

Dear David Ransil,

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

I hereby confirm my signature on the following document:

 I Accept

Signature Name: David Ransil

Signature Email: davidransil@gmail.com

Signature Date: 04/05/2021 07:58:16 PM

Signature IP Address: 104.182.229.220

Thank you for choosing National American Van Lines.

[Printer Friendly](#)



## Moving Estimate

**Job No: C3013663**

**National American Van Lines**  
 351 S Cypress Rd, Suite 200  
 Pompano Beach, FL 33060  
 US DOT: 3506625 MC: 1159299

**Customer Rep:** Michael Towers  
**Phone:** 855-206-1693  
**Direct:** 954-518-3256  
**Email:** [michael@nationalamericanvanlines.us](mailto:michael@nationalamericanvanlines.us)  
**Web:** [nationalamericanvanlines.us](http://nationalamericanvanlines.us)

### Moving From

**David Ransil**  
 15100 Del Gado Dr  
 Sherman Oaks, CA 91403  
 Phone: 8182683662  
[davidransil@gmail.com](mailto:davidransil@gmail.com)

### Moving To

**David**  
 31 Sheep Meadow Place  
 Spring, TX 77381

### Relocation Details

**Job No:** **C3013663**  
**Estimate Date:** 04/05/2021  
**Representative:** Michael Towers  
**Move Type:** Residential Long Distance, 1588 miles  
**Estimated Volume:** 1653 cf. (11571 lbs)  
**Estimated Rate:** \$3.25 per cf  
**Move Day:** **Thursday/Friday**  
**Move Date:** **04/08/2021-04/09/2021**  
**1<sup>st</sup> Available Delivery:** 04/14/2021  
**Reference By:** Raw Direct  
**Created on:** 03/05/2021

### Relocation Estimate

**Total Tariff** \$14825.00  
**Tariff Discount: 63.76%** **-\$9452.75**  
**Basic Estimate Price** \$5372.25  
**Fuel Surcharge: 7.00 %** \$376.06  
**Binding Estimate Fee** \$5850.00  
**Veteran Discount, AAA, FTC** **-\$1900.00**  
**Basic Valuation Protection:**  
 \$0.60 per lbs. per article \$0.00  
**Total Moving Estimate** \$9698.31  
**Customer Payment** **\$4387.00**

### Full Value Protection Amount of Liability: \$69,426.00 (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:	\$9698.31	\$9698.31	\$9698.31	\$9698.31	\$9698.31	\$9698.31
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

10% Cancellation Fee Waived Cancellation Window Extended 2 weeks after signing.


This is an agreement between the customer listed above and National American Van Lines, based on the information provided by the customer. National American 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.

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 packing tape and moving pads.
- No date change penalties for requests that are made 5 days prior to the first available pickup date.

### 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

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, etc. are not included.
- Storage: any additional storage required after the free 30 days will be charged at \$0.40-\$0.50 per cubic foot (\$129 minimum) on carrier's tariff
- 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 (12 steps) at your origin and (or) destination which requires the movers to transport items beyond the first flight, there will be a charge of \$75 per additional flight. There will be no charge for the first flight of stairs at either the origin or destination.
- Most movers within the National American Van Lines 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. Depending on the size of the job, long carry charges start at \$150.00. If the tractor trailer cannot park within a reasonable distance, shuttle services may be required. Shuttle services begin at \$300.00.

**TERMS AND CONDITIONS:**

1. THE PROVISIONS OF THIS AGREEMENT, INCLUDING THE TERMS AND CONDITIONS CONTAINED HEREIN, REPRESENTS THE ENTIRE UNDERSTANDING AND AGREEMENT BETWEEN NATIONAL AMERICAN VAN LINES LLC, (HERE AFTER NATIONAL AMERICAN VAN LINES) 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 NATIONAL

AMERICAN 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 NATIONAL AMERICAN 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 NATIONAL AMERICAN 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, NATIONAL AMERICAN 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. NATIONAL AMERICAN 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, NATIONAL AMERICAN 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 NATIONAL AMERICAN 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 CANCELATION 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 PACK OR LOAD DATE (WHICHEVER APPLIES) LISTED ABOVE. IF OUTSIDE MY CANCELATION 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 NATIONAL AMERICAN VAN LINES. BY SIGNING THIS CONTRACT, I ACKNOWLEDGE THAT I WILL NOT FOR ANY REASON DO A CHARGE BACK TO ANY PAYMENTS.

8. SHOULD YOU ELECT TO CANCEL YOUR MOVE WITH NATIONAL AMERICAN VAN LINES, YOU MUST CALL OUR CUSTOMER RETENTION DEPARTMENT **(855-206-1693)** BETWEEN 10AM AND 6PM WITHIN 72 HOURS OF ELECTRONICALLY SIGNING THE ORIGINAL NATIONAL AMERICAN VAN LINES AGREEMENT. THIS 72 HOUR GRACE PERIOD DOES NOT RESTART WHEN CONTRACTS ARE AMENDED AND RE-SIGNED. CANCELLATION REQUESTS RECEIVED WITHIN 72 HOURS OF SIGNING THE ORIGINAL AGREEMENT WITH NATIONAL AMERICAN VAN LINES WILL RECEIVE A FULL REFUND, MINUS 10% FOR ADMINISTRATIVE FEES. **CANCELLATION REQUESTS RECEIVED AFTER THE 72 HOUR GRACE PERIOD ARE NON-REFUNDABLE**, HOWEVER; THE DEPOSIT MAY BE APPLIED TO A FUTURE MOVE WITH NATIONAL AMERICAN 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 NATIONAL AMERICAN VAN LINES AGREEMENT, **SHOULD YOU ELECT TO CANCEL WITHIN (5) DAYS OF YOUR FIRST AVAILABLE PICKUP DATE, YOUR DEPOSIT IS NON-REFUNDABLE.**

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 NATIONAL AMERICAN 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 FOOT 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 NATIONAL AMERICAN VAN LINES HAS A 2000 LBS MINIMUM ON ALL SHIPMENTS. ANY SHIPMENT BELOW 2000 LBS. WILL BE CHARGED AT THE 2000 LBS 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 (12 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 AND UNPACKING OF BOXES IS ONLY INCLUDED IN THE PRICE IF IT IS ITEMIZED IN THE PACKING AND UNPACKING SECTION OF YOUR ESTIMATE; ALL MATERIALS/LABOR FOR UNDISCLOSED ITEMS WILL BE EXTRA. ALL FURNITURE (ie: 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 NATIONAL AMERICAN 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 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, NATIONAL AMERICAN 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 NATIONAL AMERICAN VAN LINES PURSUES THE COLLECTION OF ANY AMOUNTS DUE TO IT UNDER THIS AGREEMENT, NATIONAL AMERICAN 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. NATIONAL AMERICAN VAN LINES WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGES INCURRED BY UNAVOIDABLE DELAY. NATIONAL AMERICAN 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.

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 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. 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 30% OR MORE DEPOSIT FEE IS REQUIRED TO BE PAID BY ELECTRONIC CHECK, ACH, INTO THE COMPANY ACCOUNT. UPON PICKUP CARRIER MAY COLLECT UP TO 70%. PAYMENT WILL BE DUE IN THE FORM OF CASH, POSTAL MONEY ORDR, OR CASHIER'S CHECK. THE REMAINING BALANCE MUST BE PAID IN FULL UPON DELIVERY BY CASH OR POSTAL MONEY ORDER ONLY. 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 NATIONAL AMERICAN VAN LINES TO PICK UP THE CUSTOMER'S BELONGINGS, THE CUSTOMER EXPRESSLY AGREES AND CONSENTS TO THE TERMS CONTAINED IN THIS AGREEMENT.

18. 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 NATIONAL AMERICAN VAN LINES OR THE MOVER. CUSTOMER ACKNOWLEDGES THAT THIS WAIVER CONSTITUTES A MATERIAL INDUCEMENT TO NATIONAL AMERICAN VAN LINES TO ENTER INTO THIS AGREEMENT.

19. NATIONAL AMERICAN VAN LINES REQUIRES THAT THE CUSTOMER MUST FIRST ATTEMPT, TO RESOLVE ALL DISPUTES IN WRITING, DIRECTLY WITH NATIONAL AMERICAN VAN LINES PRIOR TO INITIALIZING A DISPUTE/REVERSAL WITH THEIR ISSUING FINANCIAL INSITUTION. THE CUSTOMER MUST PROVIDE WRITTEN DESCRIPTION EVIDENCING ANY AND ALL BREACHES OF THE CONTRACT BY E-MAIL TO NATIONAL AMERICAN VAN LINES, AT [SUPPORT@NATIONALAMERICANVANLINES.US](mailto:SUPPORT@NATIONALAMERICANVANLINES.US). THE CUSTOMER AGREES THAT FAILURE TO PROVIDE WRITTEN DOCUMENTATION CLAIMING THAT THE TERMS AND CONDITIONS WERE NOT ADHERED TO BY NATIONAL AMERICAN VAN LINES, FORFEITS THE RIGHT TO DISPUTE THIS CLAIM WITH THEIR ISSUING FINANCIAL INSITUTION.

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 ON THE DAY OF PICK UP. IF I CLAIM THAT SERVICE WAS NOT RENDERED, I MUST PROVIDE NOTICE OF ANY SERVICE FAILURE MADE BY NATIONAL AMERICAN VAN LINES, IN WRITING TO [SUPPORT@NATIONALAMERICANVANLINES.US](mailto:SUPPORT@NATIONALAMERICANVANLINES.US)

21. NATIONAL AMERICAN VAN LINES WILL NOT BE REQUIRED AT ANY TIME TO PROVIDE PROOF OF SERVICE DENIAL. THIS WILL BE THE CUSTOMER 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 NATIONAL AMERICAN VAN LINES, DOES NOT HAVE THE ABILITY TO OBTAIN SIGNED DOCUMENTATION VERIFYING A SERVICE REFUSAL. AS THE CUSTOMER, I AGREE THAT NATIONAL AMERICAN VAN LINES WILL NOT BE REQUIRED TO PROVIDE PROOF OF SERVICE IN THE CASE OF A SERVICE DENIAL OR REFUSAL OF SERVICE. NATIONAL AMERICAN 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, NATIONAL AMERICAN VAN LINES, DIRECTLY. I AGREE THAT I WILL NOT EXPRESS MY CONCERNS OR EXPERIENCES WITH NATIONAL AMERICAN 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 NATIONAL AMERICAN VAN LINES, I UNDERSTAND THAT I MAY EXPRESS MY OPINION AND EXPERIENCES PUBLICLY ONLY AFTER I HAVE GIVEN NATIONAL AMERICAN 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; NATIONAL AMERICAN VAN LINES, HAS PROVIDED A DATED COPY OF THE ESTIMATE AND CHARGES AT THE TIME I SIGNED THE AGREEMENT. NATIONAL AMERICAN 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 ESTIMATED ARE ONLY FOR THE SERVICES AND INVENTORY SPECIFICALLY INDICATED ON THIS ESTIMATE. NATIONAL AMERICAN 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 CANCELING THIS RESERVATION, I WILL NOT BE ENTITLED TO A REFUND OF MY DEPOSIT UNLESS MANAGEMENT APPROVES OTHERWISE. IN TURNING DOWN OR DENYING SERVICE I WILL NOT BE ENTITLED TO A REFUND OF MY DEPOSIT UNLESS MANAGEMENT APPROVES OTHERWISE.

CANCELATION OF SERVICES: AS A CUSTOMER, I AGREE TO PAY THE TOTAL CHARGES FOR MOVING COORDINATOR SERVICES TO BE PROVIDED BY NATIONAL AMERICAN VAN LINES, I UNDERSTAND THAT MY DEPOSIT/FEE REPRESENTS ONLY A PORTION OF MY TOTAL ESTIMATED SERVICE CHARGES. DUE TO SCHEDULING AND ROUTING REASONS MY GRACE PERIOD FOR A REFUND IS ONLY 72 HOURS. **I UNDERSTAND THAT IF I CANCEL MY MOVE AFTER THE 72 HOURS, I AM ONLY ENTITLED TO RECEIVE A CREDIT OF MY DEPOSIT FOR A FUTURE INTERSTATE MOVING SERVICE WITHIN A 12 MONTH PERIOD FROM THE DATE OF CANCELLATION.** IF PICK UP IS REFUSED BY CUSTOMER FOR ANY REASON, THE DEPOSIT IS THEN FORFEITED. ALL DEPOSITS WILL SHOW ON BANK STATEMENTS AS NATIONAL AMERICAN VAN LINES.

Sincerely,

Customer Service  
NATIONAL AMERICAN VAN LINES,  
(855) 206-1693  
(954) 433-6519

[support@nationalamericanvanlines.us](mailto:support@nationalamericanvanlines.us)

<https://mybestmovers.com>

US DOT: 3506625 MC: 1159299

### Articles List 57 Items, 170 Pieces

Qty	Items	Qty	Items	Qty	Items
1	AIR COMPRESSOR SM	2	DINING TABLE	3	PEDESTAL
1	BOOK SHELF	1	DOLLY	1	PIANO BENCH
1	BOOK SHELF, SMALL	1	DOLLY SMALL	1	PICTURE LARGE
5	BOX, BOOK/SMALL (1.5 CU. FT.)	1	DRESSER, DOUBLE	4	PICTURES, MEDIUM
26	BOX, LINEN/MEDIUM (3.0 CU. FT)	1	FILE CABINET, SM.	3	PICTURES, SMALL
50	BOX, MED/LG PBO 18X18X24	1	GLASS DESK TOP	3	PLASTIC BIN XL
10	BOX, SMALL PBO 12X12X18	1	HAMPER	5	PLASTIC BIN, LG.
1	CABINET, SMALL	1	KEYBOARD (ORGAN)	1	PLASTIC BIN, MED.
1	CAL KING BED - HEAD/FOOT/BOX/FRA	1	KEYBOARD STAND	1	ROCKING CHAIR
3	CALI KING MATTRESS TOP	2	LADDER TO 7	1	SETTEE
1	CARPENTER LEVELS	3	LAMP, TABLE (PBO)	1	SOFA TABLE
1	CARPET 8X10	1	LEAF BLOWER	2	SPEAKER, LG.
1	CHAIR, CLUB	1	LOUNGE CHAIR	1	STOOL, SM.
2	CHAIR, FOLDING	1	MICROWAVE, STANDARD	1	T.V. BOX 55"
1	CHAIR, OFFICE,(LG.)	2	NIGHT STAND	1	TABLE SAW
1	CHEST, MEDIUM	1	OTTOMAN, SM.	2	TOOL CHEST
2	COFFEE TABLE	2	PATIO CHAIR	1	UTILITY RACK
1	DESK, RETURN (L-SHAPE)	1	PATIO LOVESEAT	1	WALL UNIT 6 PC
2	DINING LEAF	1	PATIO UMBRELLA PBO	1	WORK BENCH, REG.

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