

Customer Terms and Conditions

Last Updated: September 7th, 2021

Table of Contents

Standards of Care - 2

- Diversity and Inclusion
- Harassment and Bullying
- Trust Building
- Data and Privacy Protection
- Honesty
- Integrity
- Ethics

Mover Obligations - 2

Conditions of Carriage - 3

- Delays
- Payment
- Travel Time
- Minimum Time Charge
- Replacement Value Protection RVP
- Exceptions to RVP Coverage

Standards of Care

We want to be a business where everyone acts with integrity — where we're honest and respectful. When it comes to how we treat one another, it's critical that we're all on the same page. To help with this, we've outlined some best practices in our Standards of Care:

Diversity and Inclusion

We respect and embrace differences. We strive for a culture of inclusiveness.

Harassment and Bullying

We work to be open-minded, respectful, and friendly. We are committed to looking out for each other. Harassment, discrimination, and bullying don't align with who we are.

Trust Building

We work to establish and maintain a positive track record with each other, establishing trust in the process.

Data and Privacy Protection

Data and privacy need to be thoroughly protected. We attentively and carefully safeguard any data collected against mishandling and fraud and collect personal information only as needed.

Honesty

We want to earn and keep trust which involves honest communication and avoiding misrepresentation, omissions, or obscuring relevant facts. We work to clearly disclose all policies, guarantees, and procedures that bear on your decision to work with Bookamove.

Integrity

We approach business with integrity. Acting with integrity guides us away from being involved in questionable activities or in any event that would lessen trust in us.

Ethics

We comply with national, provincial, and local laws and regulations in addition to continuously applying ethical practices within our businesses.

Mover Obligations

Your Mover will practice the highest level of professionalism and :

- Actively communicate with you before, during, and after your move.

- Respect your preferences.
- Do his best to be punctual , polite and professional.
- Comply with applicable federal, provincial, local, and international laws and regulations.
- Handle customer service matters and claims in an appropriate, reasonable, and respectful manner.

Conditions of Carriage

Every province in Canada has a Motor Vehicle Act which enacts the laws about transportation or “carriage” that are in place to protect both the customer and the mover. These Acts all have a section just for us called “Specified Conditions of Carriage - Household Goods”. Most of our Terms are adopted from these Conditions of Carriage regulations which are shown in italics. Under each is included a layman's version not in italics.

Delays

Article 16 - Delay

(a) Failure by the carrier to effect delivery within the time specified renders the carrier liable for reasonable food and lodging expenses incurred by the consignee.

(b) Failure by the consignee to accept delivery renders the consignee liable for reasonable storage in transit and redelivery charges incurred by the carrier.

“Reasonable” is the key word in these terms. If either party causes a delay in the move there will not be financial penalties that are beyond absolutely necessary and they will be reasonable.

Payment

Article 14 - Freight Charges

If required by the carrier, the freight and all other lawful charges accruing on the goods must be paid before delivery.

- You may be asked to pay before your truck is unloaded. This is a common practice in the industry.
- The client shall be charged for all parking fees and tickets for illegal parking acquired during the move.
- All monies owed to the company must be paid in full before any claim will be considered.

Travel Time

On your hourly billed move you will usually see an amount of billable time included under the "Travel" heading, typically 1 hour on local moves. This "Travel Time" is a moving industry standard procedure which allows the movers to be compensated for the time spent driving to your home from their office and again to return after they are done with your move. The moving company must pay the men for this travelling time spent on your move so it is added to your bill.

Minimum Time Charge

Primarily due to labour law regulation we may find it necessary to impose a Minimum Time Charge. This minimum will be listed on your confirmation and on your contract.

Replacement Value Protection RVP

We pride ourselves on being quality movers that will move your items with care every time. We have very few damages that occur, however, accidents can still happen. Should an item sustain damage in our care we accept the responsibility to restore the item to the same condition as when we picked it up. If repairs are not possible, we will replace the item with one of comparable quality or credit to your account an amount equal to the depreciated value of the item.

- Protection plans do not cover any loss of value to an item due to damage and subsequent repairs.
- The Customer agrees to notify the company in writing within (5) days of delivery with full particulars of any damage or loss.
- All claims under RVP are subject to a \$100 deductible to be paid by the client.

Exceptions to RVP Coverage

Article 5 - Exceptions From Liability

The carrier is not liable for the following:

i. Damage to fragile articles that are not packed and unpacked by the contracting carrier or by that carrier's agent or employee.

The Mover is only liable for breakage if he packed the box.

ii. Damage to mechanical, electronic or other operations of radios, phonographs, clocks, appliances, musical instruments and other equipment, irrespective of who packed or unpacked such articles.

If there is no exterior damage then the mover cannot be responsible if your tv, computer, clock, treadmill, etc., does not work after the move.

iii. Deterioration of or damage to perishable food, plants, or pets;

The client is responsible for moving all food and freezer items. Plants and pets are at your own risk so be careful and be prepared.

iv. Loss of items or the contents of consignor packed articles, unless the containers used are opened for the carrier's inspection and all items are listed on this Bill of Lading and receipted for by the carrier;

Any claim for lost items must have a pre-move Tag and List Inventory record of the missing items. This inventory method is not done on local moves and is only useful for large items anyway. Transport small valuables yourself. Be vigilant and please pay special attention to the next two terms.

d) Damage to the goods at the place or places of pick-up at which the consignor or the consignor's agent is not in attendance;

e) Damage to the goods at the place or places of delivery at which the consignee or the consignee's agent is not in attendance and cannot give a receipt for goods delivered.

You should always be present to witness what happens at both the pick up and the delivery.

Article 13 - Articles Of Extraordinary Value

A carrier is not bound to carry any documents, species, or any articles of extraordinary value unless by a special agreement to do so.

Don't ask movers to transport anything small and valuable. If the article is as precious as art or an antique, inform the Mover. You may not be covered by his insurance.

The old regulations cover most situations but there are a few modern furniture moving situations that need to be addressed. Below are a list of liability situations that we know by experience are beyond our control so cannot offer you RVP protection.

i. Property which at the time of loss has become obsolete or unusable for its originally intended purpose.

ii. Any art, antiques, documents, jewelry, coins, species or any articles of extraordinary value (over 5k) unless by special agreement.

iii. Injury to goods resulting from previous injury and/or improper assembly.

iv. Damage to unstable furniture or the structural failure of particleboard furniture.

v. Ordinary wear and tear caused by moving procedures or deterioration due to temperature change or weather conditions.

vi. Injury to goods or premises due to the requirements of unusual or unique moving procedures caused by access restrictions.

vii. Client assembled 'Ikea' furniture or simulates, lamps or other modular furniture that is not disassembled and packed for transport. (Client must do this themselves)

viii. Breakage of glass, stone and mirrors not packed and unpacked in boxes by company employees. (Client must request this service)

No liability whatsoever shall be assumed if the client or others assist or interfere in any part of the moving procedures.