

## Discounted Moving Quote Call 1-800-684-4853 Job # 4753464

From: Chrish - Charter Van Lines Inc. (chris.h@chartervanline.com)

To: karthikprofiles@yahoo.co.in

Date: Monday, 11 February, 2019, 10:41 am GMT-5

**ESTIMATE NUMBER****C4753464****Page 1****BINDING ESTIMATE**

**Phone: (800) 684-4853 Fax: (888) 824-2551**  
**7301a W. Palmetto Park Rd. Boca Raton FL 33433**  
**US DOT: 2875673 MC: 964891**  
**chris.h@chartervanline.com**  
**http://www.chartervanline.com**

**M CUSTOMER:** Murali Krishna**MOV ADDRESS:****FLOOR, APT:****INCITY, STATE, ZIP:** Charlotte, NC 28262**GORIGIN PHONE:** 9802829763**EMAIL:** karthikprofiles@yahoo.co.in**FROM****PICK UP DATES: 02/16/2019 - 02/17/2019****CUSTOMER REP:** Chris Hill**M CUSTOMER:** Murali Krishna**MOV ADDRESS:****FLOOR, APT:****INCITY, STATE, ZIP:** Columbus, OH 43201**GORIGIN DESTINATION PHONE:****TO****MOVE TYPE:** Long Distance, 434 miles**CREATED ON:** 02/11/2019**YOUR TOTAL ESTIMATE INCLUDES:**

SERVICE DESCRIPTION	CHARGE
Estimate Cost based on 2000 lbs Minimum / 286 cf. cf/lbs ratio 7.00 @ a rate of \$0.44 per lbs (\$3.08 per cf)	\$880.00
Fuel Surcharge: 9.00 %	\$79.20
Coupon Discount: 12.50 %	- \$119.90
Binding Estimate	\$1100.00
<b>FTC #9455 // IRD #3131</b>	- \$700.00
Basic Valuation Protection: \$0.60 per lbs. per article	\$0.00
Total Estimate	\$1239.30

**FULL VALUE PROTECTION: \$11,382.00 (Optional)**

Deductible Levels:	\$0	\$250	\$500	\$750	\$1000	\$1500
Valuation Charge:	\$386.92	\$375.54	\$364.16	\$352.78	\$341.40	\$330.02
Total Estimate Plus Valuation Charge:	\$1626.22	\$1614.84	\$1603.46	\$1592.08	\$1580.70	\$1569.32
Customer's Initials:	X _____	X _____	X _____	X _____	X _____	X _____

**WARNING:** If a moving company loses or damages your goods, there are 2 different standards for the company's liability based on the types of rates you pay. **BY FEDERAL LAW, THIS FORM MUST CONTAIN A FILLED-IN ESTIMATE OF THE COST OF A MOVE FOR WHICH THE MOVING COMPANY IS LIABLE FOR THE FULL (REPLACEMENT) VALUE OF YOUR GOODS** in the event of loss of, or damage to, the goods. This form may also contain an estimate of the cost of a move in which the moving company is liable for **FAR LESS** than the replacement value of your goods, typically at a lower cost to you. You will select the liability level later, on the bill of lading (contract) for your move. Before selecting a liability level, please read "Your Rights and Responsibilities When You Move," provided by the moving company, and seek further information at the government website [www.protectyourmove.gov](http://www.protectyourmove.gov)



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#### INVENTORY LIST: 7 Items, 21 Pieces

Qty	Items	Lbs	Qty	Items	Lbs	Qty	Items	Lbs
	<b>Bedroom-1</b>		1	FUTON	140	1	TV STAND	105
1	BED, KING (W. MATT/BOX) W/O HEADBOARD/FOOTBOARD	504		<b>Living Room</b>		1	TV FLAT SCREEN OVER 51" +	133
			1	SOFA, 2 LOVESEAT	245		<b>Boxes</b>	
	<b>Bedroom-2</b>		1	SOFA, 3 SEAT	350	15	BOX, MEDIUM (3.0 CU. FT)	420

#### PACKING MATERIALS LIST:

Qty	Material	Unit Price \$	Qty	Material	Unit Price \$	Qty	Material	Unit Price \$
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#### UNDERSTANDING YOUR ESTIMATE

##### Your Estimate Includes:

- FREE 30-day storage with FREE re-delivery for shipments up to 9,999 lbs / 1428 cubic feet. NOTE: Storage is only available if shipper requests these services at the time of booking the reservation. (See additional services for additional months of storage)
- Professionally Licensed & Insured movers providing Door-to-Door service for your shipment.
- All taxes, tolls, mileage, fuel & fuel surcharges.
- Blanket wrapping of all standard furniture items. NOTE: Glass, TV's, & Breakables are not standard furniture items and will NOT be covered in moving blankets.
- Disassembling of standard furniture at Origin. Reassembling of standard furniture at Destination. NOTE: No reassembly if shipment is going to customer storage. No reassembly of baby cribs or

items not disassembled by movers at Origin.

- Loading and Unloading of all furniture and boxes.
- One (1) flight of stairs at Origin. One (1) flight of stairs at Destination. One (1) flight of stairs = 12 steps.
- Long carry up to one hundred (100) feet from entrance at Origin. Long carry up to one hundred (100) feet from entrance at Destination. (See additional services for long carries greater than 100 feet)
- All Elevator use at Origin and Destination.
- Date changes are FREE if the request is made outside of seven (7) calendar days from your first pick up date. (Changing dates may affect your cancellation policy. Please refer to company refund/cancellation policy before making any date changes). Date changes made within seven (7) calendar days from your first pick up date will incur a date change fee of \$250.00
- Standard valuation protection of \$0.60 per pound per article up to \$10,000. Full value protection coverage is also available upon request. Full value protection must be purchased at least 72 hours prior to your first pick up date.

### Payments:

- Reservation deposits are subtracted from the total estimate.
- 50% of the balance is due at origin in postal money order and/or Cash only. (If your shipment is going to carrier storage, the motor carrier may collect up to 70% of balance due at origin).
- Final balance is due at destination. Motor carrier holds the right to collect full balance prior to shipment being unloaded. Postal money order and/or Cash are the only acceptable forms of payment at destination.
- Motor carrier will provide shipper with a "Bill of Lading" at destination listing all funds paid at origin, destination, and prior to pick up. NOTE: This document is important and will also act as a receipt for your relocation.
- Reservation deposits reserves the space allocated for customer's shipment.
- Deposits are non-refundable if services are cancelled within seven (7) business days of your first pick up date. Dispatch services begin immediately upon booking your reservations. (See company refund and cancellation policy)
- If the balance due is not paid in full at destination prior to the unloading of the shipment, the carrier holds the rights to place goods in local storage until all balance dues are paid in full including storage & re-delivery fees. NOTE: This may delay the delivery of your shipment.

### Additional Services:

- Storage: Additional Storage is charged at \$0.40 per cubic foot per month for any additional months. NOTE: There is a minimum charge of \$150.00 for any additional months of storage.
- Stairs: If needed, each additional flight of stairs is \$60.00. One (1) flight of stairs = 12 steps. First flight of 12 steps at origin and destination is already included in your estimate.
- Long Carry: If needed, each additional 100 feet is \$75.00 (up to 300 feet. First 100 feet already included)
- Packing: Unless packing services are listed in the 'Packing Material List' of this agreement, to AVOID any additional packing charges, PLEASE have all of your books, clothes, dishes, glass, mirrors, glass picture paintings, table lamps, items in drawers, TV's, and electronics all packed in cardboard boxes and ready for shipment. NOTE: Any additional packing services needed or requested outside of the original estimate, will incur additional charges.
- Mattress Covers: All mattress and box springs must be wrapped in plastic mattress covers prior to loading onto truck.
- Packing Material: Unless packing materials are listed in the 'Packing Material List' of this agreement, packing supplies such as bubble wrap, shrink wrap, and cardboard boxes are NOT included in this estimate.

- **Bulky Charges:** For large items such as motorcycle, pool table, piano, ride-on lawnmower, kayak/canoe, etc. (\$100.00 - \$400.00 depending on item transported displayed in carriers tariff)
- **Shuttle Services:** At origin or at destination, if the motor carrier's truck cannot get within 300 feet from entrance of building or house for loading and unloading, a shuttle service may be applied. Shuttle fees: Shipments up to 5,000 lbs = \$300.00. Shipments 5,001–8,000 lbs = \$550.00. Shipments 8,001-12,000 lbs = \$750.00. Shipments 12,000 lbs & up = \$900.00. **NOTE:** Final shuttle charges are based on load size and shuttle availability.
- **Date Change / Rescheduling:** Any date change or rescheduling made within seven (7) calendar days of the first load date will incur a fee of \$250.00. **NOTE:** Date change fees and Rescheduling fees are non-refundable.

**VALUATION: WARNING:** If a moving company loses or damages your goods, there are 2 different standards for the company's liability based on the types of rates you pay. **BY FEDERAL LAW, THIS FORM MUST CONTAIN A FILLED-IN ESTIMATE OF THE COST OF A MOVE FOR WHICH THE MOVING COMPANY IS LIABLE FOR THE FULL (REPLACEMENT) VALUE OF YOUR GOODS** in the event of loss of, or damage to, the goods. This form may also contain an estimate of the cost of a move in which the moving company is liable for **FAR LESS** than the replacement value of your goods, typically at a lower cost to you. You will select the liability level later, on the bill of lading (contract) for your move. Before selecting a liability level, please read "Your Rights and Responsibilities When You Move," provided by the moving company, and seek further information at the government website [www.protectyourmove.gov](http://www.protectyourmove.gov).

Your estimate automatically includes the Limited Liability Protection at no cost. If you choose this option, the carrier is only responsible for 60 cents per pound per article. Should you wish to select Full Value Protection, coverage can be purchased through our motor carrier's third party insurance company.

**PRINT YOUR AGREEMENT:** Please print out a hard copy of your agreement and have it readily available at the time of pick up. It is important to have your inventory list when the movers arrive to service your pick up. All of your services are also explained in this agreement.

**HOW TO PACK BREAKABLES:** Breakable items that are awkward in size can be difficult to properly prepare for shipping. These instructions will help you create a box around an item and prepare it for transportation. **Materials needed:** Bubble wrap, cardboard box(es), shrink wrap roll and packing tape. **Instructions:** 1) Cover breakable item with bubble wrap and use tape to hold it in place. 2) Cut cardboard box open so it can be laid down completely flat. 3) Fold the cardboard box around the breakable item and create a box around it. 4) Use shrink wrap to hold everything tight and in place. Step 4 may require help from another person to hold item while it is being shrink wrapped.

**CONFIRMING YOUR INVENTORY LIST:** After signing this agreement the customer agrees that items missing from the inventory list are the customer's responsibilities, and not the fault of charter van lines Inc. The time to point out missing items is before signing and finalizing the agreement. This is a binding agreement. Inventory or services added after the agreement is signed may increase the price of the estimate. In order to avoid discrepancies, it is the customer's responsibility to confirm the accuracy of the inventory prior to signing this agreement.

**FOR SCHEDULING PURPOSES:** Please make yourself available for your entire 48 hour pick up window. There are many factors that can alter the exact date and time of your pick up. Some altering factors could be weather, traffic, mechanical issues, and/or other customers on the same truck/route.

**QUALITY ASSURANCE:** Any additional inventory and/or services adjustments that you may need to make to your estimate after your initial booking must be made with your quality assurance coordinator during your quality assurance call that takes place approximately 3-6 days before the pickup date. Please make a list of any changes that you may need to make to your order. Have that list ready for when your quality assurance representative calls. To avoid redundancy we ask that you make changes with your quality assurance representative one (1) time only.

**VERY IMPORTANT:** Our space and weight conversion is one (1) cubic foot of space equals to seven (7) lbs. If you are going to add additional pieces/items to your inventory at origin, or if your inventory

pieces/items are different in weight and/or volume from what was estimated on this agreement when the carrier arrives:

- The motor carrier's foreman will provide you with a revised written estimate to sign on site including all costs necessary for your move.
- Federal regulation requires carrier to honor original estimate if foreman has loaded truck prior to shipper signing and agreeing to revised estimate. You should not allow carrier to load the truck or perform any services until revised estimate has been signed and agreed to by you, the shipper. Should this happen, please call Charter Van Lines Inc. as soon as possible.
- **IMPORTANT:** Do not sign blank or incomplete moving documents. If the foreman presents you blank or incomplete moving documents to sign, please contact Charter Van Lines Inc. as soon as possible. If you can please take pictures of the blank document.

### **Company Refund and Cancellation Policy:**

I understand that deposits are non refundable for moves cancelled, reserved, or placed on hold within seven (7) business days (Saturday, Sundays and Holidays not included) of the first pick up date, or if cancelled at the time of pick up. Deposits will be 100% refundable with No Cancellation Fee or Additional Charges for moves cancelled outside seven (7) business days (Saturday, Sundays and Holidays not included) prior to the first pick up date. I understand that the majority of Charter Van Lines Inc. role in my shipment is performed immediately after signing this agreement. I understand that the deposit is non-refundable if I change the pick up dates while within seven (7) business days of the first pick up date. All cancellation and refund requests must be sent in writing via E-mail/Fax to [info@chartervanline.com](mailto:info@chartervanline.com) or Fax: 1-888-824-2551. Cancellation requests sent to Charter Van Lines Inc. after normal business hours (6:00 PM EST) will be considered received on the following day. All refund requests must be confirmed by Charter Van Lines Inc. before refunds are processed back to your account. Refunds can take up to seven (7) business days to reflect on your next statement.

1. Charter Van Lines Inc. DOT: 2875673. MC: 964891 is authorized by the Federal Motor Carrier Safety Administration (FMCSA) to be a household goods moving broker. Charter Van Lines Inc. assumes no responsibility or liability for any property damage, bodily injury, or public liability as the outcome of the transportation of household goods transported by an authorized carrier. At shippers request we will assist you in the process to submit a claim to the assigned carrier for settlement of the claims. Charter Van Lines Inc. is not responsible for any omissions or acts of the carrier, its agents, or employees. Charter Van Lines Inc. is not liable, responsible, or to be held accountable for any damage, delay, loss, or expenses resulting from any Carrier or caused by any act of God.
2. Charter Van Lines Inc. is registered with the state of Florida as a Moving Broker Registration No. MB109. Charter Van Lines Inc. places the shipment with an authorized, licensed, and insured FMCSA household goods motor carrier. However, you understand and agree that Charter Van Lines Inc. makes no guarantees and/or warranties concerning pick up or delivery time and dates, or the assigning of a carrier to provide the transportation services requested. If Charter Van Lines Inc. dispatch is unable to assign a carrier by the time the dispatch department closes (9:00 pm EST) on your last pick up date, you will be entitled to cancel your move and receive a full refund of your deposit as a full satisfaction of this agreement. By allowing your assigned carrier, designated by Charter Van Lines Inc. to pick up your household goods, you are agreeing to the terms and conditions of this agreement.
3. Customer has selected a binding estimate. Total costs will not exceed the estimated cost; detailed in the list of pieces, for an estimated weight/volume listed in the "Relocation details" of this agreement, providing that Customer provides Charter Van Lines Inc. with an accurate description of the items that are to be moved and the services that need to be performed. If there is an increase of items, packing services, weight/volume or labor services added at the origin or destination to those quoted in this agreement, the customer may be charged for those services at rates uniform with the carrier's tariff rates and not be eligible for discounts at that time.
4. Upon arrival on load date, the carrier will offer you a new estimate agreement listing all costs for the entire move consistent with the charges listed on this agreement. The total price will be the same



- listed on this agreement if your inventory weight/volume does not change and/or require additional services. If your inventory is different or services are different, the carrier must provide you with a revised written estimate. Do not allow the carrier to load the truck or perform any services before you agree in writing to the new estimate. Upon arrival on load date. If your shipment has less inventory and/or less services to be performed, you will still be responsible to pay the original estimate amount.
5. In accordance with 49 CFR §317.113(c)(1), shipper agrees to waive a physical survey of the household goods and alternatively agrees to receive a binding estimate based upon the shippers provided furniture list of property to be transported.
  6. The quoted prices and terms are based on the information provided at the time the reservation was made. The items in the inventory have been calculated to an estimated weight/volume or minimum used to determine the transportation requirements upon which your price is determined. Any changes to your inventory may result in different terms and prices uniform with the carrier's tariff. If any additional items, services, packing of items, or labor are added or required at the destination or origin then you may be charged for those services and/or items at full tariff rates and not be eligible for discounts at that time. Carrier reserves the right to re-pack any item not correctly packed by the shipper (drawers must be empty) Carrier is not to perform any plumbing or any electrical connections or disconnections.
  7. I have reviewed the brochure's "Your Rights and Responsibilities When You Move" and "Ready to move? - Tips For A Successful Move" Available on <http://www.charter-vanlines.com/> This agreement between Charter Van Lines Inc. and you represents the entire current understanding and over rules all other understandings, representations and negotiations made by and between such parties including representations made by any estimator. This agreement may not be terminated, amended or waived orally, but only in writing, signed by you and Charter Van Lines Inc. Controlling law, venue, and jurisdiction in any legal matters filed as a result of a dispute of this agreement can and must only be in Palm Beach County, State of Florida.< /span>
  8. Based on the size and mileage of your shipment, delivery may take anywhere from 0-21 business days. Estimated time of delivery is determined by many factors beyond the control of any carrier and Charter Van Lines Inc. such as traffic delays, weather delays, mechanical issues, other customers on the route and/or any acts of God. Estimated delivery spreads: 0-500 miles: 0-7 days. 501-1500 miles: 1-10 days. 1501-2500 miles: 2-14 days. 2501+ miles: 5-14 days. These estimated delivery spreads begin on the shipper's first available delivery date. Goods may be warehoused before delivery. Any situations on delivery such as, no delivery before or after a certain time, or no weekend delivery may cause your delivery schedule to go past the estimated time and may incur additional fees. The estimated delivery dates on this agreement are based on a flexible schedule as well as accessible conditions at both origin and destination locations. Customers moving during peak season months (May – September), may experience longer than usual delivery times. Customer is not eligible for a full refund of the deposit for shipments picked up outside of their respected pick up dates. Moves that are picked up outside of their respected pick up dates due to delays are eligible for compensation of up to \$50.00 per day depending on the number of days late the customer was serviced.
  9. In the event of any conflict between the Bill of Lading and the terms of this estimate, the terms of the Bill of Lading shall control. Customer agrees and understands that should the customer fail to execute or return this agreement that by allowing a carrier designated by Charter Van Lines Inc. to pick up the customer's belongings and execute bill of lading, the customer expressly agrees and consents to the terms and conditions contained in this agreement.
  10. All final balance due's are to be paid in postal money order or cash to the carrier prior to the truck being unloaded. If customer fails or refuses to pay balance due, carrier holds the right to warehouse or storage the household goods at shipper's expense. For re-delivery of the warehoused or stored household goods, the balance due must be paid in full, including storage and re-delivery fees, prior to the truck loading goods from warehouse or storage and sent out for delivery.
  11. Upon carrier arriving within the two (2) day pick up window ready to render services agreed on original order, if customer has more items or more services than what was on the original estimate

and customer does not allow carrier to perform services, or refuses carrier's services that was originally signed and agreed upon by customer, customer understands that he or she is forfeiting the deposit made for the original services and that refunds under these circumstances will not be made. If customer attempts to and/or agrees to make a deal directly with carrier, and the customer does not advise Charter Van Lines Inc. of such actions, he or she will forfeit deposit and no refunds will be issued.

12. Shipper has hired Charter Van Lines as a moving coordinator/shipper agent/broker and not to handle or otherwise participate in a move as a carrier. In acting as a shipper agent only, CVL is not responsible for any acts or omissions of the carrier or its employees or agents. Shipper must pursue the carrier and/or carrier's agent for all claims for property damage and personal injury or death, including without limitation, any claims for damage to property, lost or stolen goods, delayed pick up or delivery, actions of estimators, drivers, packers or movers or other types of claims.
13. Interpretation of Agreement/Recovery of costs: In the event of any controversy arising under or relating to the interpretation or implementation of this agreement or any breach thereof, Charter Van Lines Inc. shall be entitled to recover all of its court costs, collection fees, expenses and reasonable attorney's fees (including, without limitation, all pre-trial, trial and appellate proceedings), in addition to any other relief to which it may be entitled. In the event that Charter Van Lines Inc. pursues the collection of any amounts due to it under this agreement, Charter Van Lines Inc. may recover the full Tariff rate on all goods and services provided, in addition to all other remedies available to it at law and in equity.

## **ELECTRONIC DISCLOSURE AND ELECTRONIC SIGNATURE AGREEMENT.**

The Electronic Signatures in Global and National Commerce Act (ESIGN) states that an electronic signature is the equivalent of a written signature. Please read this Electronic Records Disclosure, Agreement, and Contract above including all terms and conditions carefully and save or print a copy for your records.

Electronic Signature (E-Signature): You consent and agree that your use of a mouse, key pad or other device to select a button, item, icon or similar action while using any electronic service we offer; or in accessing or making any transactions regarding any agreement, acknowledgement, consent, terms, disclosures or conditions constitutes your signature, acceptance and agreement as if actually signed by you in writing. Furthermore, you agree that no certification authority or third party verification is necessary to validate your electronic signature; and that the lack of such certification or third party verification will not in any way affect the enforceability of your signature or resulting contract between you and Charter Van Lines Inc. You understand and agree that your e-Signature executed in conjunction with the electronic submission of your contract shall be legally binding and such transaction shall be considered authorized by you.