

<b>Binding Moving Estimate</b>		Job No: <b>K4798826</b>
<b>Mission Moving LLC</b> 200 Knuth Rd. Suite 204 Boynton Beach, FL 33436 US DOT: 3303978 MC: 01048333	<b>Customer Rep:</b> Nate Winter <b>Phone:</b> 888-725-6970 Ext. 1072 <b>Direct:</b> 888-725-6970 <b>Email:</b> <a href="mailto:nate@missionmovinggroup.com">nate@missionmovinggroup.com</a> <b>Web:</b> <a href="https://missionmovinggroup.com">https://missionmovinggroup.com</a>	

<b>Moving From</b>	<b>Moving To</b>
<b>Lynda Anair</b> 16711 Marsh Creek Rd Mobile Hom / Ground Clayton, CA 94517 Phone: 9165433291 <a href="mailto:peanutatwork@yahoo.com">peanutatwork@yahoo.com</a>	<b>Lynda Anair</b> Tbd House / Ground Randolph, WI 53956

<b>Relocation Details</b>	<b>Relocation Estimate</b>
<b>Job No:</b> <b>K4798826</b>	<b>Total Tariff</b> \$4041.00
<b>Estimate Date:</b> 04/15/2021	<b>Tariff Discount: 67.80%</b> <b>-\$2739.70</b>
<b>Representative:</b> Nate Winter	<b>Basic Estimate Price</b> \$1301.30
<b>Move Type:</b> Residential Long Distance, 2120 miles	<b>Fuel Surcharge: 10.00 %</b> \$130.13
<b>Estimated Volume:</b> 286 cf. (2002 lbs)	<b>Binding Estimate Fee</b> \$1150.00
<b>Estimated Rate:</b> \$4.55 per cf	<b>Bulky Fee (Grandfather Clock)</b> \$100.00
<b>Move Day:</b> <b>Friday/Saturday</b>	<b>Same Day Reservation Discount</b> <b>-\$200.00</b>
<b>Move Date:</b> <b>06/18/2021-06/19/2021</b>	<b>Basic Valuation Protection:</b> \$0.60 per lbs. per article \$0.00
<b>Created on:</b> 04/15/2021	<b>Total Moving Estimate</b> \$2481.43
	<b>Customer Payment:</b> <b>\$1101.43</b>

<b>Articles List 4 Items, 45 Pieces</b>		
<b>Qty</b>	<b>Items</b>	<b>Qty</b>
40	BOX, MED. PBO 18X18X18	1
1	CHEST, CEDAR	3
		CLOCK, GRANDFATHER
		CURIO CABINET

<b>Packing Material List</b>							
Qty	Material	Unit Price \$	Qty	Material	Unit Price \$	Qty	Material

<b>Full Value Protection Amount of Liability: \$12,012.00 (Optional)</b>						
<b>Deductible Levels:</b>	\$0	\$250	\$500	\$750	\$1000	\$1500
<b>Valuation Charge:</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Estimate Plus Valuation Charge:</b>	\$2481.43	\$2481.43	\$2481.43	\$2481.43	\$2481.43	\$2481.43
<b>Customer's Initials:</b>	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"](#), and [Ready to Move Brochure](#) provided by the moving company, and seek further information at the government website [www.protectyourmove.gov](http://www.protectyourmove.gov)

## **Understanding Your Estimate**

**This is an agreement between the customer listed above and MISSION MOVING LLC. This estimate is based on the information that was provided by the customer at the time of booking. MISSION MOVING'S binding estimate is determined by the customer's provided inventory and the services requested. This price may change based on the agreed-upon rate per pound and/or cubic feet. If additional items are added to this estimate, or the customer should require additional services, the price will be adjusted accordingly.**

### **This Moving Estimate Includes The Following Services:**

- Professional door to door service.
- Expert advice and guidance throughout the course of your move.
- Disassembly of all standard furniture required for safe transport.
- Reassembly of all items that were disassembled by the movers on the day of pick-up.
- Wrapping of all furniture with quilted/padded moving blankets.
- Itemized inventory indicating condition of items at origin marking off any previous damage.
- Loading & unloading of all goods.
- All transportation, taxes, tolls, mileage, and fuel surcharges.
- Standard cargo protection up to \$10,000 based on 0.60 cents per lb. per article; if selected at the time the estimate is prepared, estimated cost of the full value protection option at varying deductible levels. (This is an estimate. The actual cost is determined by your selection on the carrier's bill of lading, as per the carrier's tariff).
- 30 days of free storage, upon request. This includes FREE re-delivery!
- No elevator charges.
- No charge for packing tape and moving pads.
- No date change penalties if the request is made 7 business days before your original scheduled pick-up date.

### **If necessary for your move, additional services and fees may be applied:**

- The packing of delicate items (televisions, mattress covers, glass tops, or delicate items, etc.)
- Any additional packing or special crating (if not already listed on estimate)
- The loading of any "bulky" items (kayak/canoe, motorcycle, piano, large safe)
- Full packing services are available if needed. If a full pack is purchased, MISSION MOVING LLC will coordinate all labor and materials needed to professionally pack all household items listed. This includes all boxes, furniture packing, and delicate/fragile items. If additional household items are added at the time of pick up, then the total price for full service packing will be increased and adjusted by the guaranteed rate provided. The customer will receive a new written agreement at time of pick up.
- Shuttle services can be provided if necessary. If circumstances prohibit a semi-trailer to get close to the property for loading or unloading, a shuttle truck may be needed to complete the service. This can be arranged for a minimum charge of \$300.00.
- If there are more than one flight of stairs (up to 10 consecutive steps), a fee of \$75.00/flight may be added.
- Long carry (first 75 ft free). Anything after 75 feet will be re-adjusted by the foreman at \$1.25/Foot.

**\*MISSION MOVING LLC is here to ensure your move is an easy process. If this estimate is changed at the time of pick-up due to additional inventory, volume/weight changes, or modifications, please complete the following:**

- **Call our 24-hour customer service line (1-888-725-6970), so they can assist with the input of additional items, or the new revision.**
- **Be sure the carrier provides you with paperwork and an itemized inventory.**
- **If packing services are included in the estimate, please have the value of each item clearly written on the estimate.**
- **Before signing any revised paperwork, please review it, in its entirety. If you are not satisfied, or have any questions regarding our services, please contact our customer service department immediately.**

**Thank you for choosing Mission Moving LLC!**

# Thank you for choosing Mission Moving LLC!

1 (888) 725-6970 - Follow the prompts.

## **TERMS AND CONDITIONS**

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1. By signing the document below you are agreeing that you have been made aware of the charges and terms and conditions provided within. Upon booking you will have 72 hours to cancel your move. After 72 hours your deposit is non-refundable unless a manager approves otherwise. There will be a cancellation fee of 15% due to the cost of processing your credit card and arranging your schedule. Please note that WE ARE A BROKER NOT A CARRIER and will be providing you with the services to coordinate your move. Thank you for choosing Mission Moving LLC.

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2. The provisions of this agreement, including the terms and conditions contained herein, represent the entire understanding and agreement between MISSION MOVING LLC, (hereafter MISSION MOVING LLC) and customer with respect to the subject matter hereof and supersedes all other negotiations, understandings, and representations, (if any) made between such parties. This includes any representations made by the estimator. In the event of a conflict between the terms of any estimate and the bill of lading, the terms of the bill of lading shall control. This agreement may not be amended, supplemented, or waived orally. Any changes must be in writing and signed by both MISSION MOVING LLC and the customer. Nothing in this agreement, whether expressed or implied, is intended to confer any rights or remedies on any person(s), other than the parties hereto, and their respective legal representatives. Nothing in this agreement is intended to relieve or discharge the obligation or liability, of any third person to any party to this agreement or give any third person any right of subjugation or action, over or against any party to this agreement.

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3. The customer has hired MISSION MOVING LLC as a moving coordinator/shipping agent/broker. At its sole discretion MISSION MOVING LLC may contract with outside carriers to service the customer's needs. The customer agrees that in the event of a loss resulting in damaged or lost goods, delays in pickup and delivery, the actions or inactions of estimators, drivers, packers, and/or movers, or other losses would be indemnified by the moving carrier and not the moving broker. Accordingly customer agrees to pursue rectification of any and all claims through the moving carrier. Detailed instructions on how to file a claim will be provided to the customer by the moving carrier. Customer has been advised that losses are indemnified at a rate of the lesser of (A) The amount of the actual loss, (B) An amount equal to sixty cents per pound of the lost or damaged property, (C) The lump sum declared value.

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4. As a properly licensed, interstate moving coordinator/shipper/agent/broker. MISSION MOVING LLC does not guarantee any pick-up or delivery dates, under any circumstances MISSION MOVING LLC agrees to facilitate a carrier to move your household items as promptly as possible, and in accordance with the information provided, regarding your items moving from origin to destination. Due to situations beyond our control, such as, but not limited to, inclement weather, mechanical breakdowns, road construction, remote pickup or drop off locations, difficult or limited lanes of travel, etc., there are no guaranteed pick up or delivery dates and/or times. The customer will be subject to all applicable

laws, and the general terms and conditions of the carrier, which shall include without limitation; a requirement that payment for charges, in full, must be paid before the unloading of goods in accordance with the carrier's lawful lien on the property.

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**5.** As the customer, I agree to pay the total for the moving coordination services, provided by MISSION MOVING LLC I understand and agree that my deposit/fee only represents a portion of my total estimated charges. My deposit is not refundable after placing my reservation for scheduling and routing purposes. Any service cancellation made within 72 HOURS of booking services, will be subject to forfeiting 15% of the paid deposit. In order for the billing department to review a customer's file and cancellation, an email must be sent to the billing department at [Info@MissionMovingGroup.com](mailto:Info@MissionMovingGroup.com), explaining the cancellation request. Pick-up date changes or requests to place a move on hold must be submitted at least 7 business days prior to the pack and/or load date, or the customer will be subject to pay a minimum of a \$500.00 rescheduling fee. The customer is agreeing that they are only entitled to receive a credit of their deposit for a future interstate move, which must be used within 12 months of the original reservation date. All deposits will show as MISSION MOVING LLC, on the customer's billing cycle.

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**6.** The customer has elected a "binding" price. The total cost will not exceed the estimated amount; provided, however that the customer provides MISSION MOVING LLC with an accurate description of the items listed on their inventory to be moved, and a correct list of additional services needed. The customer has requested to have an estimate provided for his/her household goods, in accordance with 49 CFR 371.113 © (1). The customer agrees to waive a physical survey of the household goods, and alternatively agrees to receive a binding estimate, based upon the provided item inventory list of all property to be transported. If any additional items/cubic feet, packing services, or labor are added at the origin or destination of the customer quoted, the customer shall be charged for these services at the governing tariff rates. The customer understands that MISSION MOVING LLC has a 286 cubic ft minimum on all shipments. Any shipment below 286 cubic ft, will be charged at the 286 cubic ft rate. The price includes all fuel surcharges, tolls, item load and unload, basic disassembly and reassembly of standard furniture items. It also includes, up to a 75-foot long carry at origin and destination, and one flight of stairs (up to 10 steps). Elaborate furniture items that must be disassembled and/or reassembled, may require a third-party service or additional labor, and should be disclosed to your estimator and included on the estimate. The disconnecting and reconnecting of appliances is not included in the price. Reassembly is subject to the availability of tools, and parties being available to connect. The packing and unpacking of boxes are only included in the estimated price, if they are itemized in the packing/unpacking section of the estimate. All materials for labor of undisclosed items will be extra.

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**7.** The terms and provisions of this contract, whether expressed or not expressed, shall not be binding upon; injure to the benefit, and be enforceable by the parties and their respective administrators, executors, legal representatives, heirs, successors, or permitted assigns. The customer shall indemnify and hold harmless MISSION MOVING LLC, and its shareholders, directors, officers, employees, agents and affiliates, from or against, any and all actions, claims, suits, liabilities, proceedings, penalties, fines, costs, and expenses. This is including all reasonable attorney's fees relating directly or indirectly, from any breach of this agreement on the customer's behalf.

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**8.** This is a mandatory agreement by both parties, that this agreement shall be governed by the internal laws of the state of Florida, without regard to the principles of conflicts of law. Any dispute arising out of or relating to this agreement shall be brought to the courts, or record of the state of Florida, in Palm Beach County, or the court of the United States, Southern District of Florida, in Palm Beach County. If any party does not have a registered agent to accept service of process in Florida or is not otherwise subject to service after reasonable attempts, then such party agrees to accept service of process by US mail. In the event that controversy arise under or relating to the interpretation or implementation of this agreement, or any breach thereof, MISSION MOVING LLC shall be entitled to recover all of its court costs, collection fees, expenses, and reasonable attorney fees. This includes, without limitation, all pre-trial, and appellate proceedings. In addition to any other. In the event that MISSION MOVING LLC pursues the collection of any amounts under this agreement, MISSION MOVING LLC may recover the full tariff rate on all goods, and services provided as well as all other remedies available to it at law.

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**9.** All pick-up, load, and/or delivery dates are only estimates. MISSION MOVING LLC is not responsible for loss or damage incurred by unavoidable delays. MISSION MOVING LLC will act on the behalf of the customer in resolving any claims, or delay issues, with the carrier. There are absolutely no guarantees made, expressed, or implied regarding pack, load, and/or delivery dates.

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**10.** The Motor Carrier Neutral Arbitration Program: The Motor Carrier's Neutral Arbitration Program has been designed to give neither party any special advantage. If a dispute arises between the carrier and the shipper, arbitration may be a mutually beneficial alternative to help resolve the dispute. Section 49 U.S.C., Sections 375 211, provides information that a mover must have a program in place to provide shippers with an arbitration alternative. Arbitration is optional, and not required under federal law. Summary of the arbitration process: Arbitration is an alternative to courtroom litigation. It provides each party to the dispute, to present their case and allow a neutral, third-party arbitrator to make decisions as to the merit of each sides case. Arbitration subject to this agreement, shall be conducted via written submission and subject to the arbitrator's discretion, through telephonic appearance. After the initial filing fees have been paid, and the arbitrator selected, the initiating party or (claimant) must submit a brief, written summary of their legal position. Actual claims, all supporting documentation must be included with the initial arbitration brief. Copies of all documents must be submitted to all parties involved in the arbitration. Upon receipt of the claimant's arbitration brief and supporting documents, the responding party or (respondent), will have 30 days to file their responsive arbitration brief. Further deadlines and the time tables are subject to the arbitrator's discretion. Legal effects; if the arbitration alternative is chosen, then any decision made by the arbitrator may be binding. Additionally, an arbitration decision may not be appealed in a court of law. All parties agree that the arbitrator's decision will be based exclusively on the governing United States federal law, without regard to conflicting state laws or regulations. Each party is responsible for their own cost associated with arbitration. A benefit to arbitration may be that it is less expensive than traditional litigation. Each party is responsible for 50% of the cost associated with securing the arbitrator and 100% of their own expenses, including attorney fees.

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**11.** Upon booking, a deposit is required to be paid by credit card (Visa, MasterCard, Discover). Upon pick-up, the carrier may collect up to 70%, if a customer is going into 30 days of storage, or longer. The carrier's payment will be due in the form of cash, certified check or postal money order. The remaining balance must be paid in full upon delivery. The carrier reserves the right to collect up to 70% of the balance due, prior to leaving the origin state. Subject to federal law, payment in full of all charged is



required before delivery, and prior to unloading. The customer understands and agrees to the terms that should the customer fail to execute or return his agreement, by allowing a carrier designated by MISSION MOVING LLC to pick up the customer's belongings, the customer agrees and consents to the terms and conditions in this agreement. The customer hereby knowingly, voluntarily and intentionally, waives the right to trial by jury in respect of any litigation, based here on, or arising out of the origin connection with the goods and services obtained hereunder. This also includes the move itself, or any course of conduct, course of dealing, statements, (verbal or written), or actions of MISSION MOVING LLC, or the mover. The customer acknowledges that the waiver constitutes a material inducement to MISSION MOVING LLC to enter into this agreement. MISSION MOVING LLC requires that the customer must first attempt to resolve all disputes in writing directly with MISSION MOVING LLC This must be done prior to the customer initializing a dispute or reversal with their issuing credit card company. The customer must provide a written description showing any and all breaches of the contract by email to [Info@MissionMovingGroup.com](mailto:Info@MissionMovingGroup.com). The customer agrees and understands, that failure to provide written documentation explaining the discrepancy will result in the forfeiture of the customer's deposit.

**12.** As the customer, I understand that a service refusal or denial of service either verbally, in person, or over the phone, will be treated as a late cancellation outside of the company's set cancellation window. I understand that refusing or denying services will result in a forfeiture of my deposit. As the customer, I understand that claiming, services not rendered requires a written statement explaining in detail, MISSION MOVING LLC'S failure to service the job. This completed statement must be emailed to [Info@MissionMovingGroup.com](mailto:Info@MissionMovingGroup.com). I understand that a cancellation made within 7 business days of the scheduled pick-up date, will also be treated as a late cancellation and result in a forfeiture of the deposit, as a carrier has already been assigned and dispatched. As the customer, I understand that if I book my move within 7 business days of the scheduled pick-up date, the 72 hour cancellation window will be null and void.

**13.** The customer understands that MISSION MOVING LLC will not be required to provide proof of a service denial. This is the customer's responsibility. As the customer, I agree to the applicable terms and conditions, in reference to pick-up and delivery dates, (section 10). I agree that MISSION MOVING LLC, does not have the ability to obtain signed documentation verifying a service refusal. I agree that MISSION MOVING LLC will not be required to provide proof of service in the case of a service denial or refusal of service. MISSION MOVING LLC, reserves the right to retain the deposit of the customer who verbally refuses or denies services without written documentation.

**14.** As the customer, I agree to address my concerns professionally with my moving coordinator from MISSION MOVING LLC directly. I agree that I will not express my concerns or experiences with MISSION MOVING LLC, in such a manner that may damage the company's upstanding name or reputation. Any attempt at decimating the company's character, will result in a forfeiture of the deposit, and an immediate denouncement of any claims made against MISSION MOVING LLC. I understand that I may express my opinion and experiences publicly, after I have given MISSION MOVING LLC sufficient time to address concerns. Any false claims or misconstrued information offered to the public while these claims are being reviewed, will result in the forfeiture of those claims and/or refunds.

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**15.** As the customer, in signing this agreement I agree that MISSION MOVING LLC has provided a dated copy of the estimate and charges at the time of booking. MISSION MOVING LLC has provided the correct payment methods and all costs, charges, and balances are clearly shown on this estimate. The charges represented on this estimate are for the services and efficient inventory allocation and resources. MISSION MOVING LLC sales representative has verbally confirmed their role as a moving broker and coordinator. I have also been informed and accepted the terms of cancellation. In canceling this reservation, I will not be eligible for a refund of my deposit, outside of my cancellation window.

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**AGREEMENT BETWEEN MISSION MOVING LLC & THE CREDIT CARD HOLDER**

\*\* Important note- Any attempt to withhold payments after services have been completed will be considered theft of services and prosecuted to the full extent of the law. \*\*

The credit card holder hereby agrees to abide by all terms set forth above, as well as regulations, rates, and charges in the moving estimate provided by Mission Moving LLC.

I, Lynda Anair, am authorizing Mission Moving LLC to charge my credit card in the amount of \$ \$1,101.43

Lynda Anair

Customer Name

Lynda Anair  
Lynda Anair (Apr 15, 2021 12:16 PDT)

Customer Signature

04/15/2021

Date

peanutatwork@yahoo.com

Email



1 (888) 725-6970

US DOT: 3303978





## Cancellation Policy

### To whom it may concern:

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It has been disclosed to you that the fee collected by Mission Moving LLC is a broker fee. This is our fee for locating and dispatching a fully licensed and insured household goods motor carrier. The carrier charges will be paid C.O.D by you to the independently owned carrier in two payments; half upon pickup and half upon delivery of your household goods, to its intended destination. You are aware that these are separate transactions between you and the assigned carrier that is a different business entity. Mission Moving LLC does not participate in the collection of carrier pay nor do we share in the proceeds of carrier charges. Once your payment is processed for our fee, we will immediately have our dispatch department initiate the process of locating a licensed and insured carrier to transport your household goods. Since our-service begins immediately, you understand and agree to our broker fee being non-refundable with no exceptions once your payment is processed for our fee. Should this agreement be cancelled by you after 72 hours and a carrier is assigned to your move, all services on behalf of Mission Moving LLC will be considered "services rendered" and there will be NO REFUND for our fee. You will not be eligible for a refund when canceling your move within 7 business days of your scheduled pickup date. The 72 hour cancellation window will be null and void. For all orders cancelled after 72 hours, Mission Moving LLC can apply our non-refundable fee collected from you to any future move for a period of 12 months from the date of your original order. If the move is cancelled within 72 hours of being booked and the requested pickup dates are further than 7 business days out, then Mission Moving LLC will keep 15% of the deposit for processing fees. By signing this cancellation policy, you are agreeing to the statements within.

Lynda Anair

Lynda Anair (Apr 15, 2021 12:16 PDT)

CUSTOMER SIGNATURE

Apr 15, 2021

DATE

Mission Moving LLC.

1-888-725-6970

Boynton Beach, FL 33436

US DOT: 3303978






# Mission Moving Agreement K4798826

Final Audit Report

2021-04-15

Created:	2021-04-15
By:	Mission Moving (info@missionmovinggroup.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAR2ysxlhRlIRqgZcavtXxnKe1oeYANB1x

## "Mission Moving Agreement K4798826" History

-  Document created by Mission Moving (info@missionmovinggroup.com)  
2021-04-15 - 7:06:28 PM GMT- IP address: 96.85.234.10
-  Document emailed to Lynda Anair (peanutatwork@yahoo.com) for signature  
2021-04-15 - 7:07:02 PM GMT
-  Email viewed by Lynda Anair (peanutatwork@yahoo.com)  
2021-04-15 - 7:08:10 PM GMT- IP address: 162.191.196.2
-  Document e-signed by Lynda Anair (peanutatwork@yahoo.com)  
Signature Date: 2021-04-15 - 7:16:17 PM GMT - Time Source: server- IP address: 162.191.196.2
-  Agreement completed.  
2021-04-15 - 7:16:17 PM GMT