



**From:** Priceline Van Lines [megan@pricelinevanlines.com](mailto:megan@pricelinevanlines.com)   
**Subject:** CANCELLATION CONFIRMATION:  
**Date:** December 9, 2022 at 20:08  
**To:** Steven Lau 

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Friday, 12/09/2022

Dear Steven Lau,

Priceline Van Lines would like to thank you for your business. This email provides confirmation of your cancellation today. Per your request your move is canceled and your deposit collected will be refunded per the terms of the agreement. If for any reason you change your mind please let us know right away so we can reinstate your shipment.

Sincerely,

Megan Lee  
Retention  
Priceline Van Lines  
866-693-5365  
[megan@pricelinevanlines.com](mailto:megan@pricelinevanlines.com)  
<https://PricelineVanLines.com>  
US DOT: 3921913 MC: 1450903

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**CERTIFICATE OF INSURANCE:** Some buildings require a certificate of insurance from the mover. Please check with your building management at both current and new locations regarding their requirements. Please notify your Relocation Specialist and we will be glad to assist you. Note: A fee may apply depending on building requirements.

**PARKING RESTRICTIONS:** Customers must confirm parking restrictions with the building/s management or local police department at both current and new locations in order for the carrier to avoid parking violations. If the truck physically or for reasons of parking restrictions cannot park close enough, Long Carrying or Shuttle Truck Service charges will apply and added to the original agreement.

**FURNITURE TRANSPORTATION:** The motor carrier requires that all drawers must be emptied prior to the day of move. Furniture with full drawers will not be transported due to high risk of damage to the actual furniture, premises walls and floors.

**UTILITIES/APPLIANCES:** Make sure that all of your utilities and appliances will be turned off and disassembled from electric, gas and water connections prior to the day of your move. We do not disassemble or reassemble any utilities or appliances at both current and new locations on the day of your move-out or move-in.

**VALUATION:** The carrier provides two valuation options: Limited liability and full replacement value (FVP). Both plans cover furniture and boxes packed/unpacked by the carrier. We suggest you purchase third party insurance to protect your property. Please read carefully before making your selection. Subject to the minimum valuation of \$0.60 per pound per article and in compliance with and subject to the provisions of 49 CFR Section 375.701(a), Carrier cannot control whether proper packing methods are used by shipper, therefore on boxes packed by the owner as well as pressed wood (particle board) furniture, fragile or brittle items such as glass, china, ornaments, etc.; liability is limited to \$0.60 per pound per article. Carrier, or its representative, has the right to inspect and repair any alleged damage. Consumer shipper waives all claims against Carrier and Priceline Van Lines LLC for any damage to the interior or exterior of any residence including, but not limited to walls, floors, ceilings, stairs, banisters, carpets, plumbing, doorways, driveways, walkways, landscaping, etc. In addition, customers agree and are not permitted to move and we will not accept, transport, or store and have no liability whatsoever for firearms, jewelry, cash, bank notes, any financial instruments, hazardous materials, pets, liquids or perishable items.

**CANCELLATION OF SERVICES:** Customer/Shipper agrees to Priceline Van Lines LLC cancellation policy as well, which reads, "If electing to cancel your move with Priceline Van Lines LLC, written notification must be sent to [cancel@pricelinevanlines.com](mailto:cancel@pricelinevanlines.com). Cancellation requests made subsequent to the 48 hour cancellation period are non refundable, however, cancellation request made subsequent to the 48 hour cancellation period will receive a credit toward a future move with Priceline Van Lines LLC. Cancellation requests received within 48 hours of signing the original agreement with Priceline Van Lines LLC will receive a full refund, minus 20% for processing fees and internal resources. If your first scheduled pick up date is within seven (7) business days of electronically signing the original Priceline Van Lines LLC estimate agreement, and customer/shipper requests to cancel, the deposit is non-refundable for scheduling and routing purposes."

The time period for cancellation request does not restart when a contract is amended and resigned. The cancellation window commences at the time the contract was originally signed.

**IF PICKUP IS REFUSED BY CUSTOMER FOR ANY REASON, THE DEPOSIT IS FORFEITED. ALL DEPOSITS WILL SHOW ON YOUR BILLING CYCLE AS** Priceline Van Lines LLC.

All cancellation or refund requests MUST be sent in writing via email to [support@pricelinevanlines.com](mailto:support@pricelinevanlines.com). Any cancellation or refund request received after normal business hours, after 6 pm Eastern Time, will be deemed received on the next business day (Federal holidays Excluded). An estimate/order also may not be canceled and deposits are not refundable after the mover has arrived at the pick up location.

**ESTIMATED PICK UP AND DELIVERY SCHEDULE:** Pickup and delivery dates are not guaranteed unless the optional Premium Guaranteed Service (P.G.S) is purchased. Standard Service (S.S.) period is approximately thirty business weekdays, not including storage time, beginning on the first date indicated as available for delivery (not the date of pickup). The date indicated as "1st available for delivery" is the first date of the delivery window, as estimated. Estimated delivery period is up to thirty business days from date indicated as first available for delivery. All estimated times of arrivals are subject to change depending on many factors such as traffic, weather conditions, unforeseen mechanical problems or unexpected delays.

**REVISED WRITTEN ESTIMATES:** If prior to or on the day of the scheduled pick-up the shipper tenders more property or makes a change to the initial order for which they received an estimate; Carrier, or its representative, may either (1) undertake the job with the additional property, in which case the shipper would only be required to pay 10% more than the initial estimate to receive the property on a non-binding estimate or 100% of the binding estimate and the remaining balance will be billed after the 30 day deferral. Or (2) Carrier and shipper may execute a Revised/Rescission document, PRIOR TO LOADING OR OTHERWISE BEGINNING THE JOB, this revised written estimate given prior to loading will serve as the only active estimate for which charges will be calculated.

I, Steven Lau, hereby authorize Priceline Van Lines, hereinafter called COMPANY/INDIVIDUAL, to initiate debit entries and to initiate, if necessary, credit entries and adjustments for any debit entries in error to my (our) Checking/Savings account indicated below and the depository named below, hereinafter called DEPOSITORY, to debit and/or credit the same to such account.

This authority is to remain in full force and effect until COMPANY/INDIVIDUAL has received a written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY/INDIVIDUAL and DEPOSITORY a reasonable opportunity to act on it.

**Job No.:** D7334409

**Shipper Name on Contract:** Steven Lau

**Shipper's Phone:**

**Name on Bank Account (Depository):** Steven Lau

**Billing Address:** [REDACTED]

**Bank Name:** [REDACTED]

**Bank Account Number:** [REDACTED]

**Routing Number:** \$580.00

**Amount to be Charged:** 12/08/2022

**Date of Charge:**

Click on [ONLINE ELECTRONIC SIGNATURE](#) to agree and confirm your move.

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