be damaged. But that's why Premium Q offers Extra **Care Protection (ECP)**. ECP is a level of valuation coverage for your household goods up to an amount determined by you, that allows Premium Q to settle your damage claim and resolve the situation quickly, keeping you happy with our moving services during your relocation process.

Liability Based on Declaration of Value

The liability of household good carriers operating in local or interstate commerce is based upon the customer's declaration of value made at the time of the shipment is offered for transportation. You may either limit our liability or declare at its full value. Such election becomes a written agreement between the customer and the carrier stating the liability you want us to assume. If you do not select either valuation option, your shipment will be release with the minimum liability at \$0.60/ lbs/ article.

Two Types of Valuation Coverage

These options are set forth in carrier's Tariff and are NOT insurance. All household goods carriers are required to assume some level of liability for your shipment while in their care.

TOTAL DEPRECIATED VALUE

This option covers repairs, replacement, or reimbursement based on **depreciated value**, minus the \$100 deductible. The mover will pay for the full cost of repairs if damage occurs while in our care and custody. If the item cannot be repaired, we will replace it exactly or with a like item if the exact item is no longer available. If the item cannot be repaired or replaced, we will pay you cash based on the **current depreciated replacement cost** pending proof of value and after application of the deductible.

LIMITED LIABILITY

This is the minimum coverage required by the Government and it is provided free of charge. If your goods are damaged or lost, the mover's maximum liability is 60 cents per pound per article. If your goods are damaged or lost, you will be entitled to recover the depreciated value of the item damaged or lost or 60 cents multiplied by the weight of the damaged or lost article (whichever is less).

Valuation Coverage Example

If a 10 lb chair were to sustain damage during the relocation process, coverage would be applied as follows:

Option 1: Mover would be obligated to repair, replace, or provide an appropriate cash settlement after a pro-ration of the deductible.

Option 2: Mover would be liable up to \$6.00 (60centsx10lbs).

Shipper Must Avoid Duplicate Declarations

You must select only one level of liability. If two levels are entered on the Bill of Lading, (such as "60 cents per lb. per article and \$25,000 Total Depreciated Replacement Valuation"), then the Depreciated Replacement Value Option shall control.

EXCLUSIONS

- Furniture composed of particle board or press board.
- Lamps, lampshades, pictures, mirrors, artwork, glass, marble, vases or statues not packed by Premium Q moving & storage.
- Items found broken in boxes not packed by Premium Q moving & storage.
- Mechanical condition of electronic, audio/visual, computer or battery operated equipment in transit or storage.
- Ikea furniture.
- Previously damaged or repaired items.
- Furniture with the original glue dried out.
- Any loose items not boxed.
- Plants (live, artificial, or dned).
- If one item in a set is damaged, only that item is covered by the insurance, not the whole set.
- Items delivered by a 3rd party company locally or interstate





**Move with trust.
We move lives,
not things**

EXTRA CARE PROTECTION PLAN LOCAL MOVE

Valuation amount	Transit coverage premium	Storage coverage premium
\$6,000.00	\$125.00	\$12.50/month
\$10,000.00	\$175.00	\$175.00/month
\$25,000.00	\$225.00	\$225.50/month
\$50,000.00	\$350.00	\$35.00/month
\$75,000.00	\$400.00	\$40.00/month
\$100,000.00	\$1000.00	\$100.00/month

INTERSTATE MOVE

Valuation amount	Transit coverage premium	Storage coverage premium
\$6,000.00	\$175.00	\$17.50/month
\$10,000.00	\$250.00	\$25.00/month
\$25,000.00	\$295.00	\$29.50/month
\$50,000.00	\$495.00	\$49.00/month
\$75,000.00	\$650.00	\$65.00/month
\$100,000.00	\$1500.00	\$150.00/month

Liability if Your Shipment Goes Into Storage

When storage is provided under the Limited Liability plan, there is no valuation charge and your household goods will be covered at 60 cents per pound per article. When Depreciated Value Replacement Protection is selected for your relocation, the same coverage will automatically be applied while your goods remain in storage. The cost for this coverage option is 10% of the selected transit valuation amount for each month that your goods remain in storage. During the storage period, Premium Q Moving, as the carrier (not the warehouseman), will be liable for your goods to the same extent as during the actual transportation.

Liability if You Pack Boxes Yourself

Contents of a box packed by the client may not be fully covered as Premium Q Moving cannot verify the contents' condition or if the client used correct packing techniques. In the event that a box packed by a client is misplaced or lost during transit or storage, Premium Q Moving's maximum liability would be \$35 per missing carton as Premium Q Moving cannot verify the carton's contents. Contents of boxes with external signs of damage or mishandling and contents of all boxes packed by the Premium Q Moving crew are fully covered by the valuation option you select.

Liability if Your Shipment Goes Into Public Storage Or Delivered Interstate By A 3rd Party

If your goods are delivered to a public storage facility or delivered interstate by a 3rd party company/ contractor into a public storage or residential property, the liability of Premium Q Moving **will terminate when the last item is touched by a Premium Q employee or contractor!** Therefore, the shipment must be inspected at the time of delivery to the storage unit in the presence of the **Premium Q moving driver/foreman**, and any loss or damage must be recorded in the 'Exceptions' column of the carrier's original inventory at the time of unloading, approved by a Premium Q moving employee.

** If you desire to have Premium Q Moving continue to be responsible under the Bill of lading liability provisions, you can have your shipment placed in storage with Premium Q Moving.*

Check Inventory and Inspect on Arrival

You should be present when your goods are delivered. Check each item off the driver's inventory list. Inspect each item as it is delivered to make certain it is in the same condition as when it was received by the Premium Q Moving driver. If there is any difference in the condition of the article, accurately describe the difference in the "Exception" column of the inventory. If an article is missing, note that fact in the "Exception" column. Such notations form the basis of a claim to be filed later. These notations by themselves do not constitute a claim. Following delivery, you will be required to acknowledge receipt by signing the Bill of Lading and each inventory page.

If Any Loss or Damage Should Occur

In the case of loss or damage, you should contact Premium Q Moving to request a claim form. You can also print the claim form from our website at www.premiumqmoving.com. All claims must be filed in writing, within 30 days of the date of delivery to the residence. Please do not discard or repair any damaged items without authorization from Premium Q Moving, as the carrier reserves the right to inspect all items. The packing containers and material should be saved in the event of concealed packing damage, and if possible, the item should be left in the carton for the carrier's inspection. When the shipper declares or releases the shipment to a valuation amount that falls between those amounts shown on the chart, the charge for the next highest valuation amount applies.

Premium Q Moving and Storage
20 Sycamore ave,
Medford, Ma
02155
(781) 219-8777
office@premiumqmoving.com
www.premiumqmoving.com
MDPU#31748
USDOT: 2569641
MC#897780

