

Dear John W Gachago,

Thank you for signing the document. Here is the information you submitted:

I hereby confirm my signature on the following document:

Document Emailed On:  
Document Signature Name:  
Document Signature Email:  
Document Signature Date:  
Document Signature IP Address:  
Internet Browser:

☒ I Accept

Document Emailed On: **Tuesday, 06/03/2025 11:54:13 AM (ET)**  
Document Signature Name: **John W Gachago**  
Document Signature Email: **jwgglobal@gmail.com**  
Document Signature Date: **Tuesday, 06/03/2025 12:13:10 PM (ET)**  
Document Signature IP Address: **50.27.130.38**

Thank you for choosing Top Tier Moving Group.

It's important to [Print or Download](#) this document for future reference.



## Moving Estimate

Reference No: **T5031627**

**Top Tier Moving Group**  
 2328 10TH AVE N STE 402  
 Lake Worth FL 33461  
 US DOT: 4084338 MC: 1554538

**Customer Rep:** Bill Thompson  
**Phone:** (888) 683-3963  
**Direct:** 561) 560-8181  
**Email:** [bill@toptiermovinggroup.com](mailto:bill@toptiermovinggroup.com)  
**Web:** <https://www.toptiermovinggroup.com/>

### Moving From

**John Gachago**  
 623 N 9th St  
 Wolfforth, TX 79382  
 Phone: +17817246254  
[jwgglobal@gmail.com](mailto:jwgglobal@gmail.com)

### Moving To

**John Gachago**  
 9206 Nw 23rd Lane  
 Gainesville, FL 32606

### Relocation Details

**Job No:** **T5031627**  
**Estimate Date:** 06/03/2025  
**Representative:** Bill Thompson  
**Move Type:** Residential Long Distance, 1362 miles  
**Estimated Volume:** 1353 cf. (9471 lbs)  
**Estimated Rate:** \$3.75 per cf  
**Move Day:** **Tuesday/Wednesday**  
**Requested Move Date:** **06/03/2025-06/04/2025**  
**Created On:** 05/23/2025

### Relocation Estimate

Basic Estimate Price	\$5073.75
Fuel Surcharge: 15.00 %	\$761.06
30 Days of Free Storage w/ Redelivery Included	\$0.01
Packing of boxes provided	\$500.00
Binding Estimate Fee	\$4187.00
Packing Materials	\$130.00
<b>Memorial Day Discount</b>	<b>- \$2821.82</b>
Basic Valuation Protection: \$0.60 per lbs. per article	\$0.00
<b>Total Moving Estimate</b>	<b>\$7830.00</b>
<b>Customer Payment</b>	<b>\$3827.00</b>

**Confirm your move via:**  
[Online Electronic Signature](#)

### Full Value Protection Amount of Liability: \$56,826.00 (Optional)

Deductible Levels:	\$0	\$250	\$500	\$750	\$1000	\$1500
Valuation Charge:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Estimate Plus Valuation Charge:	\$7830.00	\$7830.00	\$7830.00	\$7830.00	\$7830.00	\$7830.00
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](#), 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)

### Articles List 51 Items, 179 Pieces

Qty	Items	Qty	Items	Qty	Items
4	BAR, STOOL	1	DINING TABLE	5	PLASTIC BIN, SM.
1	BED	1	DRESSER	1	REFRIGERATOR
1	BED - BOX SPRING	1	DRESSER, TRIPLE	1	SIDEBOARD
2	BED FRAME	1	GOLF BAG	1	SMALL SHELF
1	BED, FOOTBOARD	1	HAMPER	1	SOFA
2	BED, HEADBOARD	1	LADDER TO 7	1	SOFA, 2 LOVESEAT
3	BIKE, ADULT	1	LADDER, STEP	1	SOFA, 3 SEAT/BED
30	BOX, MED. PBO 27X15X16	3	LAMP, FLOOR (PBO)	1	SUITCASE SM.
34	BOX, SMALL PBO 21X15X16	4	LAMP, TABLE (PBO)	2	SUITCASE, LG.
1	BROOM	1	LARGE RED BAG	1	T.V. STAND (SMALL)
5	CANVAS	1	MATTRESS KING	1	T.V. FLAT SCREEN- 33-60
2	CHAIR, ARM	1	MIRROR, LG.	1	TABLE, COFFEE
1	CLOCK, WALL	2	MIRROR, REGULAR	3	TABLE, END
1	CLOSET RACK	3	NIGHT STAND	1	TABLE, KITCHEN
1	COMPUTER CHAIR	1	PART OF SECTIONAL COUCH	4	TABLE, KITCHEN (SM.)
2	COMPUTER DESK	4	PLASTIC BIN, MED.	2	TOOLS GARDEN
6	DINING CHAIR	24	PLASTIC BIN, MED.	1	WASHING MACHINE

### Packing Material List

Qty	Material	Unit Price \$	Qty	Material	Unit Price \$	Qty	Material	Unit Price \$
						2	Tv.packflatscreen-33-60	65.00

### Understanding Your Estimate

[ProtectYourMove.gov](http://ProtectYourMove.gov)

This is an agreement between the customer listed above and Top Tier Moving Group.

This estimate is based on the information that was provided by the customer at the time of booking. Top Tier Moving Group'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 estimate includes the following:

- 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.
- 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).
- No elevator charges.
- No date change penalties if the request is made 14+ days before your original scheduled pick-up date.

If necessary, additional services and fees may be applied:

- The packing of delicate items (televisions, glass, or glass tabletops, etc.)
- Any additional packing or special crating (if not already listed on estimate)
- The loading of any 'bulky' items (kayaks, motorcycles)
- Full packing services are available if needed. If a full pack is purchased, Top Tier Moving Group 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.
- If there are more than one flight of stairs (up to 7 steps), an additional fee may be added.
- Long carry (first 75 feet are included). Anything after 75 feet will be re-adjusted by the foreman.

Top Tier Moving Group 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 customer service line between 9AM - 6PM ET Monday through Friday 10AM-4PM ET Saturday and Sunday, so they can assist with the input of additional items, or the new revision. [\(561\) 677-3934](tel:5616773934)
- 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.

Moving has problems, we have a solution.

Thank you for choosing Top Tier Moving Group

# (561) 677-3934

## TERMS AND CONDITIONS

1. The provisions of this agreement, including the terms and conditions contained herein, represent the entire understanding and agreement between Top Tier Moving Group, and the 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 Top Tier Moving Group and the customer.
2. The customer may not assign its rights or obligations, under this agreement, without the prior written consent of Top Tier Moving Group.
3. Nothing in this agreement, whether expressed or implied, is intended to confer any rights or remedies on any person, 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.
4. The customer has hired Top Tier Moving Group as a moving coordinator/shipping agent/broker. Top Tier Moving Group is not to handle, or otherwise participate in a move as a carrier. Top Tier Moving Group is not responsible for any acts or omission of the carrier or its employees/agents. The customer must pursue the carrier for all claims, including property damage, and personal injury or death. This includes, without limitation, any claims to property, any claims for damage to property, lost or stolen goods, delayed pick-up or delivery, the actions of estimators, drivers, packers, or movers. Top Tier Moving Group will act on behalf of the customer in resolving any claims or delay issues with the carrier. The carrier's maximum liability is limited to the lesser of the following: (A) The amount of the actual loss or damage. (B) An amount equal to sixty cents per pound, multiplied by the actual weight of the lost or damaged article. (C) The lump sum declared value.
5. As a properly licensed, interstate moving coordinator/shipper/agent/broker, Top Tier Moving Group is not a motor carrier and will not transport an individual customer/shipper household goods but will coordinate and facilitate the transportation of household goods by any FMCSA authorized motor carrier, who's charges will be determined by its' published tariff. All estimated charges and the final actual charge will be based upon the carrier's tariff, which is available for inspection, upon reasonable request.
6. Top Tier Moving Group does not guarantee any pick-up or delivery dates, under any circumstances. Top Tier Moving Group 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.
7. 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.

8. As the customer, I agree to pay the total for the moving coordination services, provided by Top Tier Moving Group. I understand and agree that my deposit/fee only represents a portion of my total estimated charges for scheduling and routing purposes. My deposit is not refundable after placing my reservation for scheduling purposes. Any service cancellation made within 72 HOURS of booking services, will be subject to losing 15% of the paid deposit. For the billing department to review a customer's file and cancellation, an email must be sent to the billing department at [info@toptiermovinggroup.com](mailto:info@toptiermovinggroup.com), explaining the cancellation request. Pick-up date changes, or requests to place a move on hold, must be submitted at least 14+ 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 Top Tier Moving Group, on the customer's billing cycle. By signing this contract, the customer is acknowledging that they will not charge back any credit card payment, for any reason.
9. The customer has elected a 'binding' price. The total cost will not exceed the estimated amount; provided, however, the customer provides Top Tier Moving Group 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/weight, 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 Top Tier Moving Group has a 2000-pound minimum on all shipments. Any shipment below 2000 pounds, will be charged at the 2000-pound 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 75 feet long carry at origin and destination, and one flight of stairs (up to 7 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 are 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.
10. The terms and provisions of this contract, whether expressed or not expressed, shall 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.
11. The customer shall indemnify and hold harmless Top Tier Moving Group, and its shareholders, directors, officers, employees, agents, and affiliates, from or against, 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.
12. It 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.



13. If controversy arises under or relating to the interpretation or implementation of this agreement, or any breach thereof, Top Tier Moving Group shall be entitled to recover all 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. If Top Tier Moving Group pursues the collection of any amounts under this agreement, Top Tier Moving Group may recover the full tariff rate on all goods, and services provided as well as all other remedies available to it at law.
14. All pick-up, load, and/or delivery dates, are only estimates. Top Tier Moving Group is not responsible for loss or damage incurred by unavoidable delays. Top Tier Moving Group 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.
15. 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 side's 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 timetables 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 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.
16. Upon booking, up to a 30% deposit fee is required to be paid by credit card or ACH draft, (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 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 charges is required before delivery, and prior to unloading.
17. 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 Top Tier Moving Group to pick up the customer's belongings, the customer agrees and consents to the terms and conditions in this agreement.
18. The customer hereby knowingly, voluntarily, and intentionally, waives the right to trial by jury in respect of any litigation, based on heron, or arising out of the origin connection with the goods and services obtained here-under. This also includes the move itself, or any course of conduct, course of dealing, statements, (verbal or written), or actions of Top Tier Moving Group, or the mover. The customer acknowledges that the waiver constitutes a material inducement to Top Tier Moving Group to enter into this agreement.

19. Top Tier Moving Group requires that the customer must first attempt to resolve all disputes in writing directly with Top Tier Moving Group. 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@toptiermovinggroup.com](mailto:info@toptiermovinggroup.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.
20. 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, Top Tier Moving Group's failure to service the job. This completed statement must be emailed to [info@toptiermovinggroup.com](mailto:info@toptiermovinggroup.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.
21. The customer understands that Top Tier Moving Group 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, about pick-up and delivery dates, (section 14). I agree that Top Tier Moving Group does not have the ability to obtain signed documentation verifying a service refusal. I agree that Top Tier Moving Group will not be required to provide proof of service in the case of a service denial or refusal of service. Top Tier Moving Group reserves the right to retain the deposit of the customer who verbally refuses or denies services without written documentation.
22. As the customer, in signing this agreement, I agree that Top Tier Moving Group has provided a dated copy of the estimate and charges, at the time of booking. Top Tier Moving Group 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 services and inventory. Top Tier Moving Group sales representative has verbally confirmed their role, as a moving broker and coordinator. I have also been informed and have accepted the terms of cancellation. In canceling this reservation, I will not be eligible for a refund of my deposit, outside of the 72 hour cancellation window.

Click on [Online Electronic Signature](#) to confirm your move online.

If you no longer wish to receive emails from Top Tier Moving Group, please click on [unsubscribe](#)