



# UNITED PRO

## VAN LINES

### Binding Moving Estimate

Reference No: **UP6546286**

**United Pro Van Lines**  
 6750 N Andrews Ave Suite 200  
 Ft. Lauderdale FL 33309  
 US DOT: 3577036 MC: 1206907

**Customer Rep:** Gabe Young  
**Phone:** (866)842-7373  
**Email:** [support@unitedprovanlines.com](mailto:support@unitedprovanlines.com)  
**Web:** [www.unitedprovanlines.com](http://www.unitedprovanlines.com)

### Moving From

**Mohammad Arif Ahmadzai / Razia Stanikzai**  
 2300 Lazy Hollow Dr  
 Apartment / Stairs, Floor: 2 , Apt. #: 435D  
 Houston, TX 77063  
 Phone: 12028027080  
[stanrazia@msn.com](mailto:stanrazia@msn.com)

### Moving To

**Mohammad Arif Ahmadzai / Razia Stanikzai**  
 1013 Vermont Ave  
 Apartment / Stairs, Floor: 2 , Apt. #: 3  
 Pittsburgh, PA 15234

### Relocation Details

**Job No:** **UP6546286**  
**Estimate Date:** 06/21/2023  
**Representative:** Gabe Young  
**Move Type:** Residential Long Distance, 1333 miles  
**Estimated Volume:** 286 cf. (2002 lbs)  
**Estimated Rate:** \$3.50 per cf  
**Move Day:** **Thursday/Friday**  
**Requested Move Date:** **06/29/2023-06/30/2023**  
**1<sup>st</sup> Available Delivery:** 07/03/2023  
**Created On:** 06/21/2023

### Relocation Estimate

**Basic Estimate Price** \$1001.00  
**Fuel Surcharge: 10.00 %** \$100.10  
**Origin and Destination** \$1050.00  
**Progressive, IRD, MO** - \$551.10  
**Basic Valuation Protection:**  
 \$0.60 per lbs. per article \$0.00  
**Total Moving Estimate** \$1600.00  
**Customer Payment** \$600.00

### Full Value Protection Amount of Liability: \$12,012.00 (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:	\$1600.00	\$1600.00	\$1600.00	\$1600.00	\$1600.00	\$1600.00
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)

### Understanding Your Estimate

This is an agreement between the customer listed above and United Pro Van Lines, based on the information provided by the customer. United Pro Van Lines, put this agreement together based on the list of items provided by the customer and services requested at the time this estimate was prepared. Your price may change based on the agreed-upon rate per pound and/or cubic feet if you add any additional items and or should your move require any additional services.

#### DELIVERY SPREAD (ESTIMATED)

0 - 500 MILES	1-7 BUSINESS DAYS
501 - 1,000 MILES	3-10 BUSINESS DAYS
1,001 - 1,500 MILES	5-14 BUSINESS DAYS
1,501 - 2,000 MILES	6-21 BUSINESS DAYS
2,001+ MILES	7-21 BUSINESS DAYS

#### 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 movement at the origin.
- Reassembly for all items disassembled by the movers on the day of pick-up at destination (excluding: cribs, toddler beds and children's bunk beds).
- Wrapping of all furniture with quilted moving blankets.
- Itemized inventory indicating condition at origin of items.
- 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 (these are only estimates and the actual cost is determined by your selection on the carrier's bill of lading according to carrier's tariff).

- No elevator charges.
- No charge for moving pads.
- No date change penalties for requests that are made 5 days prior to the first available pickup date.

**Additional fees and Accessorial Services (if applicable to the move):**

- If not included within the agreement, professional packing services are not included. However, it is at the discretion of the mover at the time of pickup to determine if items will require professional packing services. In these instances, additional charges will be applied. These items include but are not limited to the following: televisions, mirrors, glass tabletops, wall art, contents within dresser drawers, etc.
- Packing supplies, such as bubble wrap, shrink wrap, boxes, packing tape etc. are not included
- Items being transported that are non-stackable, are considered "Bulky items". A Bulky item charge will apply for those non-stackable items, as deemed by the mover at the time of pickup.
- If there is more than one flight of stairs (7 steps) at your origin and (or) destination which requires the movers to transport items beyond the first flight, there will be a charge of \$100 per additional flight(7 steps). There will be no charge for the first flight of stairs at either the origin or destination.
- Most movers within the United Pro Van Line's network perform the pickup and delivery using a tractor trailer (18 wheeler). Drivers must have the ability to park within 75 feet at both the origin and destination points to avoid long carry charges. Should the driver, depending on the size of the job, long carry charges will be an additional \$100 each additional 50 feet. If the tractor trailer cannot park within a reasonable distance, shuttle services may be required. Shuttle services begin at \$200.00 and/or \$.85 per cubic foot.
- It is the shippers responsibility to inform carrier of any specific instruction necessary to complete pickup, extra stop loading or unloading and delivery at destination. The total Overnight Waiting Charge is to be calculated using the carriers Special Services Price List which is hereby made a part of the tariff by this reference and the tariff a part of the Special Services Price List (available in Appendix B for a copy of the carriers Special Services Price List.).

**TERMS AND CONDITIONS:**

1. THE PROVISIONS OF THIS AGREEMENT, INCLUDING THE TERMS AND CONDITIONS CONTAINED HEREIN, REPRESENTS THE ENTIRE UNDERSTANDING AND AGREEMENT BETWEEN UNITED PRO VAN LINES LLC AND CUSTOMER WITH RESPECT TO THE SUBJECT MATTER HEREOF AND SUPERSEDES ALL OTHER NEGOTIATIONS, UNDERSTANDINGS AND REPRESENTATIONS (IF ANY) MADE BY AND BETWEEN SUCH PARTIES, INCLUDING ANY REPRESENTATIONS MADE BY ANY ESTIMATOR. IN THE EVENT OF ANY 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, BUT ONLY IN WRITING, SIGNED BY BOTH UNITED PRO VAN LINES AND CUSTOMER AND MAKING SPECIFIC REFERENCE TO THIS AGREEMENT.

2. CUSTOMER MAY NOT ASSIGN ITS RIGHTS OR OBLIGATIONS UNDER THIS AGREEMENT WITHOUT THE PRIOR WRITTEN CONSENT OF UNITED PRO VAN LINES.

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, HEIRS AND PERMITTED ASSIGNS, NOR IS ANYTHING IN THIS AGREEMENT INTENDED TO RELIEVE OR DISCHARGE THE OBLIGATION OR LIABILITY OF ANY THIRD PERSON TO ANY PARTY TO THIS AGREEMENT, NOR SHALL ANY PROVISION GIVE ANY THIRD PERSON ANY RIGHT OF SUBJUGATION OR ACTION OVER OR AGAINST ANY PARTY TO THIS AGREEMENT.

4. THE CUSTOMER HAS HIRED UNITED PRO 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, UNITED PRO VAN LINES IS NOT RESPONSIBLE FOR ANY ACTS OR OMISSIONS OF THE CARRIER OR ITS EMPLOYEES OR AGENTS. THE CUSTOMER MUST PURSUE THE CARRIER 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 PICKUP OR DELIVERY, ACTIONS OF ESTIMATORS, DRIVERS, PACKERS OR MOVERS, OR OTHER TYPES OF CLAIMS. UNITED PRO VAN LINES WILL ACT ON BEHALF OF THE CUSTOMER IN RESOLVING ANY CLAIMS OR DELAY ISSUES WITH THE CARRIER. THE CARRIER 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 (60 CENTS) PER POUND MULTIPLIED BY THE ACTUAL WEIGHT (IN POUNDS) OF THE LOST OR DAMAGED ARTICLE; OR (C) THE LUMP SUM DECLARED VALUE.

5. AS A PROPERLY LICENSED INTERSTATE MOVING COORDINATOR/SHIPPER AGENT/BROKER, UNITED PRO VAN LINES IS NOT A MOTOR CARRIER AND WILL NOT TRANSPORT AN INDIVIDUAL CUSTOMER/SHIPPER HOUSEHOLD GOODS BUT WILL COORDINATE AND ARRANGE FOR THE TRANSPORTATION OF HOUSEHOLD GOODS BY ANY FMCSA AUTHORIZED MOTOR CARRIER, WHOSE CHARGES WILL BE DETERMINED BY ITS PUBLISHED TARIFF. ALL ESTIMATED CHARGES AND FINAL ACTUAL CHARGES WILL BE BASED UPON THE CARRIER TARIFF WHICH IS AVAILABLE FOR INSPECTION FROM THE CARRIER UPON REASONABLE REQUEST.

6. 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 IN FULL OF ALL CHARGES IS DUE BEFORE UNLOADING OF THE GOODS IN ACCORDANCE WITH THE CARRIER LAWFUL LIEN ON THE PROPERTY.

7. AS THE CUSTOMER, I AGREE TO PAY THE TOTAL CHARGES FOR THE MOVING COORDINATOR SERVICES TO BE PROVIDED BY UNITED PRO VAN LINES. I UNDERSTAND AND AGREE THAT MY DEPOSIT/FEE REPRESENTS ONLY A PORTION OF MY TOTAL ESTIMATED SERVICE CHARGES, FOR SCHEDULING AND ROUTING PURPOSES. MY DEPOSIT/FEE IS NON-REFUNDABLE AFTER PLACING THE RESERVATION FOR SCHEDULING PURPOSES UNLESS CANCELLED WITHIN THE PARAMETERS OF THE CANCELLATION POLICY I AGREED TO. ALL REQUESTS TO CHANGE MY PICKUP DATE, OR PLACE THE MOVE ON HOLD, MUST BE MADE AT LEAST 5 BUSINESS DAYS (SATURDAY, SUNDAYS AND

HOLIDAYS EXCEPTED) PRIOR TO THE FIRST PACK OR LOAD DATE (WHICHEVER APPLIES) LISTED ABOVE. IF OUTSIDE MY CANCELLATION WINDOW I AM ENTITLED TO RECEIVE A CREDIT OF MY DEPOSIT FOR A FUTURE INTERSTATE MOVE WHICH I MUST USE WITHIN A 12 MONTH PERIOD FROM THE DATE OF MY ORIGINAL RESERVATION. ALL DEPOSITS WILL SHOW ON YOUR BILLING CYCLE UNDER UNITED PRO VAN LINES. BY SIGNING THIS CONTRACT, I ACKNOWLEDGE THAT I WILL NOT FOR ANY REASON DO A CHARGE BACK TO ANY CREDIT CARD PAYMENTS.

8. SHOULD YOU ELECT TO CANCEL YOUR MOVE WITH UNITED PRO VAN LINES, YOU MUST CALL OUR CANCELLATION LINE **(866-842-7373)** BETWEEN 9AM AND 6PM EST MONDAY THROUGH FRIDAY, SATURDAY AND SUNDAY 10AM AND 4PM EST WITHIN 24 HOURS OF ELECTRONICALLY SIGNING THE ORIGINAL UNITED PRO VAN LINES AGREEMENT. THIS 24-HOUR GRACE PERIOD DOES NOT RESTART WHEN CONTRACTS ARE AMENDED AND RE-SIGNED. CANCELLATION REQUESTS RECEIVED WITHIN 24 HOURS OF SIGNING THE ORIGINAL AGREEMENT WITH UNITED PRO VAN LINES WILL RECEIVE A FULL REFUND. CANCELLATION REQUESTS RECEIVED AFTER THE 24-HOUR GRACE PERIOD ARE NON-REFUNDABLE, HOWEVER; THE DEPOSIT MAY BE APPLIED TO A FUTURE MOVE WITH UNITED PRO VAN LINES WITHIN 12 MONTHS (1 YEAR) FROM THE DATE OF THE ORIGINAL SIGNED AGREEMENT. NO MATTER HOW MUCH TIME HAS PASSED SINCE ORIGINALLY SIGNING THE UNITED PRO VAN LINES AGREEMENT, SHOULD YOU ELECT TO CANCEL WITHIN (5) DAYS OF YOUR FIRST AVAILABLE PICKUP DATE, YOUR DEPOSIT IS NON-REFUNDABLE. PICK-UP DATE CHANGES, OR REQUESTS TO PLACE A MOVE ON HOLD, MUST BE SUBMITTED AT LEAST 5+ 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.

9. CUSTOMER HAS ELECTED A "BINDING TO NOT EXCEED" PRICE, THE TOTAL COST WILL NOT EXCEED THE ESTIMATED AMOUNT; PROVIDED, HOWEVER THAT CUSTOMER'S ITEMS ARE OF STANDARD DIMENSIONS AND UNITED PRO VAN LINES IS PROVIDED WITH AN ACCURATE DESCRIPTION OF THE SERVICES TO BE PERFORMED. CUSTOMER HAS REQUESTED TO HAVE AN ESTIMATE PROVIDED FOR HIS/HER HOUSEHOLD GOODS RELOCATION, IN ACCORDANCE WITH 49 CFR 371.113(C)(1), CUSTOMER AGREES TO WAIVE A PHYSICAL SURVEY OF THE HOUSEHOLD GOODS, AND ALTERNATIVELY AGREES TO RECEIVE A BINDING TO NOT EXCEED ESTIMATE BASED UPON THE SHIPPER PROVIDED ITEM LIST OF PROPERTY TO BE TRANSPORTED. IF ANY ADDITIONAL PIECES, PACKING SERVICES, WEIGHT, CUBIC FEET OR LABOR SERVICES ARE ADDED AT THE ORIGIN OR DESTINATION TO THOSE QUOTED, THE CUSTOMER SHALL BE CHARGED FOR THESE SERVICES AT THE GOVERNING TARIFF RATES. CUSTOMER UNDERSTANDS THAT UNITED PRO VAN LINES HAS A 286 CUBIC FOOT MINIMUM ON ALL SHIPMENTS. ANY SHIPMENT BELOW 286 CUBIC FOOT. WILL BE CHARGED AT THE 286 CUBIC FOOT RATE. THE PRICE INCLUDES ALL FUEL SURCHARGES, TOLLS, LOAD AND UNLOAD, BASIC DISASSEMBLY AND REASSEMBLY OF STANDARD FURNITURE ITEMS, UP TO 75 FEET OF LONG CARRY AT ORIGIN AND DESTINATION AND 1 FLIGHT (7 STEPS) OF STAIRS. ELABORATE FURNITURE ITEMS THAT NEED TO BE DISASSEMBLED AND/OR REASSEMBLED MAY REQUIRE 3RD PARTY SERVICING OR ADDITIONAL LABOR AND SHOULD BE DISCLOSED TO YOUR ESTIMATOR AND INCLUDED IN YOUR ESTIMATE. DISCONNECTING AND/OR RECONNECTING OF APPLIANCES IS NOT INCLUDED IN THE PRICE. REASSEMBLY IS SUBJECT TO THE AVAILABILITY OF TOOLS AND/OR ALL PARTIES BEING AVAILABLE. THE PACKING OF BOXES IS ONLY INCLUDED IN THE PRICE IF IT IS ITEMIZED IN THE PACKING SECTION OF YOUR ESTIMATE; ALL MATERIALS/LABOR FOR UNDISCLOSED ITEMS WILL BE EXTRA. ALL FURNITURE (i.e. DRESSERS, NIGHTSTANDS, ARMOIRES ETC) MUST BE EMPTIED AND CAN NOT BE UTILIZED FOR PACKING PURPOSES.

10. ALL OF THE TERMS AND PROVISIONS OF THIS AGREEMENT, WHETHER SO EXPRESSED OR NOT, SHALL BE BINDING UPON, INURE TO THE BENEFIT OF, AND BE ENFORCEABLE BY THE PARTIES AND

THEIR RESPECTIVE ADMINISTRATORS, EXECUTORS, LEGAL REPRESENTATIVES, HEIRS, SUCCESSORS AND PERMITTED ASSIGNS.

11. CUSTOMER SHALL INDEMNIFY AND HOLD HARMLESS UNITED PRO VAN LINES, AND ITS SHAREHOLDERS, DIRECTORS, OFFICERS, EMPLOYEES, AGENTS AND ITS AFFILIATES FROM AND AGAINST ANY AND ALL ACTIONS, CLAIMS, SUITS, LIABILITIES, PROCEEDINGS, PENALTIES, FINES, COSTS, AND EXPENSES (INCLUDING ALL REASONABLE ATTORNEY FEES) RELATING DIRECTLY OR INDIRECTLY FROM ANY BREACH OF THIS AGREEMENT BY CUSTOMER.

12. IT IS AGREED BY THE PARTIES AS MANDATORY 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 IN THE COURTS OR RECORD OF THE STATE OF FLORIDA IN BROWARD COUNTY OR THE COURT OF THE UNITED STATES, SOUTHERN DISTRICT OF FLORIDA IN PALM BEACH FLORIDA. 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 U.S. MAIL.

13. IN THE EVENT OF ANY CONTROVERSY ARISING UNDER OR RELATING TO THE INTERPRETATION OR IMPLEMENTATION OF THIS AGREEMENT OR ANY BREACH THEREOF, UNITED PRO VAN LINES SHALL BE ENTITLED TO RECOVER ALL OF ITS COURT COSTS, COLLECTION FEES, EXPENSES AND REASONABLE ATTORNEY FEES (INCLUDING, WITHOUT LIMITATION, ALL PRE-TRIAL, TRIAL AND APPELLATE PROCEEDINGS), IN ADDITION TO ANY OTHER RELIED TO WHICH IT MAY BE ENTITLED. IN THE EVENT THAT UNITED PRO VAN LINES PURSUES THE COLLECTION OF ANY AMOUNTS DUE TO IT UNDER THIS AGREEMENT, UNITED PRO VAN LINES 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.

14. ALL PICKUP, LOAD AND/OR DELIVERY DATES ARE ONLY ESTIMATES.

UNITED PRO VAN LINES WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGES INCURRED BY UNAVOIDABLE DELAY. UNITED PRO VAN LINES 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. {STANDARD SERVICE (S.S.): ESTIMATED DELIVERY IS UP TO 21 BUSINESS DAYS FROM THE INDICATED AS FIRST AVAILABLE FOR DELIVERY (NOT FROM THE PICK UP DATE). CARRIER GUARANTEES DELIVERY TO TAKE PLACE WITHIN 30 BUSINESS DAY OF THE DATE FIRST AVAILABLE FOR DELIVERY. THE DELIVERY TIME FRAME MAY CHANGE BASED ON THE TIME OF YEAR, WEATHER CONDITION, ROAD CONDITIONS, OTHER ACTS OF GOD, DELIVERY SCHEDULE, GEOGRAPHIC LOCATION OF THE MOVE AND OTHER UNKNOWN FACTORS. THE MOVING COMPANY (CARIER) WILL DO ITS BEST TO MEET ANY REQUESTS FOR PICK UP AND DELIVERY DATES. BUSINESS DAYS DO NOT INCLUDE HOLIDAYS OR WEEKENDS. THE MOVING COMPANY (CARRIER) AND OR UNITED PRO VAN LINES (BROKER) SHALL NOT BE HELD LIABLE FOR DELAY CAUSED BY HIGHWAY OBSTRUCTION OR FAULTY OR IMPASSABLE HIGHWAYS, OR LACK OF CAPACITY OF ANY HIGHWAY,BRIDGE OR FERRY, CAUSED BY BREAKDOWN OR MECHANICAL DEFECT OF VEHICLES/EQUIPMENT.

15. MOTOR CARRIER NEUTRAL ARBITRATION PROGRAM: THE MOTOR CARRIER 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 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 CASES AND ALLOWS 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 DISCRETION, THROUGH TELEPHONIC APPEARANCE. AFTER THE INITIAL FILING FEES HAVE BEEN PAID AND THE ARBITRATOR SELECTED, THE INITIATING PARTY OR (CLAIMANT) MUST SUBMIT A WRITTEN BRIEF SUMMARIZING THEIR LEGAL POSITION AND FACTUAL 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 AND SUPPORTING DOCUMENTATION. FURTHER DEADLINES AND TIMETABLES ARE SUBJECT TO THE ARBITRATORS 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. APPLICABLE COSTS EACH PARTY IS RESPONSIBLE FOR THEIR OWN COST ASSOCIATED WITH ARBITRATION. A BENEFIT TO THE ARBITRATION ALTERNATIVE 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 BUT NOT LIMITED TO ATTORNEY FEES.

16. UPON BOOKING, A 40% OR MORE DEPOSIT FEE IS REQUIRED TO BE PAID BY ELECTRONIC CHECK, RCC, ACH, ZELLE, CASH APP, OR BANK WIRE AND/ OR DIRECT DEPOSIT INTO COMPANY ACCOUNT. UPON PICKUP CARRIER MAY COLLECT UP TO 70% OF THE REMAINING BALANCE, PAYMENT WILL BE DUE IN THE FORM OF CASH, CASHIER'S CHECK, OR POSTAL MONEY ORDER. THE REMAINING BALANCE MUST BE PAID IN FULL UPON DELIVERY BY CASH OR POSTAL MONEY ORDER. THE CARRIER RESERVES THE RIGHT TO COLLECT UP TO 70% OF BALANCE DUE PRIOR TO THE GOODS LEAVING THE ORIGIN STATE. SUBJECT TO FEDERAL LAW, PAYMENT IN FULL OF ALL CHARGES IS REQUIRED PRIOR TO UNLOADING.

17. THE CUSTOMER UNDERSTANDS AND AGREES THAT SHOULD THE CUSTOMER FAIL TO EXECUTE OR RETURN THIS AGREEMENT, BY ALLOWING A CARRIER DESIGNATED BY UNITED PRO VAN LINES TO PICK UP THE CUSTOMER'S BELONGINGS, THE CUSTOMER EXPRESSLY AGREES AND CONSENTS TO THE TERMS CONTAINED IN THIS AGREEMENT.

18. THE CUSTOMER HEREBY KNOWINGLY, VOLUNTARILY AND INTENTIONALLY WAIVES THE RIGHT TO A TRIAL BY JURY IN RESPECT OF ANY LITIGATION BASED HEREON, OR ARISING OUT OF, UNDER OR IN CONNECTION WITH THE GOODS AND SERVICES OBTAINED HERE UNDER, THE MOVE, OR ANY COURSE OF CONDUCT, COURSE OF DEALING, STATEMENTS (VERBAL OR WRITTEN) OR ACTIONS OF UNITED PRO VAN LINES OR THE MOVER. CUSTOMER ACKNOWLEDGES THAT THIS WAIVER CONSTITUTES A MATERIAL INDUCEMENT TO UNITED PRO VAN LINES TO ENTER INTO THIS AGREEMENT.

19. UNITED PRO VAN LINES, REQUIRES THAT THE CUSTOMER MUST FIRST ATTEMPT, TO RESOLVE ALL

DISPUTES IN WRITING, DIRECTLY WITH UNITED PRO VAN LINES, PRIOR TO INITIALIZING A DISPUTE/REVERSAL WITH THEIR ISSUING CREDIT CARD PROVIDER. THE CUSTOMER MUST PROVIDE WRITTEN DESCRIPTION EVIDENCING ANY AND ALL BREACHES OF THE CONTRACT BY E-MAIL TO UNITED PRO VAN LINES, AT SUPPORT@UNITEDPROVANLINES.COM. THE CUSTOMER AGREES THAT FAILURE TO PROVIDE WRITTEN DOCUMENTATION CLAIMING THAT THE TERMS AND CONDITIONS WERE NOT ADHERED TO BY UNITED PRO VAN LINES, FORFEITS THE RIGHT TO DISPUTE THIS CLAIM WITH THEIR ISSUING CARD PROVIDER.

20. AS THE CUSTOMER, I AGREE THAT ANY REFUSAL OR DENIAL OF SERVICE, EITHER VERBALLY IN PERSON OR OVER THE PHONE, WILL BE TREATED AS A LATE CANCELLATION MADE OUTSIDE OF THE CANCELLATION WINDOW. I UNDERSTAND THAT NO REFUND WILL BE ISSUED IF I REFUSE OR DENY SERVICE DURING THE PICKUP WINDOW. IF I CLAIM THAT SERVICE WAS NOT RENDERED, I MUST PROVIDE NOTICE OF ANY SERVICE FAILURE MADE BY UNITED PRO VAN LINES, IN WRITING TO SUPPORT@UNITEDPROVANLINES.COM

21. UNITED PRO VAN LINES, WILL NOT BE REQUIRED AT ANY TIME TO PROVIDE PROOF OF SERVICE DENIAL. THIS WILL BE THE CUSTOMER'S RESPONSIBILITY. AS THE CUSTOMER, I AGREE TO THE APPLICABLE TERMS AND CONDITIONS RELATING TO PICK UP AND DELIVERY DATES DETAILED IN SECTION 14. I AGREE THAT UNITED PRO VAN LINES, DOES NOT HAVE THE ABILITY TO OBTAIN SIGNED DOCUMENTATION VERIFYING A SERVICE REFUSAL. AS THE CUSTOMER, I AGREE THAT UNITED PRO VAN LINES, WILL NOT BE REQUIRED TO PROVIDE PROOF OF SERVICE IN THE CASE OF A SERVICE DENIAL OR REFUSAL OF SERVICE. UNITED PRO VAN LINES, RESERVES THE RIGHT TO RETAIN THE DEPOSIT OF THE CUSTOMER WHO VERBALLY REFUSES OR DENIES SERVICE WITHOUT WRITTEN DOCUMENTATION.

22. AS THE CUSTOMER I AGREE TO ADDRESS MY CONCERNS PROFESSIONALLY WITH MY MOVING COORDINATOR, UNITED PRO VAN LINES, DIRECTLY. I AGREE THAT I WILL NOT EXPRESS MY CONCERNS OR EXPERIENCES WITH UNITED PRO VAN LINES, IN A MANNER THAT MAY DAMAGE THE COMPANY UPSTANDING NAME AND REPUTATION IN A PUBLIC FORUM. ANY DEFAMATION, VILIFICATION, OR TRADUCEMENT MADE WILL RESULT IN AN IMMEDIATE FORFEITURE OF MY DEPOSIT AND MY IMMEDIATE DENOUNCEMENT OF ANY CLAIMS MADE AGAINST UNITED PRO VAN LINES, I UNDERSTAND THAT I MAY EXPRESS MY OPINION AND EXPERIENCES PUBLICLY ONLY AFTER I HAVE GIVEN UNITED PRO VAN LINES, SUFFICIENT TIME TO ADDRESS MY CONCERNS, AND THE TERMS AND CONDITIONS OF THE CONTRACT ARE NOT UPHELD. ANY FALSE CLAIMS OR MISCONSTRUED FACTS I OFFER TO THE PUBLIC WHILE REQUESTING REFUND OR CLAIMS WILL FORFEIT THOSE CLAIMS IF I PUBLICLY ADDRESS THESE ISSUES WHILE CLAIMS OR REFUNDS ARE STILL BEING CONTESTED OR REVIEWED.

23. IN SIGNING THIS AGREEMENT, I THE CUSTOMER, AGREE THAT;UNITED PRO VAN LINES, HAS PROVIDED A DATED COPY OF THE ESTIMATE AND CHARGES AT THE TIME I SIGNED THE AGREEMENT. UNITED PRO VAN LINES, HAS PROVIDED ME WITH NOTIFICATION OF THE METHODS OF PAYMENT REQUIRED TO PAY THE MOTOR CARRIER FOR BALANCES DUE. ALL COSTS AND CHARGES ARE CLEARLY INDICATED ON THIS ESTIMATE, AND THE CHARGES REPRESENTED ON THIS ESTIMATE ARE ONLY FOR THE SERVICES AND INVENTORY SPECIFICALLY INDICATED ON THIS ESTIMATE. UNITED PRO VAN LINES, SALES REPRESENTATIVE VERBALLY CONFIRMED IF ASKED THEIR ROLE AS A MOVING BROKER/COORDINATOR TO ME OVER THE PHONE PRIOR TO PLACING THIS RESERVATION. IN TURNING DOWN OR DENYING SERVICE I WILL NOT BE ENTITLED TO A REFUND OF MY DEPOSIT UNLESS MANAGEMENT APPROVES OTHERWISE.



Articles List 10 Items, 27 Pieces

Qty	Items	Qty	Items	Qty	Items
1	BED, SINGLE (WITH MATTRESS)	3	FLOOR COVER	1	RUG, LARGE 8X10
1	BED, TWIN (WITH MATTRESS)	3	MATTRESS, SMALL/HALF-SIZE	1	SOFA, SECTIONAL-2 PIECE
4	BOX, CHINA/DISH PBO 18X18X28 (5.25 CU FT)	4	RUG, AREA (SM.)	1	T.V. STAND (SMALL)
8	BOX, MEDIUM PBO 18X18X18 (3.0 CU. FT)				

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