



U-Pack®
Moving Solutions, Inc. (MSI)

Tariff MSI 400

Rules, terms, conditions, certain rates and charges for personal effects transported pursuant to 49 U.S.C. § 13102(12)(C) in trailers and containers between points in and between the United States, Canada, Alaska, Hawaii and Puerto Rico

USDOT Registration Number: 2632086

Freight Forwarder FMCSA Docket Number: FF-8973

Broker FMCSA Docket Number: MC-914011

Issued: October 1, 2017

Effective: October 1, 2017

This Tariff is available for inspection by any person during our normal business hours at our facility at 8401 McClure Drive, Fort Smith, AR 72916, or at www.arcb.com. Copies of this tariff, specific provisions of it, or subscriptions to it shall be provided upon request to any interested person upon payment of required costs for copies of the Tariff or any specific provisions thereof. MSI reserves the right to modify this tariff at any time.

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I. Introduction

A. Understandings:

Moving Solutions, Inc. (“MSI”) is a property and household goods freight forwarder and broker under the United States Department of Transportation Number 2632086. MSI arranges household goods shipments pursuant to 49 U.S.C. §13102(12)(C).

This tariff MSI 400 (“Tariff”) governs and controls services MSI provides and/or arranges pursuant to 49 U.S.C. § 13102(12)(C) and is part of each agreement that MSI enters into with you. Your utilization of services provided or arranged by MSI is your acceptance of the terms, conditions, duties and obligations set forth or referenced in the MSI provided Move Confirmation/Through Bill of Lading and this Tariff. If there is a conflict or dispute between this Tariff and the Move Confirmation/Through Bill of Lading, then the Move Confirmation/Through Bill of Lading agreement shall govern, control and prevail on such conflict or dispute.

This Tariff is available for inspection by any person during our normal business hours at our facility at 8401 McClure Drive, Fort Smith, AR 72916 or at www.arcb.com. Copies of this Tariff, specific provisions of it or subscriptions to it shall be provided upon request to any requesting person upon payment of required costs.

MSI reserves the right to modify or change this Tariff at any time and any such changes will become effective when published as part of this Tariff.

MSI reserves the right to refuse any shipment based on its condition, packaging, likelihood to damage or delay other freight or household goods, its difficulty in loading or stowage, its likelihood to suffer damage or loss, or for any other reason.

Your acceptance of services from MSI is your acceptance of the terms and conditions contained in the Move Confirmation/Through Bill of Lading and this Tariff.

MSI’s and your intent is that MSI hired service providers and personnel are third-party beneficiaries for shipments arranged or transportation services performed by MSI for you.

Please Note: Estimates of charges are furnished as a convenience to you, and represent an approximation of charges. All charges on a shipment will be based on actual personal effects tendered to MSI and/or service providers and services arranged or performed by them for you.

B. Definitions:

1. “Bill of lading” or “bol” or “abol” means the non-negotiable, Move Confirmation/Through Bill of Lading provided or made available to you, whether as a hardcopy or digital document image, through which MSI accepts a shipment and arranges for transport from origin to a designated location provided by you. The MSI provided Move Confirmation/Through Bill of Lading constitutes a legal document of record and is the governing bill of lading for a shipment. Any other bill of lading or other similar document utilized for any shipment shall serve only as a receipt of

goods.

2. "Business day" means Monday through Friday, excluding weekends and holidays.
3. "Carriage" or "shipment" means movement of personal effects that includes all applicable services performed or products offered by MSI or provided by service providers.
4. "Carrier's freight terminal," "terminal" or "service center" means a facility at which personal effects shipments are ordinarily loaded into, storage-in-transit occurs (if applicable), personal effects are held pending delivery, or unloaded from line haul vehicles, ReloCubes or other moving containers.
5. "Consignee" means the business or person whose name appears on the initial bill of lading as to whom a shipment is to be arranged and/or delivered to by MSI, personnel or service providers.
6. "Consignor" or "shipper" means the business or person whose name appears on the initial bill of lading as to whom a shipment is to be picked up at by a service provider.
7. "Customer" means the business, entity or person whose name appears on the bill of lading as the bill to party for a shipment.
8. "Equipment" means any provided tractor, trailer, ramp, bulkhead, ReloCube or any other equipment used to perform transportation services for you.
9. "Less-than-truckload," "pup" or "double trailer(s)" means a trailer 34 feet or less in length.
10. "Move Confirmation/Through Bill of Lading," "Move Confirmation," "price quote" or "rate quote" means any document sent by MSI to you that includes or references (1) services to be performed, (2) the estimated and/or applicable pricing, and (3) certain terms and conditions applicable to you for service to be arranged or performed for you by MSI, services providers and/or personnel.
11. "Personal effects," "household goods," "property," "goods," "items" or "commodities" means every species of personal property accepted from the shipper when MSI arranges and/or performs service you have requested or which are required.
12. "Personnel" means MSI and its parent company, and their parents, owners, officers, directors, employees, independent contractors, representatives, affiliates, agents, subsidiaries, assigns, any suppliers and/or service providers that MSI consults or engages to transport or provide transportation services for your personal effects.
13. "Pickup" means when a service provider picks up a trailer, ReloCube or other moving container from the shipper, whether loaded, partially loaded or unloaded.
14. ReloCube® is a registered trademark of ArcBest IP Holdings, LLC and is herein referred to as "ReloCube." ReloCube or other provided moving container means a portable moving and storage container which is used by a carrier to transport or move

personal effects from one location to another location.

15. "Truck," tractor" or "vehicle" means any vehicle or combination of vehicles handled as one unit, propelled or drawn by a single power unit and used on highways in the transportation of property.
16. "Service provider" means the business, entity or person that perform services for you.
17. "Terms" or "Tariff" means the Moving Solutions, Inc. tariff MSI 400, Rules, terms, conditions, certain rates and charges for personal effects transported pursuant to 49 U.S.C. § 13102(12)(C) in trailers and containers between points in and between the United States, Canada, Alaska, Hawaii and Puerto Rico, including all addenda, appendices, schedules and/or exhibits thereto, and any other document incorporated or referenced therein, and any subsequent revisions thereof.
18. "Trailer" means any truckload or less-than-truckloads trailer, truckload or less-than-truckloads van, pup, doubles trailer, intermodal container, container or any other similar non-power equipment used by a carrier or service provider to transport or move freight or household goods from one location to another location.
19. "Truckload trailer" means a trailer greater than 34 feet in length.
20. "We," "us," "our," and the name "Moving Solutions, Inc." or any variation of such name, including "MSI," means Moving Solutions, Inc., an Arkansas corporation and its directors, officers, employees and agents.
21. "You," "your" or "yours" refers to the customer requesting an estimate of service charges and purchasing services from or through MSI.
22. "Zip zone," "zip code prefix," "three-digit zip code," etc., means the first three characters of the postal code (including the Canadian postal code, if applicable) assigned to a particular point. A zip code prefix assigned to a customer's physical location may be used for rate making purposes.

Please Note: As to the foregoing definitions, references to the singular include the plural and vice versa, e.g. service or services. Where appropriate, defined terms herein include lower and upper case letters, e.g., pricing quote or Pricing Quote.

II. General Service Rules, Provisions, Terms and Conditions

A. Abbreviations: Various words may be given shorthand definitions (indicated by inclusion within parentheses) within the body of this Tariff.

B. General Rules:

1. Service Scheduling: Service typically should be scheduled at least five (5) business days in advance of a service date. All requested dates for service are subject to service availability. MSI will make a good faith effort to meet requested dates for service, and in the event that service is unavailable on a requested date, MSI will make reasonable effort to schedule service on the next earliest date.

2. **Surveys and Estimates:** Site-surveys are expensive, time consuming, and generally do not produce better assessments of your needs than alternatives. MSI uses a proprietary system to calculate shipment size and identify your requirements, and provide non-binding estimates of service charges.

MSI arranges for physical survey of your personal effects or a site only when you have special service requirements that warrant a physical survey. In the absence of special service requirements, if you wish, we will arrange for physical survey of your personal effects for a charge as set forth in Appendix A hereto.

MSI generally does not weigh personal effects as we base our charges on space utilized in equipment (i.e., linear feet of trailer footage or exclusive use of containers). If you request your personal effects to be weighed or weighing is required, MSI will arrange for weighing on a certified scale and provide you with tickets evidencing the weight for a charge as set forth in Appendix A hereto.

MSI makes no representation or warranty of the accuracy or correctness of any survey/estimate of your shipment size or your service requirements.

3. **Trailer Use:** Except when you select the option for the exclusive use of trailer(s) and agree to pay the additional fee for such services, you will not be accorded the exclusive use of a trailer(s).
4. **Substituted Service:** MSI reserves the right to utilize substituted service or any service providers in the performance of all or any portion of authorized services.
5. **Changes to Service Schedules or Requirements:** After you confirm a service reservation, you must notify us immediately of any changes in your service schedule(s) or requirements (e.g., types or amounts of service required, service date(s), time(s), location(s), request for excess personal effects liability coverage, etc). If MSI incurs additional charge(s) due to changes in service schedule(s) or requirements, you are responsible for payment of any such additional charges. You understand that MSI will attempt to honor requests to delay delivery shipments when requested to do so by you. However, MSI will bear no liability for its inability to delay delivery. At MSI's sole option, MSI may deliver the goods upon adequate representation that all service charges have been or will be paid in full.
6. **Cancellation of Service:** Cancellation of any service must be made in writing via email to moving@upack.com. To be valid, your cancellation notice must be received by MSI before your scheduled service date(s) and should include your reservation number. If you cancel service seven (7) days or less before a scheduled service date, a cancellation fee will be charged per Appendix A plus any charges we incur as a result of the cancellation. If labor services have been requested and cancellation occurs on the day labor services are to be performed, then, the minimum charge as shown on the Move Confirmation or herein shall be charged to you. For purposes of this provision, packaging, loading, transportation and unloading constitute separate services.
7. **Equipment Held In Excess of Three Business Days:** In most cases, you shall have

three (3) business days each at the origin and destination to load or unload trailer(s), ReloCube or moving container(s). If personal effects are held at the destination service center beyond the advertised transit times plus two days, then you will be charged each day your personal effects are held in equipment. If equipment is held beyond three (3) business days at origin or destination, or at the destination terminal two days beyond the advertised transit time, you will be charged for each day the equipment is held – see Appendix A hereto for charge. If MSI and you have agreed to a live load and/or unload, additional fees will apply if you exceeds the allotted time.

8. **Availability on Service Date(s)**: Excluding labor services, you (or a representative authorized by you) must be available during the performance of all service to view performance and to sign service documents, or you must: (a) provide us with written authorization to access any premises and/or equipment involved with service, and (b) waive the requirement for signing service documents (authorization and waiver). If you do not sign an authorization and waiver but you request and accept services hereunder from MSI and service providers, your request and acceptance of services is your authorization for service providers to access any premises and/or equipment involved with the service arranged by MSI for you. You shall indemnify and defend MSI, personnel and any service providers against any and all claims which may arise or which are caused by MSI's arrangement or a service provider or personnel accessing any premises and/or equipment to perform services for you.

If you are not ready for service when personnel arrive or not available during the performance of service and you have not provided us with an authorization and waiver, or if service otherwise cannot be performed, a market-based charge will apply for the time personnel have to wait for you to be ready/available for service or to be able to perform service. If you are not ready or available for service or service cannot be performed within a reasonable time, personnel will depart and a market-based charge will apply for all cost(s) we incur.

9. **Detention Fees**: If you are unable to take immediate delivery of your shipment, MSI will hold the shipment at the destination service center up to two (2) business days for free. Unless storage-in-transit is pre-arranged (see Storage-In-Transit section), subsequent days will be subject to detention fees per day as set forth in Appendix A hereto.
10. **Storage-In-Transit**: If you are unable to take immediate possession of your shipment, MSI may store the shipment at its service center at a cost specified in your Move Confirmation, this Tariff or otherwise indicated by MSI based on thirty (30) day increments, with the first thirty (30) day period charged immediately upon placement of shipment in storage. All subsequent thirty (30) day periods will be charged on the first (1st) day of each new period. Both the first (1st) and second (2nd) periods shall be at the same rate as specified in the Move Confirmation. Storage charges for the third and subsequent thirty (30) day periods shall increase to the rate specified in the Move Confirmation and continue to accrue until delivery. For Storage-in-Transit status, you must request Storage-in-Transit services and Storage-in-Transit space must be available. Storage-In-Transit is provided in transportation equipment on an "as available basis." Availability is affected by supply and demand for transportation equipment based on specific origin and destination, and time of year. Storage-in-Transit status does not occur and such charges are not incurred by you until you

makes such request to MSI and MSI approves such status in writing to you. Storage-In-Transit charges fluctuate depending on location, time of year, and/or by local economic conditions. Storage-in-Transit fees will not be prorated. You will not have access for the purpose of storing or removing your shipment or personal effects from it on a self-service basis. Unless indicated otherwise in the Move Confirmation, Basic Service Coverage applies during storage-in-transit.

11. **Delay:** Neither MSI, personnel nor service providers will be liable to any extent or in any amount to anyone for loss or damage of any kind including, but not limited to, loss of market, loss of value, loss of use, or indirect, consequential, special, punitive, multiplied and/or incidental damages, or any other indirect damages, expenses and/or costs caused by or resulting from any delay in providing or failure to perform service or any other acts or omissions by MSI, personnel or service providers.
12. **Respot:** When equipment is tendered to you at origin and through no fault of MSI such equipment delivery cannot be accomplished, no further tender will be made except upon request. If one or more additional tenders of equipment are made at your request, a charge as set forth in Appendix A will be made for each such tender and for the final delivery. All charges accruing under the provisions of this rule must be paid or guaranteed to the satisfaction of MSI before the shipment is redelivered.
13. **Redelivery:** When a shipment is tendered to you at destination, and through no fault of MSI, such delivery cannot be accomplished, no further delivery will be made except upon request. If one or more additional tenders or final delivery of the shipments are made at consignee's place, a charge as set forth in Appendix A will be made for each such tender and for the final delivery. All charges accruing under the provisions of this section must be paid or guaranteed to the satisfaction of MSI before the shipment is redelivered.
14. **Undeliverable Shipments (Disposition):**
 - (i) If MSI cannot deliver your household goods through no fault of MSI, personnel or service providers, the shipment will be subject to detention and other applicable fees as set forth in your Move Confirmation and/or Appendix A hereto. We shall promptly attempt to provide notice, by telephonic, electronic or other written communication as provided on the front of the bill of lading, if so indicated, to the shipper or other party, if any, designated to receive notice as indicated on the initial bill of lading. Storage may be, at MSI's option, in any location that provides reasonable protection against loss or damage. MSI may place the shipment in public storage at the owner's expense and without liability to MSI, personnel or service providers.
 - (ii) If MSI does not receive disposition instructions and payment of all applicable charges within forty-eight (48) hours of the time of MSI attempted first notification, MSI will attempt to issue a second and final confirmed notification. Such notice shall advise that if MSI does not receive disposition instructions within ten (10) days of that

notification, MSI may offer the shipment for sale at a public auction. The amount of the sale will be applied to MSI's invoice for transportation, storage, labor, services and/or other lawful charges. You will be responsible for the balance of charges not covered by the sale of your personal effects. If there is a balance remaining after all charges and expenses are paid, such balance will be paid to you, upon claim and proof of ownership.

(iii) Where MSI has attempted to follow the procedure set forth in this section and the procedure provided in this section is not possible, nothing in this section shall be construed to abridge the right of MSI at its option to sell the property under such circumstances and in such manner as may be authorized by law. When perishable goods cannot be delivered and disposition is not given within a reasonable time, MSI may dispose of property and shall bear no responsibility for loss of or damage to such perishable goods.

(iv) Where MSI is directed by the payor of the charges to unload or deliver property at a particular location where consignor, consignee or the agent of either, is not present, the risk of loss/damage after unloading or delivery shall rest solely with you and MSI, personnel or service providers shall have no liability.

(v) Notwithstanding any provisions herein, at any time, and upon any event, MSI has the right to remove the goods from a trailer or moving container, as applicable, and place goods in another trailer, a warehouse or other location pending shipment resolution or disposition.

(vi) You have the responsibility to ensure that the origin and destination location will allow us to deliver your household goods without us having to: (1) agree to and/or sign any other contractual terms and conditions other than what is indicated in this Tariff; and/or (2) obtain any licenses, permits or any other authorization to make delivery at the destination. You are responsible for any assessments, fines, penalties or other costs which are incurred in placing, maintaining and/or moving trailers, ReloCubes or other moving containers at the origin and destination location or arranging delivery to another location.

15. **Reference To Tariffs Or Portions Thereof:** Wherever reference is made in this Tariff or tariffs made subject to this Tariff, such reference also includes all future revisions, amendments, supplements and/or reissues.
16. **Warranties:** You warrant that you possess the legal ability and authority to create a binding legal obligation and the full and unfettered legal right, authority and ability to engage MSI, service providers and personnel for services.

MSI MAKES NO WARRANTY OF ANY KIND WITH RESPECT TO ANY PRODUCT OR SERVICE THAT MSI OFFERS, PROVIDES OR ARRANGES, DIRECTLY OR THROUGH A SERVICE PROVIDER OR TO ANY WEBSITE MSI MAINTAINS FOR YOUR USE. MSI HEREBY EXPRESSLY DISCLAIMS

ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE, OR NON-INFRINGEMENT OF INTELLECTUAL PROPERTY.

17. **Assumption of Risk**: You assume all risks and liability arising from the use and operation of equipment, including ramps, and the use of your hired labor service providers, and further understand that equipment can cause injury or death to you or others. You agree to indemnify, defend and hold harmless MSI, service providers and personnel from any and all claims for liabilities and damages, including attorneys' fees, court costs and any other costs or expenses, arising from your use and operation of equipment and/or your hired labor service providers.
18. **Indemnity**: You agree to indemnify, defend and hold harmless MSI, service providers and personnel from and against any and all demands, claims and causes of action for liabilities and damages, including, but not limited to, direct, indirect, incidental, consequential, special, punitive or multiplied damages, fines, penalties, attorneys' fees and/or litigation costs incurred by MSI, service providers and/or personnel for: (1) personal injuries, including death, caused by you; (2) property damage, including environmental damage and restoration caused by you or your personal effects; (3) breach of the agreement between you and MSI or any other agreement between you and a third party; (4) your non-compliance with any applicable laws and regulations arising from or out of MSI's, service providers' and/or personnel's performance as to services hereunder requested by you; (5) any claim made against MSI, service providers and/or personnel for alleged or actual wrongful taking custody of and/or performing service with respect to personal effects in your shipment; (6) damage or injury of any kind to any person or property caused by any personal effects in your shipment; or (7) violation of any third party's rights with regard to your engagement of MSI for service(s).
19. **Limitation of Liability**: Except as otherwise provided herein, you agree that if MSI, service providers or personnel are found liable for any damage (excluding loss and/or damage to your personal effects caused by MSI or MSI hired service providers or personnel) to you of any kind resulting from any cause in connection with the operation of any website or your use thereof, any request for estimate of service charges, service reservation or purchase of service, or services performed for you, MSI's, service providers' and personnel's liability shall not exceed the total amount of charges collected from you by MSI for the applicable shipment. Notwithstanding any terms and conditions contained herein or any other document, personal effects lost and/or damaged shall be governed as provided in this Tariff. **IN NO EVENT WILL MSI, SERVICE PROVIDERS OR ANY PERSONNEL BE LIABLE FOR ANY SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF USE, LOSS AND/OR DAMAGE TO PERSONAL EFFECTS, DATA OR ANY OTHER PECUNIARY LOSS.**
20. **Other Insurance**: In no event shall MSI, service providers or personnel be liable for any damage of any kind in any amount to the extent that such damage is covered by

any insurance issued to you or available for you to claim against.

21. **Assignment, Integration, Applicable Law, Venue, Captions and Class Action Prohibition:** You may not assign your agreement with MSI for service without MSI's express prior written consent. Your agreement with MSI for service consists of various electronic and/or hardcopy documents, all of which may be executed in counterparts, which shall be deemed originals, and together with this Tariff, shall constitute the same and the entire agreement between you and MSI, personnel and service providers. The agreement between you and MSI and/or any dispute between you and MSI, personnel and/or service providers is governed by the federal laws and regulations of the United States of America. In the event that any provision(s) contained within our agreement, including this Tariff, or any part thereof, require interpretation or application which is not otherwise provided under federal statutes, common law or preemption, then, the laws of the State of Arkansas, without regards to its principles of conflicts or choice of laws, shall govern and interpret those provisions. Any necessary judicial proceeding must be brought in a court of competent jurisdiction within Sebastian County, State of Arkansas. All alternative dispute resolution processes shall be brought before a Better Business Bureau office located in the State of Arkansas. Titles, heading and captions in this Tariff are provided for convenience only and shall not be used to construe meaning or intent. You agree not to sue MSI as a class plaintiff or class representative, join a class as a member or agree to consolidate your action into or participate as an adverse party in any way in a class action lawsuit against MSI. However, nothing herein limits your rights to bring an individual claim against MSI as provided herein.
22. **Severability:** In the event any provision or part of a provision in this Tariff is determined invalid by a court or administrative agency order or ruling, or by legislative enactment or amendment of law, such determination shall not invalidate the whole Tariff, but this Tariff shall be construed as if not containing the particular provision or part of provision held to be invalid, and the rights and obligations of you and MSI shall be construed and enforced accordingly.
23. **Authorized Signatures for Tariff Modifications:** MSI's Vice President of Moving Services and Yield is the only representative or employee authorized to modify the provisions of this Tariff. Except, as provided herein, no other MSI representative or a service provider's driver or a labor service provider hired, are authorized to modify the Move Confirmation or this Tariff. A bill of lading signed by a driver only acknowledges receipt of your personal effects by the driver. Continued use of a bill of lading other than an MSI bill of lading by you or any other person or entity will not constitute an implied or actual acceptance by MSI, service providers and personnel of terms and conditions contained in such bill of lading.

Electronic Signatures, as defined below, shall be recognized as valid forms of signature on agreements or contracts, unless specifically excluded through the Global and National Commerce Act (E-Sign).

Electronic, digital, and digitized signatures shall be defined as:

- (i) Electronic Signatures: any sound, symbol, or process (specifically excluding e-mail) using an electronic medium to identify an individual (i.e., a password,

- or any of the other forms of electronic signature identified below.)
- (ii) Digital Signature: an electronic signature using asymmetric cryptography to encrypt and decrypt messages.
 - (iii) Digitized Signature: a digital image of a physical signature created either by scanning a physical signature or using an electronic device to create a digitally replicated signature.

Where MSI is required to retain records of documents either by statute, agreement or otherwise, such records will be retained by an electronic record of the electronic, digital or digitized signature.

24. **Impracticable Operations:** Pickup, delivery or any other services will not be performed at any site for which it is impracticable to operate vehicles, equipment, utilize labor and/or other service providers because of:

- (i) The condition of roads, streets, driveways, alleys or approaches thereto;
- (ii) Inadequate loading or unloading facilities; or
- (iii) Strikes, labor disputes, riots, terrorism, acts of God, the public enemy, the authority of law, the existence of violence, disturbances tending to create reasonable apprehension of danger to persons or property, or any other reasonable acts as determined in MSI's sole discretion.

25. **Notations:** Notations on the service receipt, delivery receipt, manifest, bill of lading or any shipping document and/or alleged agreement with regard to rates, charges, terms, conditions or other information will be considered for information purposes and nonbinding on MSI, service providers and personnel, and will neither remove nor modify applicable actual rates, charges, terms and/or conditions of any shipment under the Move Confirmation and this Tariff.

26. **Your Demise During Shipment:** If your unfortunate demise occurs while your personal effects are loaded into a trailer, ReloCube or moving container, whether in transit from origin to destination or after arrival at destination, MSI will not release your personal effects to anyone until: (1) an appropriate court order is received by MSI directing MSI to release your personal effects to a certain person and/or entity; or (2) MSI determines in its sole discretion that it is appropriate to release your personal effects to another person and/or entity. You and your heirs, devisees, personal representative and legatees hereby release and will indemnify, defend and hold harmless MSI, service providers and personnel from any and all claims, liabilities and damages, including attorneys' fees, court and litigation costs, storage fees and any other expenses incurred for storing and/or releasing your personal effects per judicial order or as determine appropriate by MSI.

27. **Waiver:** BY ACCEPTING SERVICES HEREUNDER, YOU EXPRESSLY WAIVE YOUR RIGHT TO SEEK JUDICIAL RELIEF IN THE FORM OF LEGAL OR EQUITABLE REMEDIES EXCEPT AS SPECIFICALLY PROVIDED HEREIN. IN THE EVENT OF A DISPUTE, YOU EXPRESSLY AGREE TO THE ALTERNATIVE DISPUTE SETTLEMENT SERVICES PROVIDED THROUGH THE BETTER

BUSINESS BUREAU (BBB) LOCATED IN THE STATE OF ARKANSAS AS PROVIDED HEREIN.

28. **Equipment Repossession:** MSI reserves the right to remove and regain possession of equipment from you or where equipment is located by any reasonable means necessary at MSI's discretion. MSI disclaims all liabilities for loss or damage to your property or the property where the equipment is located caused by the removal of equipment.

C. Form, Terms and Conditions of Payment:

1. **Quotation of Estimated Charges:** When MSI has furnished, either orally or in writing, an estimate of service charges, that estimate will be based on the facts concerning the shipment(s) which you have provided to MSI. Estimates of charges are furnished as a convenience to you and represent an approximation of charges and are not binding on MSI. You agree to pay the charge(s) for the services rendered to you, actual use of a trailer(s), or the number of ReloCubes or other moving containers used by you, as applicable. All charges on a shipment will be assessed on the basis of provisions legally in effect at the time of shipment and the characteristics of your personal effects actually tendered to MSI.
2. **Charges Due in Full:** You must pay for all services actually performed at your request, direction and/or as required, including services that you add or that exceed a non-binding estimate of your services requirements. Payment of estimated charges for all services you reserve is due to us immediately after your shipment is loaded and moving in interstate or intrastate commerce. Final payment for all service performed for you is due immediately upon the completion of all service, excluding storage services, which you pay for as they are incurred.
3. **Payment of Charges:** Unless otherwise specifically provided, all rates, charges, or other amounts are stated as United States currency and all rates, charges, or other amounts are payable in lawful United States currency.
4. **Rounding of Fractions:** In the event that calculations are required which produce fractions, the number shall be rounded to the nearest whole foot or cent, as applicable. If less than .5, reduce to the previous foot or cent. If .5 or more, increase to the next higher foot or cent.
5. **Offsetting Charges:** You shall not offset from or delay the payment of lawfully established charges due MSI as result of any overcharge claim, chargeback, duplicate payment, or cargo loss and/or damage claim. For any such claim, a formal claim shall be filed and processed separately.
6. **Form of Payment:** In most cases, payment may be made by major credit card, debit card, certified check or money order or as may otherwise be approved by MSI including but not limited to electronic payment processes, however, any applicable processing, administrative service, and/or any credit refusal charges resulting from any aforementioned payment shall be borne by you in addition to all other charges for services. All charges due subsequent to completion of all service will be charged to your credit or debit card on file with MSI.

7. **Credit Refusal**: An administrative service charge will apply for each instance in which a check or draft, or a charge to a credit or debit card that you authorize is not honored due to insufficiency of funds/available credit (“credit refusal”).
 8. **Cost of Collection**: You will be charged all costs that MSI incurs to collect charges that are due and owing to MSI for service rendered, including, but not limited to, attorneys’ fees (both trial and appellate), all other legal fees, all costs of pre-litigation, litigation or resolution, including costs incurred to execute on any award or judgment.
- D. General Personal Effects Loss/Damage Liability Terms and Conditions (these sections apply to both Corporate and non-Corporate Moves):**
1. **In General**: Subject to the terms and conditions herein, coverage is as follows:
 - i. **Property**: Coverage applies to goods consisting exclusively of household goods and personal effects placed in MSI’s, MSI hired personnel’s or service providers’ possession or care, custody and control, including personal effects placed with service providers for transportation and/or storage.
 - ii. **Risks**: Coverage applies to all risks of direct physical loss or damage due to any cause not specifically excluded, limited or conditioned herein which is caused by MSI, MSI hired personnel or service providers.
 - iii. **Labor Service Providers**: For non-corporate and certain non-labor corporate moves, MSI, personnel or service providers do not provide any coverage for labor service providers hired by you. **All personal effects claims caused by labor service providers you hired must be filed with the applicable labor service providers. MSI, personnel and non-labor service providers are not responsible for any loss and/or damage to personal effects caused by labor service providers you hired.** For corporate moves where MSI has agreed to provide labor service providers, when loss and/or damage to personal effects is caused by such labor service providers, claims must be filed with MSI and not the labor service provider.
 - iv. **Time**: Unless provided otherwise herein, MSI’s responsibility for loss and/or damage to personal effects starts when MSI, personnel or service providers first takes possession or care, custody and control of your personal effects after it has been loaded in a trailer, ReloCube or moving container and such equipment is picked up by a service provider, and ends upon completion of services that MSI arranges or provides when MSI, personnel or service provider relinquishes possession or care, custody and control of your personal effects by delivery of the trailer(s), ReloCube(s) or other moving container(s) to the destination, and does not apply during times that MSI, personnel or service providers do not have possession or care, custody and control of your personal effects or when loss and/or damage is caused by labor service providers hired by you.
 - v. **Scope**: Coverage applies to personal effects transported between points within and between Canada, the continental United States, including Alaska, Hawaii

and Puerto Rico.

vi. Owner: Coverage applies solely for the benefit of legal owner(s) of personal effects arranged by MSI and performed by service providers or personnel.

vii. Constructive Weight: A weight based on (1) a formula of seven pounds per cubic foot (7 lb./ft³) of properly loaded trailer or container space occupied by personal effects, or (2) the actual weight of an item of like material, construction, dimension and kind.

viii. Prohibited Property: The following property will not be accepted for shipment, and if such property is included in a shipment, MSI, personnel or service providers shall not be liable for such property or any damage such property does, and you accept all liabilities and damages caused by such property:

Bank bills;

Currency;

Deeds;

Drafts;

Jewelry, other than costume or novelty jewelry;

Letters, with or without stamps affixed;

Museum exhibits or articles of antiquity;

Notes;

Original works of art;

Postage stamps;

Precious stones;

Precious metals (including precious metal scrap);

Revenue stamps;

Valuable papers of any kind; Animals;

Corpses;

Fish scrap;

Flowers or Plants;

Straw or hay, fresh cut or dried, in unfinished, loose or baled form;

Livestock;

Class 2.2 UN 1005, Ammonia, anhydrous;

Class 6.1 and 2.3 poison-by-inhalation gas;

Class 6.2 Infectious substances;

Class 7 Radioactive materials;

Nitrocellulose with alcohol, 4.1, UN2556, PGII;

Explosives 1.1, 1.2, 1.3;

Hazardous and nonhazardous waste;

Hazardous materials or items, including, but not limited to, substances items or classified as toxic, hazardous, corrosive, explosive, or reactive by any agency of the United States;

Commodities with elevated temperatures;

Gasoline UN & NA 1203;

Ethanol and Gasoline Mixture (UN 3475);

Asbestos NA 2212;

Smokeless Powder for Small Arms NA 3178 (over 100 lbs.);

Records or other data in any form containing personal or financial information,

including, but not limited to social security numbers, dates of birth, driver's license numbers, credit card numbers and financial account information;

- Engine Starting Fluid;
- Fire Extinguisher;
- Gases used in welding;
- Scuba diving tanks;
- Chlorinated hydrocarbons in decorative lamps;
- Any material termed combustible, corrosive, and/or flammable; frozen food;
- Open or partially used food; plants;
- Produce;
- Refrigerated foods;
- Food in glass jars;
- Antiques;
- Automobiles;
- Contraband;
- Pets;
- Photos – photo albums;
- Acetone;
- Adhesive;
- Ammonia;
- Bleach;
- Charcoal briquettes;
- Cleaning fluids;
- Compound -3 weed killers;
- Denature alcohol;
- Enamel;
- Insecticides;
- Kerosene;
- Collectible books;
- Lacquer;
- Lamp oil;
- Leather dressing or bleach;
- Lighter fluid;
- Liquors;
- Matches;
- Motor oil;
- Nail polish;
- Nail polish remover;
- Oil stains for wood;
- Paint or varnish remover;
- Petroleum products;
- Pesticides;
- Polishes, liquid;
- Poisons;
- Propane tanks;
- Propane or other gases;
- Shellac;
- Shoe polish;
- Stains;

Turpentine;
Varnish;
Wood filler;
Weed killer;
Alcoholic beverages;
Alcohols;
Antifreeze compounds;
Camphor oil;
Fluid cleaners;
Corrosive liquids;
Acids;
Battery with acids; disinfectants;
Dyes;
Flame retardant compounds;
Iron/steel rust preventives;
Paint and paint related materials;
Ammunition; black powder; blasting caps;
Dynamite (plastics or similar explosives);
Division 1.5 (explosives) requiring placarding;
Explosives auto alarm;
Fireworks;
Fuse lighters;
Igniters or primers;
Loaded/unloaded guns;
Matches;
Propellants;
Signal flares;
Smokeless powder;
Souvenir explosives/instruments of war; spear guns having charged heads;
Sterno; or
Toy propellant or smoke devices.

Please Note: Disposal of any containers of any liquid is strongly recommended to prevent liquid damage to your personal effects or any other property during loading, transporting and/or unloading.

ix. Personal Effects Liable to Damage Other Goods or Equipment: MSI, personnel or services providers are not obligated to receive personal effects or other goods liable to alter, contaminate, impregnate or otherwise damage or negatively affect your personal effects, other commodities, and/or any service provider's equipment and/or driver. Such personal effects may be accepted and receipted for "subject to delay for suitable equipment" or may, for lack of suitable equipment, be refused. You are responsible for any damage or loss to other commodities, service provider equipment and/or the driver caused by your personal effects and property.

x. Other Prohibited Items: You agree not to include any hazardous materials or items of any type, in any quantity, in your shipment. For purposes of this provision, "hazardous materials" include, but is not limited to, illegal items or substances listed or classified as toxic, hazardous, corrosive, explosive, or reactive by any agency of a

federal or state level, as applicable. You also agree not to include any items in your shipment that you are advised not to include by MSI.

E. Personal Effects Liability Limitations (Non-Corporate Moves only):

1. Since you are responsible for the packing, loading and unloading of your personal effects, personal effects liability coverage only applies to loss and/or damage caused from negligence by MSI, service providers or personnel hired by MSI to transport your shipment between origin and destination. MSI assumes the liability of a freight forwarder and subject to the provisions of 49 U.S.C. § 14706(c)(1)(A) and as further limited herein. In the event personal effects are damaged or loss caused during transportation between origin and destination due to MSI's, a service provider's or personnel's negligence, MSI's, personnel's and services providers' total aggregate liability shall be limited to the lesser of: (1) \$0.10 per pound per loss and/or damaged piece; or (2) \$50,000 per shipment (referred to herein as "**Basic Service Coverage**").
2. **You acknowledge that MSI's, personnel's and service providers' cargo liability is limited in consideration of a lower rate than would otherwise be applicable and that coverage in addition to the Basic Service Coverage is available and can be purchased at current costs and limits which are available upon your request by contacting MSI prior to the trailer(s), ReloCube(s) or other moving container(s) spot date. The Basic Service Coverage or any additional coverage purchased is liability coverage for the service provider's negligence and is not insurance for your goods. MSI does not provide insurance for your personal effects. Contact an MSI representative with any questions regarding your accounts specific level of coverage or options to purchase additional coverage for loss or damage to your personal effects due to MSI or a MSI hired service provider or personnel.**
3. In the event of cargo loss and/or damage is caused by fire, vehicle collision, vehicle overturn, or complete trailer, ReloCube or other moving container theft, MSI's, personnel's and services providers' total aggregate liability coverage shall increase to \$3.00 per pound per lost and/or damaged piece with a maximum liability of \$60,000 per trailer and \$7,500 per ReloCube or other moving container (referred to herein as "**Catastrophic Coverage**"). MSI, personnel and services providers are not responsible for personal effects damage and/or loss caused by packing, loading and/or unloading caused by you or labor service providers hired by you. As to non-corporate moves and corporate moves without MSI hired labor service providers, you agree to only file claims with MSI for personal effects lost and/or damaged while being transported between origin and destination which are caused by MSI or MSI hired personnel, service providers or labor service providers' negligence.

F. Personal Effects Liability Limitations (Corporate Moves only):

1. **Personal Effects Liability Limitations:** The following liability limitation coverages apply to your personal effects while moving under a Corporate Move pursuant to this Tariff and the Corporate Move specific terms, and they are as follows:
 - i. **Basic Service Coverage (Transportation Only Services):** Basic Service Coverage

is only for when MSI's, service providers' or personnel's negligence causes loss or damage to your personal effects. Basic Service Coverage provides you with the total aggregate liability limits of the lesser of: (1) \$0.10 per pound per loss or damaged piece of personal effects; or (2) \$50,000 per shipment. MSI, service providers' or personnel's negligence means when their acts or omissions directly causes a bulkhead failure, water damage, damage due to other property, or loss and/or damage to your personal effects which occurs between origin pickup to destination delivery.

- ii. **You acknowledge that MSI's, personnel's and service providers' cargo liability is limited in consideration of a lower rate than would otherwise be applicable and that additional coverage is available and can be purchased at current costs and limits which are available upon your request by contacting MSI prior to the trailer(s), ReloCube(s) or moving container(s) spot date. Contact an MSI representative with any questions regarding your accounts specific level of coverage or options to purchase additional coverage for loss or damage to your personal effects due to MSI or MSI hired service providers or personnel's negligence.**

- iii. **Catastrophic Service Coverage:** Catastrophic Service Coverage is applicable when the following events occur: trailer, ReloCube or other moving container fire, trailer overturns, trailer collision, or complete trailer, ReloCube or moving container theft. When such events occur, MSI's, personnel's and services providers' total aggregate liability applicable to you for loss and/or damage of your personal effects is \$3.00 per pound per lost and/or damaged personal effect, subject to a maximum of \$60,000 per trailer and \$7,500 per ReloCube or other moving container.

- iv. **Basic and Catastrophic Service Coverage Options:** For Basic and Catastrophic Service Coverages, these coverages begins after your trailer, ReloCube or moving container has been loaded and picked up at origin and ceases when the trailer, ReloCube or moving container has been tendered for unloading at destination. Under both these coverages, MSI, personnel and service providers are only responsible for loss and/or damage to your personal effects which is caused by their negligence. Under the Basic Service Coverage option, MSI, personnel and service providers are not responsible for loss and/or damage caused by improper packing, loading and/or unloading since these actions are completed by you or your hired or non-hired labor service providers. All your personal effects which have incurred loss and damage must be reported immediately and as further provided herein.

- v. **Basic Plus Service Coverage (Loading or Unloading Labor Services):** Basic Plus Service Coverage applies when you have optioned to have labor service providers hired by MSI to perform loading or unloading services. When loading or unloading services are optioned by you, your personal effects total aggregate liability limitations are the lesser of: (1) \$.60 per pound per lost and/or damaged piece of personal effect; or (2) \$50,000 per shipment when such loss and/or damage is directly caused by MSI, personnel or service providers while performing services to you. MSI, personnel and service providers shall not be liable for any loss and/or damage to your personal effects that occurred before performed services or that occurs after the services are completed by MSI or MSI hired service providers or personnel. Any labor service

provider or personnel caused loss or damage to personal effects must be notated on the bill of lading, service or delivery receipt.

Basic Plus Service Coverage total aggregate liability limitations shall be reduced from \$0.60 to \$0.10 per pound per lost and/or damaged personal effect when: (1) You or another party at your request or direction accesses transportation or storage equipment between the times loading and unloading services are performed; (2) You or another party at your requests moves or removes your personal effects out of or within transportation or storage equipment; or (3) When additional transportation or storage equipment is used to transport, store or sort through personal effects. This provision applies only to transportation or storage equipment that is accessed by you or your agent during transportation or storage of your personal effects.

Moreover, Basic Plus Service Coverage total aggregate liability limitations shall also be reduced from \$0.60 to \$0.10 per pound per loss and/or damaged piece when you reserve loading or unloading service and subsequently cancel such service resulting in MSI arranging transportation service only of your personal effects.

vi. **You acknowledge that MSI's, personnel's and service providers' cargo liability is limited in consideration of a lower rate than would otherwise be applicable and that additional coverage is available and can be purchased at current costs and limits which are available upon your request by contacting MSI prior to the trailer(s), ReloCube(s) or moving container(s) spot date. Contact an MSI representative with any questions regarding your accounts specific level of coverage or options to purchase additional coverage for loss or damage to your personal effects due to MSI or MSI hired service provider or personnel.**

vii. **Premium Plus Service Coverage (Loading and Unloading Services or Packing, Loading and Unloading):**

Premium Plus Service Coverage covers loss and/or damage caused when loading and unloading or packing, loading and unloading services are purchased by you, and the MSI hired service provider which perform such services cause loss and/or damage to your personal effects. The Premium Plus Service Coverage total aggregate liability is full value coverage but must be included or indicated in your Move Confirmation provided by MSI to you. Under Premium Plus Service Coverage, personal effects which are lost and/or damaged will, at MSI's discretion, be the lesser of either: (1) repaired or replaced with items of like quality, or (2) reimbursed at the cash equivalent based on the age and condition of the lost and/or damaged article. When full value coverage applies to your shipment, you must prepare, retain and furnish MSI with an inventory of each personal effect in your shipment valued in excess of \$100 per pound per personal effect in the format on the MSI provided form and state thereon the following declaration:

“Declaration of Article(s) of Extraordinary (Unusual) Value

I acknowledge that I have prepared and retained a copy of the "Inventory of Items Valued in Excess of \$100 per pound per Article" that are included in my shipment and that I have given a copy of this inventory to the carrier representative. I also acknowledge that MSI's, personnel's and service providers' liability for loss of or damage to any article valued in excess of \$100 per pound will be limited to \$100 per

pound for each pound of such lost or damaged article(s) (based on actual article weight), not to exceed the declared value of the entire shipment, unless I have specifically identified such articles for which a claim for loss or damage may be made, on the attached inventory.

X _____
(Customer's Signature) (Date)

For Premium Plus Service Coverage you must declare a total value for your personal effects in \$USD (declared value). For trailer shipments, your declared value must be the greater of \$2,500 per linear foot of trailer floor space your shipment requires or a higher total value. For shipments moving in ReloCubes and other moving containers, your declared value must be greater than \$12,500 per moving container or a higher total value per moving container. When your declared value is a higher value on a trailer, ReloCube or other moving container shipment, an additional charge will apply which you must pay for Premium Plus Service Coverage to apply.

Premium Plus Service Coverage total aggregate liability shall be reduced from full value to \$0.60 per pound per lost and/or damaged personal effect when:

(aa) You reserve loading and unloading service and subsequently cancel one service;

(bb) If MSI determines that moving industry standard cartons or so-called third party services are needed to properly prepare personal effects in your shipment that require special care for movement, transportation or storage, and you refuse to use or authorize use of such cartons/services;

(cc) You do not disassemble personal effects constructed of particle board prior to wrapping and/or loading them;

(dd) You pack your personal effects in containers that are unsuitable for the protection of your personal effects during movement, transportation or storage, such as plastic crates/tots/bins;

(ee) Any insurance or other coverage purchased from another company applies to cover loss and/or damage to your personal effects; and

(ff) MSI recommends that all customers check with their homeowners' or renters' insurance agent. Many agents will create a "rider" or "floater" policy to cover your personal effects during carriage.

2. Conflicting Tariff Provisions: As used herein, a Corporate Move is a household goods shipment that is tendered through an established relationship with a corporate account. To the extent that any Corporate Move provision conflicts with a term located in the other sections of this Tariff, then, the Corporate Move provision shall govern and supersede as to Corporate Moves.

3. Cancellation of Service: Cancellation of any service must be made in writing via email

to relocationops@arcb.com. To be valid, your cancellation notice must be received by MSI before your scheduled service date(s) and should include your reservation number. If you cancel service seven (7) days or less before a scheduled service date, a cancellation fee will be charged per Appendix A plus any charges we incur as a result of the cancellation. If hourly services have been requested and cancellation occurs on the day hourly services are to be performed, then, the minimum charge as shown on the Move Confirmation agreement shall be charged to you. For purposes of this provision, packaging, loading, transportation and unloading constitute separate services.

- i. **MSI Hired Labor Service Provider Claims:** All claims for property loss and/or damage caused by labor service providers hired by MSI shall be filed with MSI and administered on your behalf through MSI.

4. **Conditions:** Personal effects liability for loss and/or damage, for both corporate and non-corporate moves, are subject to the following conditions:

- i. **Particle Board:** You must disassemble personal effects constructed of particle board or any like material prior to loading.
- ii. **Submit Claim:** Damage or loss must be reported immediately and a complete claim must be received by MSI within nine (9) months of the date of completion of the last service provided to you by MSI or service providers. Any right to recovery will be barred if a claim is not filed as provided herein within said nine (9) month period.
- iii. **Charges Must Be Paid:** A claim form will not be processed until MSI receives payment in full from you for all service rendered.
- iv. **Personal Effects Packed by Owner or Labor Service Providers:** Except for certain corporate moves, personal effects that you pack or your agents pack on your behalf or you have packed for you by your hired labor service providers are not covered by MSI, service providers and personnel against loss and/or damage.
- v. **Duty to Cooperate:** You have a duty to cooperate fully with any investigation MSI makes during the claim settlement process. At a minimum, "cooperate" includes making personal effects available for inspection and repair, granting access to transportation and storage transaction records, and leaving any containers with visible exterior damage packed until they are inspected by MSI or its designee.
- vi. **Subrogation and Release:** Your right to receive payment of an amount by MSI or service provider in settlement of a personal effects loss and/or damage claim shall include obligations to: (1) assign and subrogate to MSI at the time of such payment all rights and claims that you have or may have against any other individual(s) or entity(ies) with respect to the loss and/or damaged personal effects; (2) convey all right title and interest in loss and/or damage personal effects to MSI and to make the same available to MSI for salvage/recovery; (3) render all reasonable assistance in MSI's pursuit of recovery of personal effects loss and/or damage claim from third party; (4) authorize MSI in effecting such recovery; (5) authorize MSI to file claims and/or lawsuits against any third party in your name(s),

and hereby appoint the officers and agents of MSI, as your agent and/or attorney-in-fact, with irrevocable power to collect any and all such claim(s) and to begin, prosecute, settle or withdraw, either in your name and/or our name, but at our expense, any and all legal proceedings which MSI may deem necessary to enforce such claim(s), including proceedings before any tribunal or international tribunal, and to execute in your name any documents which may be necessary to carry into effect the purpose of these subrogation rights granted by you to MSI; (6) agree to execute any documents which may be necessary to enable MSI to proceed in accordance herewith, including any pleadings and releases that MSI may request you to execute; (7) agree that any monies collected from any third party through these subrogation rights are solely our property; and (8) to fully and finally release MSI, in writing if requested by MSI, from any and all liability regarding the claim for which MSI makes payment to you in settlement of your claim and further in accordance with confidentiality provisions contained in such written release.

vii. Extreme Weather Policy: MSI does not offer protective service from freezing or excessive heat.

5. Exclusions: Personal effects liability coverage does not apply to damage and/or loss caused by or due to the following:

- i. **External Cause:** Any external cause.
- ii. **Your Act or Omission:** Any act, omission or order of yours, any agent of yours, any owner of personal effects in your shipment, or any agent of any owner of personal effects in your shipment, including any act or omission of any service providers you, your agent, an owner or owner's agent engage to perform any special services with respect to personal effects in your shipment. As used in this section, "act or omission" shall include, but is not limited to, improper packaging, failure to protect with adequate cartons, wrapping material or crating, improper installation of bulkhead or other divider, or your shipment contains personal effects which are susceptible to damage.
- iii. **Defect or Inherent Vice:** Defect or inherent vice of a personal effect or personal effects in your shipment, include, but are not limited to: (1) susceptibility to damage because of sensitivity to vibration and atmospheric conditions such as temperature or humidity or changes in the same, and (2) mechanical or electrical derangement of mechanical, electrical, or electromechanical devices.
- iv. **Perishable Personal Effects:** Personal effects that by their nature are perishable, such as plants, animals or food items and all other like goods.
- v. **Hazardous and Prohibited Materials:** Spillage, leakage or other release, or combustion, explosion or other reaction of any personal effects, substance, chemical or compound in your shipment that is a "Prohibited Item."
- vi. **Loss/Damage to Personal Effects not Noted on Delivery Documents:** Unless personal effects are noted as missing or damaged on shipping document(s) at the time of unloading, MSI shall not be liable for personal effect loss and/or damage.

- vii. **Computer Data or Media:** Loss of or damage to computer data or media.
- viii. **Negotiable Instruments or Other Valuables:** Documents, currency or coins, stamps, securities, notes, deed, money, jewelry, furs, weapons, gems and precious stones and any other personal effects of intangible or sentimental, tradable or collectible value.
- ix. **Pair, Set, or Part:** In the event of loss of or damage to any personal effects or personal effect(s) which are a part of a pair or set, or to a part of any personal effects, coverage will only apply to the personal effects which are part of a pair or set that are lost and/or damaged and not to the entire pair or set, and only to a part of a personal effects item that is lost or damaged and not to the entire item.
- x. **Personal Effects Not Handled:** It is your duty to (1) reserve sufficient equipment to hold all personal effects that you want loaded; and (2) inspect the work site to ensure that all personal effects to be packed, wrapped and loaded are in fact packed, wrapped and loaded adequately.
- xi. **Insects, Vermin, Molds or Ordinary Wear or Tear:** Insects, moths, vermin, molds or other fungi or growths, gradual deterioration or ordinary wear or tear of personal effects.
- xii. **Risks of War:** Hostile or warlike acts, including acts of terrorism, in time of peace or war, including action in hindering, combating or defending against or actual, impending or expected attack by any government or sovereign power, or by any authority maintaining or using military or other armed forces or any agent of any such government, power, authority or force.
- xiii. **Weapons of War:** Any weapon of war or terrorism, whether employing traditional means of force, atomic fission or radioactive force, or biological or chemical agents, whether in time of peace or war.
- xiv. **Domestic Unrest:** Insurrection, protest, rebellion, revolution, civil war, terrorism, or action taken by any governmental authority in hindering, combating or defending against such an occurrence.
- xv. **Other Government Action:** Seizure or destruction under quarantine or customs regulations, confiscation for any reason by order of any governmental or public authority, or risks of transporting contraband or any personal effects of illegal trade.
- xvi. **Labor or Civil Unrest:** Strikes, lockouts, labor disturbances, riots, civil commotion, terrorism or the acts of any person(s) taking part in any such occurrence.
- xvii. **Acts of God:** Including, but not limited to, earthquake, avalanche, fire, lightning, flood, hurricane, windstorm, tornado, snow, hail, sleet, ice or rain storm, or any other contingency not within the control of MSI, personnel, or service providers.

- xviii. **Failure to Preserve:** Any loss and/or damaged to personal effects in a shipment if you or the owner fail to preserve it or any container(s) in which a lost and/or damaged personal effects was packed, and all other evidence that such claimed loss or damage is the result of the negligence of MSI, personnel, or a service provider.
- xix. **On-Site Storage:** Personal effects stored in transportation equipment placed at, on or around your residence are not stored personal effects and not eligible for coverage.
- xxi. **Burglary:** Coverage does not apply to a burglary or other crime committed to enter a trailer, ReloCube or other moving container used to store or transport personal effects while such trailer, ReloCube or moving container is located at your directed origin or destination location.
- xxii. **Packaging, Loading or Unloading:** On non-corporate moves and corporate moves when MSI does not provide labor services, MSI, service providers and personnel are not responsible for damage caused by improper packing, loading or unloading since these actions are completed by you or your hired or non-hired labor.

6. Personal Effects Claim Processing and Settlement

- i. **Submission Process:** In the event of personal effects loss and/or damage is caused by MSI, MSI hired services providers or personnel, you must contact a MSI representative to obtain a claim form or a link to an online website for preparation and submission of a claim.
- ii. **Settlement Process:** Upon receipt of a complete claim, an MSI representative will review the claim and collect information to determine the cause and extent of the loss and/or damage claim.
- iii. **Settlement Determination:** MSI has the absolute right and unfettered discretion to repair, replace or reimburse for lost and/or damaged personal effects. In exercise of this right, MSI may elect to: (1) Repair personal effects or pay you for the cost of repairs; (2) Replace personal effects with a new item or pay you the un-depreciated cost of a new item; or (3) Pay a reasonable allowance for damage to personal effects that can still be used for its intended purpose without repair. If MSI elects to replace a lost and/or damaged personal effects and cannot find the exact same personal effects, MSI may replace such personal effects with personal effects comparable in quality and features. MSI shall provide you with written notification of its settlement determination as provided herein.
- iv. **Salvage:** Upon notice to you in the settlement determination, MSI shall have the right to the ownership of any and all damaged personal effects that it replaces or for which it provides reimbursement.
- v. **Assignment of Subrogation Rights:** Filing a claim with MSI for personal effects loss and/or damage will constitute an assignment to MSI of your right(s) to seek

the below actions and/or settlement directly against third parties, service providers, carriers, storage or other service providers for any loss of or damage to personal effects. Your right to receive payment of an amount from MSI in resolution of a personal effects loss and/or damage claim shall include the below additional obligations to which you agree:

- Assign and subrogate to MSI at the time of such payment all rights and claims that you have against any other individual(s) or entity(ies) with respect to the paid claim;
- Convey all rights, title and interest in damaged personal effects to MSI and to make the same available to MSI for salvage/recovery;
- Render all reasonable assistance in MSI's pursuit of recovery from a third party(ies);
- Authorize MSI in effecting such recovery;
- Authorize MSI to file claims and/or lawsuits against any third party in your name(s), and hereby appoint MSI as your agent and/or attorney-in-fact, with irrevocable power to collect any and all such claim(s) and to begin, prosecute, settle or withdraw, either in your name and/or our name, but at our expense, any and all legal or other proceedings which we may deem necessary to enforce such claim(s), including proceedings before any tribal or international tribunal, and to execute in your name any documents which may be necessary to carry into effect the purpose of these subrogation rights granted by you to MSI;
- You agree to execute any documents which may be necessary to enable MSI to proceed in accordance herewith, including any pleadings and releases that MSI may request you to execute;
- You agree that any monies collected from any third party through these subrogation rights are solely MSI's property; and
- To fully and finally release MSI, in writing if requested by MSI, from any and all liability regarding the claim for which MSI makes payment to you in settlement of your claim and further in accordance with confidentiality provisions contained in such written release.

III. **Alternative Dispute Settlement ("ADS")**

A. Policy: Our policy is to work with you to resolve any issues or disputes with respect to service, including, but not limited to, all disputes regarding personal effects loss, damage and/or charges (collectively referred to as "disputes"). MSI is committed to work with you in good faith to resolve disputes, and MSI expects you to do the same. MSI has found ADS process to be a cost-effective, fair and quick way to resolve disputes through the Better Business Bureau ("BBB"), via document submission, teleconference and/or personal appearance. You and MSI agree that all disputes and any claims arising hereunder if such cannot be resolved informally between you and MSI shall be resolved by an ADS process through the Arkansas BBB located in the State of Arkansas, subject to the personal effects and other liability limitations set forth herein.

B. Costs of ADS: You and MSI will each pay one-half of all costs to institute ADS

through BBB unless the BBB determines that MSI will pay a larger portion. In BBB's decision, the BBB may determine which party shall pay the cost or a portion of the cost of the ADS proceeding. MSI and you agree that the BBB cannot award attorneys' fees to MSI or you. MSI and you further agree that each one will be responsible for their own respective attorneys' fees, if any.

- C. Procedure:** Upon your request, MSI will provide you with information to institute an action with the BBB to resolve any dispute between MSI and you through ADS.

For any disputes or cargo claims not resolved informally between you and MSI, which were properly filed by you with MSI, service provider or personnel within the nine (9) months from the claim accruing, you must: (1) file your dispute or claim with the BBB within two (2) years of the completion of the service provided through MSI or, if no completion, within two (2) years of when completion was expected, and (2) notify MSI in writing of your intention to seek ADS. If you do not file (1) your personal effects claims with MSI within the nine month period or (2) an appropriate ADS form with the BBB to institute ADS to resolve your dispute or other claims within the two (2) years period, then the expiration of either time period shall be a complete and absolute defense to any disputes or other claims, including any action at law or in equity, without regard to any mitigating or extenuating circumstances or excuses whatsoever.

Below is a link to information that explains the ADS procedure:
<http://www.bbb.org/us/moving-and-storage-issues/>

- D. Binding ADS Decision:** ADS shall be binding for all claims regardless of amount.

- E. ADS Decision:** A final decision issued in binding ADR means:

- You and MSI will be legally bound to abide by the BBB decision and comply with the decision terms;
- You and MSI waive and give up any right to sue the other in court on any disputes and cargo claims, unless MSI or you fail to perform according to the BBB's decision; and
- You and MSI agree that BBB shall not be authorized to award either party attorneys' fees or any indirect damages, e.g., consequential, incidental, special, multiplied or punitive damages.

IV. **U.S./Canadian/Other Country's Customs:**

- A. Generally:** Shipments awaiting Customs release by U.S. Customs and Border Protection (CBP), Canadian Border Services Agency (CBSA), or another country's Customs authority will be subject to the applicable detention charges, storage charges and/or customs examination fees as provided in Appendix A hereto in addition to any other additional costs or fees incurred by MSI. Detention charges, if any, will be assessed against you. Any costs, fines, liquidated damages, charges or

assessments against MSI, service providers or personnel resulting from your personal effects, including Customs fees, will be your obligation and charged to you. For the purpose of applying storage rules and charges in connection with shipments moving under United States Customs Bond, notification to the Deputy Collector of Customs that a shipment is available for customs inspection will constitute tender of shipment for delivery.

B. Export or Import Shipment Requirements:

1. Shipments must be accompanied by all papers necessary to comply with the requirements of governmental authorities.

You must furnish all invoices, documentary evidence and declarations, including duties, fees and other charges which may be imposed or assessed against the personal effects and other property transported. MSI will in no way be responsible for delays to the personal effects and other property transported nor for personal effects held by any government agency for any reason whatsoever. Where all necessary requirements of such authorities are not complied with, and through no fault of MSI, additional expenses, liquidated damages and/or fines are incurred to comply with such requirements, those expenses may be advanced by MSI and shall become a charge to your personal effects. Delivery will not be made until such charges are paid or guaranteed by you.

When shipments must be held by MSI pending compliance of Customs regulations and requirements by you or your representative, a charge will be made for the service required on the part of MSI as provided in Appendix A hereto.

Customs related charges shall be in addition to all other applicable charges, including additional charges imposed by the Customs broker for the administrative services it provides and will be assessed against you. You must also be established with the Customs broker as the Importer of Record (IOR). Prior to the movement of the first shipment, the IOR must complete specified documentation for the Customs broker.

2. **Customs Delay:** When shipments are delayed at the border, through no fault of MSI or service providers by CBP, CBSA or other regulatory agencies or Customs, fees shall apply as set forth in Appendix A hereto. There is no charge for the first fifteen (15) minute delay, but a charge for each succeeding fifteen (15) minute delay or fraction thereof will be incurred as provided in Appendix A hereto.
3. **Sufferance Warehouse Examination:** When a shipment is assessed additional charges by a sufferance warehouse for processing, warehousing, Customs examination, or handling, those additional charges will be assessed on your invoice. In computing storage charges, time will begin forty-eight (48) hours after 5:00 p.m. on the day rejection of entry is received by MSI from the Customs broker, deemed to be acting as your agent. When shipments are delayed at the border, through no fault of MSI or service providers by CBP, CBSA or other regulatory agencies or Customs, certain fees shall apply as set forth in Appendix A hereto.

4. **Customs Brokerage Handling:** On shipments moving between Canada and points in the United States where MSI acts to facilitate the association of the customer with a Customs broker for the creation of the entry with Customs, a fee per entry will be assessed to your bill as set forth in Appendix A hereto. Such fee shall be in addition to all other applicable charges, including additional charges imposed by Customs broker for the administrative services it provides and will be assessed against you. You must also be established with the Customs broker as the IOR. Prior to movement of the first shipment, the IOR must complete specified documentation for Customs broker.

5. **Puerto Rico – Shipper’s Export Declaration:** The United States Census Bureau requires Electronic Export Information (EEI) formerly known as Shipper’s Export Declaration (SED) to be filed in the Automated Export System (AES) for each Puerto Rico or U.S. Virgin Island shipment having a declared value exceeding \$2,500.00, unless otherwise exempt by U.S. federal regulations. At the specific request of you, MSI will prepare all required export documentation, prepare or complete your drafts or invoices, and dispose of such documents in accordance with your instructions, fees will be assessed against you as set forth in Appendix A hereto. A charge will apply for the electronic filing of Export Declaration on the behalf of the shipper. Application of the service and the charge will occur when the shipper fills out form 7525-V and signs authorization (Block 29) for carrier to electronically file on shipper’s behalf. At its option, shipper may provide carrier with written authorization or power of attorney to electronically file on its behalf.

V. Special Service Rules and Provisions

A. **Transportation Service**

1. **Estimated Charge(s):**

i. **Additional Trailer(s):** If you elect to utilize more than one (1) trailer, you will be subject to a minimum charge based on five (5) linear feet in the additional trailer(s). The adjustment price per foot will apply for each additional linear foot of trailer space used beyond the minimum five (5) linear feet. Length will be rounded to the nearest foot as indicated herein.

ii. **Trailer:** Charges are based on requested trailer footage. You agree to pay the price shown in your Move Confirmation agreement, plus the adjustment price per foot for every linear foot of trailer space used (including bulkhead) beyond the requested trailer footage. MSI shall reduce the price, by the adjustment price per foot, for every linear foot not used less than the requested trailer footage, subject to the minimum charge listed in your Move Confirmation agreement. You are responsible for entering the footage used on the bill of lading. The footage used is subject to inspection by the service provider. Length will be rounded to the nearest foot as provided herein. When service provider picks up trailer(s), ReloCube(s) or moving container(s) at origin location, if you have not entered the footage on the bill of lading, then, the driver shall enter the footage on the bill of lading and driver’s indicated footage will be conclusively presumed correct.

iii. Moving Container: You agree to pay the charge(s) based on the exclusive usage of each ReloCube or other moving container as shown in your Move Confirmation agreement.

2. Transit: Transit begins the business day following pickup of your shipment. Transit times do not include day of pickup, weekends or holidays. For multiple container or trailer shipments, transit time is computed from the business day following pickup of the last piece of equipment.

i. Standard Transit: While Standard Transit gives an estimated delivery time as to when a shipment will arrive at destination, a specific date or time of delivery is not guaranteed.

ii. Guaranteed Service Option: Guaranteed Service is an option available for most shipments and provides guaranteed delivery at your destination based upon the guaranteed delivery date shown within your Move Confirmation. Your shipment must be picked up at your origin by 6:00 p.m. local time on equipment pickup date shown on your Move Confirmation. If the shipment is picked up after 6:00 p.m. on the reserved pickup date, the guaranteed delivery date is no longer applicable. If delivery occurs after the guaranteed delivery date due to delays by MSI or a MSI hired service provider or personnel, charges will be eligible for a reduction not to exceed one hundred percent (100%) of the total additional costs of the guaranteed appointment at MSI's discretion. This guarantee will not apply in connection with shipments experiencing a delay due to severe weather, acts of God, terrorism, natural disaster, labor disputes/strikes or your inability to receive a trailer(s), ReloCube(s) or moving container(s).

iii. Guaranteed Appointments: An empty trailer, ReloCube or moving container will be delivered on the date and time shown on your Move Confirmation agreement. You or your Designated Agent must be present when the trailer(s), ReloCube(s) or moving container(s) is spotted or additional fees may apply. If delivery of the empty trailer(s), ReloCube(s) or moving container(s) at origin occurs after the guaranteed appointment time due to delays by the service provider, charges will be eligible for a reduction not to exceed one hundred percent (100%) of the total additional costs of the guaranteed appointment at MSI's discretion. This guarantee will not apply in connection with shipments experiencing a delay due to severe weather, acts of God, terrorism, natural disaster, labor disputes/strikes or your inability to receive a trailer(s), ReloCube(s) or moving container(s).

3. Additional Equipment & Service: A ramp will be available at most locations and will be delivered with the trailer(s). The maximum weight limit for the ramp is 1,000 lbs. The ramp must be loaded **outside** the bulkhead wall when returned to the servicing transportation service center. The ramp does not travel with your shipment. Additional charges as set forth in Appendix A will apply if the ramp travels with your shipment to destination because of being loaded inside the bulkhead. If the ramp is not returned to the service provider as provided herein, replacement charges are applicable and provided in Appendix A hereto. You accept all risks in utilizing a ramp and will indemnify, defend and hold harmless MSI, personnel and service providers from any and all liabilities and damages, including attorneys' fees and litigation costs, caused from your use or your hired or non-hired labor service providers' use of a ramp.

4. **Additional Charges:** Charges are based on the specifics outlined in your Move Confirmation/Through Bill of Lading. The charges are subject to change upon alteration of your schedule or the occurrence of certain events, including, but not limited to: (a) Change in spot date; (b) Change in origin or destination city/zip/location code; (c) Parking fees, fines, or trailer/container tow services; (d) Equipment detention fees; (e) Untimely return of ramp to local service center; (f) Gypsy Moth Quarantine (California); (g) Customs delay; (h) Redelivery Charges per redelivery attempt; (i) Trash or boxes left on a trailer or moving container; and (j) Guaranteed Service - see Appendix A for all such charges.
5. **Parking and Placement:** A trailer, ReloCube or other moving container will be spotted at your sole risk at the origin location and/or destination location. You agree that MSI shall have no liability for any damage to personal or real property, or improvements arising out of, the placement or removal of any equipment. IT IS YOUR RESPONSIBILITY TO ARRANGE FOR LAWFUL PLACEMENT OR TO OBTAIN PERMISSION FOR THE PLACEMENT OF THE TRAILER(S), ReloCube(s), MOVING CONTAINER(S) AND EQUIPMENT, AS APPLICABLE. You are responsible for payment of any amount(s) charged to MSI, personnel, or service providers due to your failure to act in accordance with, comply with, or make adequate arrangements for variance from any laws, local rules or ordinances, including, but not limited to, payments for any parking charges, ordinance, code or law violations and towing charges.
6. **Packing Material, Debris or Trash Removal:** It shall be the responsibility of you to remove packing material, debris or trash from the trailer(s), ReloCube or other moving container. A charge as set forth in Appendix A hereto for each 15 minutes or fraction thereof required to perform this service will be assessed against you when you request such service or your failure to remove packing material, debris or trash from trailer(s), ReloCube or other moving container.

In addition, any expenses incurred by MSI to satisfy fees or charges directly attributable to this service will be assessed against you when you request such service or such service is required due to your failure to remove packing material, debris or trash from trailer(s), ReloCube(s) or other moving container (s). Upon request, evidence of payment of such fees or charges will be furnished by MSI.

Any expenses incurred in this section will be in addition to all other lawful charges and fees, and will be assessed against you.

7. **NO WARRANTY:** MSI, SERVICE PROVIDERS AND PERSONNEL DO NOT MAKE, HAS NOT MADE, NOR SHALL BE DEEMED TO MAKE OR HAVE MADE, ANY WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, WITH RESPECT TO THE EQUIPMENT PROVIDED HEREUNDER OR ANY COMPONENT THEREOF, INCLUDING WITHOUT LIMITATION, ANY WARRANTY TO DESIGN, COMPLIANCE WITH SPECIFICATIONS, QUALITY OF MATERIALS OR WORKMANSHIP, **MERCHANTABILITY, FITNESS FOR ANY PURPOSE,** USE, OPERATION OR SAFETY. ALL RISKS ARE TO BE BORNE BY YOU. WITHOUT LIMITING THE FOREGOING, MSI, SERVICE PROVIDERS OR PERSONNEL SHALL HAVE NO

RESPONSIBILITY OR LIABILITY TO YOU OR ANY OTHER PERSON WITH RESPECT TO THE FOLLOWING, REGARDLESS OF ANY NEGLIGENCE OF MSI, SERVICE PROVIDERS AND/OR PERSONNEL: (I) ANY LIABILITY, LOSS OR DAMAGE CAUSED OR ALLEGED TO BE CAUSED DIRECTLY OR INDIRECTLY BY ANY EQUIPMENT, ANY INADEQUACY THEREOF, ANY DEFICIENCY OR DEFECT (LATENT OR OTHERWISE) THEREIN, OR ANY OTHER CIRCUMSTANCE IN CONNECTION THEREWITH; OR (II) THE USE, OPERATION OR PERFORMANCE OF ANY EQUIPMENT OR ANY RISKS RELATING THERETO.

8. **Undelivered Freight:** If MSI cannot deliver personal effects through no fault of its own, the shipment will be subject to applicable storage or detention charges.

B. Third Party Service

1. **In General:** “Third Party Service” means a service requiring special skill or equipment not usually possessed by a carrier, including, but not limited to, appliance de-installation/installation, furniture and equipment disassembly/assembly, and crating of large items with a high susceptibility to damage.
2. **When Needed:** In addition to your determination, MSI reserves complete discretion to determine whether and when Third Party Service is needed to protect and/or move personal effects in your shipment safely and such discretion shall be at your costs.

VI. Other Rules, Provisions, Terms and Conditions

A. Website Terms and Conditions of Use

By using the MSI websites or requesting services from MSI you agree to the Website Terms of Use located at: <http://www.arcb.com/terms-of-use/> and consent to our use of the data we collect and the information you provide to MSI as detailed in the MSI Privacy Policy: <http://www.arcb.com/privacy-policy/> .

VII. Rates and Charges

A. Origin and Destination Services:

1. **Local Transportation:** Local transportation includes service to shuttle your personal effects to or from transportation equipment in which they will be or were transported when access to your origin or destination residences are restricted, extra pickup or delivery when your personal effects are located in or will be placed in more than one location and mileage charges that apply when your origin or destination residence is located outside of a twenty-five (25) miles radius or a local service provider’s location.
2. **Accessorial Services:** Accessorial services are services in addition to packing, loading and/or unloading that require allowances for additional crew and/or that necessitate additional time to complete.

B. Transportation:

1. **In General:** Most transportation rates are driven by size of shipment, length of transport and supply and demand for transportation service based on specific origin and destinations, direction and time of year.
2. **Spot Rates:** MSI generally tries to obtain the best available services that MSI can find based on a variety of factors, including rates.
3. **Service Availability:** As with all services, services are based on availability.
4. **Substitute Service:** There are various ways to transport shipments of personal effects (modes) and many factors such as weather, illness, equipment breakdown, more favorable rates and/or scheduling, shipment consolidation opportunities, etc., can make use of a service provider or mode originally selected to transport your shipment impractical, and MSI reserves the right to select available service providers and modes to transport your shipment.

C. Third-Party Service:

1. **Market Availability:** Third party services may be offered when specialized services are needed for your shipment. MSI normally selects third party service providers based on a number of factors and at rates that vary and change due to demand for service, availability, location, experience, and service quality.
2. **Service Providers Selection:** MSI reserves the right to select available third party service providers based on location, experience, service quality and other criteria. ANY THIRD PARTY SERVICE PROVIDERS THAT YOU HIRE FOR PACKING, LOADING AND/OR UNLOADING YOUR PERSONAL EFFECTS, SUCH THIRD PARTY SERVICE PROVIDERS ARE HIRED BY YOU. YOU ARE HIRING PACKING, LOADING AND/OR UNLOADING SERVICE PROVIDERS FOR YOUR SOLE BENEFIT AND MSI DISCLAIMS, AND IS HEREBY RELEASED, FROM ANY AND ALL LIABILITIES AND DAMAGES, INCLUDING ANY LOST AND/OR DAMAGE TO YOUR PERSONAL EFFECTS, CAUSED BY SUCH SERVICE PROVIDERS THAT YOU SELECTED.

Moving Solutions, Inc.
Tariff MSI 400 Appendix A

<u>Services:</u>	<u>Charge:</u>
Physical Survey	\$150.00
Cancellation Fee	\$50.00 per service if cancelled within 7 days of service date; \$150.00 per service if cancelled on day of service. On Basic Plus moves, the labor provider's minimum charge will be the cancellation fee if the move is cancelled on day of service.
Equipment Held in Excess of 3 Days	\$50.00 per day per trailer or moving container
Live Load/Unload	\$80.00 per hour
Equipment Detention Fee	\$50.00 per day per trailer or moving container
Respot	\$150.00 per occurrence
Redelivery	\$150.00 per occurrence
Customs Fee	Unloading, handling and loading: 3.29 per cwt, minimum charge of \$18.77. Storage: 2.52 per cwt, 12.69 per shipment per calendar day, subject to minimum of \$44.74 per shipment.
Lost/Stolen Ramp	\$1,000.00 per ramp
Debris Removal (Basic & Basic Plus Service Coverages)	\$46.09 per 15 minutes
Debris Removal (Premium Plus Service Coverage)	\$200.00 per occurrence
Certified Weight Tickets	\$150.00
Shippers Export Declaration (Puerto Rico)	\$25.00 per transmission and \$55.00 per electronic filing
Exclusive Trailer Use	Rate plus 25%
Ramp Packed in Trailer	Up to \$1,000

Moving Solutions, Inc. Tariff MSI 400 APPENDIX B - DECLARED VALUE COVERAGE RATES

The following table contains the additional charges that apply when you declare a higher total value for your personal effects than the applicable minimum value. Charges for coverage on shipments larger than 56 feet or shipments with a declared value greater than the applicable Band 4 limit will be given at the time of estimate.

Linear Feet	Rolls/Cubes	No-Charge	Band- 1		Band- 2		Band- 3		Band- 4	
			Up-to	Rate	Up-to	Rate	Up-to	Rate	Up-to	Rate
5ft	1ft	\$12,500	\$25,000	\$28	-	-	-	-	-	-
6ft		00ft → \$15.00	\$25,000	\$33	-	-	-	-	-	-
7ft		\$15,000	\$30,000	\$39	-	-	-	-	-	-
8ft		00ft → \$20.00	\$30,000	\$44	-	-	-	-	-	-
9ft		00ft → \$20.00	\$30,000	\$50	-	-	-	-	-	-
10ft	2ft	\$17,500	\$35,000	\$55	-	-	-	-	-	-
11ft		00ft → \$20.00	\$35,000	\$61	-	-	-	-	-	-
12ft		\$20,000	\$40,000	\$27	\$45,000	\$40	\$50,000	\$66	-	-
13ft		00ft → \$25.00	\$40,000	\$29	\$45,000	\$43	\$50,000	\$72	-	-
14ft		00ft → \$25.00	\$40,000	\$31	\$45,000	\$47	\$50,000	\$77	-	-
15ft	3ft	\$22,500	\$45,000	\$33	\$50,000	\$50	\$55,000	\$66	\$60,000	\$83
16ft		00ft → \$25.00	\$50,000	\$36	\$60,000	\$53	\$70,000	\$71	\$80,000	\$88
17ft		\$25,000	\$50,000	\$38	\$60,000	\$57	\$70,000	\$75	\$80,000	\$94
18ft		00ft → \$30.00	\$50,000	\$40	\$55,000	\$60	\$60,000	\$80	\$80,000	\$99
19ft		00ft → \$30.00	\$60,000	\$42	\$70,000	\$63	\$80,000	\$84	\$90,000	\$105
20ft	4ft	\$27,500	\$60,000	\$44	\$70,000	\$66	\$80,000	\$88	\$90,000	\$110
21ft		00ft → \$30.00	\$70,000	\$47	\$80,000	\$70	\$90,000	\$93	\$100,000	\$116
22ft		\$30,000	\$70,000	\$49	\$80,000	\$73	\$90,000	\$97	\$100,000	\$121
23ft		00ft → \$35.00	\$70,000	\$51	\$80,000	\$76	\$90,000	\$102	\$100,000	\$127
24ft		\$32,500	\$75,000	\$53	\$85,000	\$80	\$95,000	\$106	\$105,000	\$132
25ft	5ft	00ft → \$35.00	\$75,000	\$55	\$85,000	\$83	\$95,000	\$110	\$105,000	\$138
26ft		00ft → \$35.00	\$80,000	\$58	\$90,000	\$86	\$100,000	\$115	\$110,000	\$143
27ft		\$35,000	\$80,000	\$60	\$90,000	\$90	\$100,000	\$119	\$110,000	\$149
28ft		00ft → \$35.00	\$80,000	\$62	\$90,000	\$93	\$100,000	\$124	\$110,000	\$154
29ft		\$37,500	\$85,000	\$64	\$95,000	\$96	\$105,000	\$128	\$115,000	\$160
30ft		00ft → \$40.00	\$85,000	\$66	\$95,000	\$99	\$105,000	\$132	\$115,000	\$165
31ft		00ft → \$40.00	\$90,000	\$69	\$100,000	\$103	\$110,000	\$137	\$120,000	\$171
32ft		\$40,000	\$90,000	\$71	\$100,000	\$106	\$110,000	\$141	\$120,000	\$176
33ft		00ft → \$45.00	\$90,000	\$73	\$100,000	\$109	\$110,000	\$146	\$120,000	\$182
34ft		\$42,500	\$95,000	\$75	\$105,000	\$113	\$115,000	\$150	\$125,000	\$187
35ft	7ft	00ft → \$45.00	\$95,000	\$77	\$105,000	\$116	\$115,000	\$154	\$125,000	\$193
36ft		\$45,000	\$100,000	\$80	\$110,000	\$119	\$120,000	\$159	\$130,000	\$198
37ft		00ft → \$45.00	\$100,000	\$82	\$110,000	\$123	\$120,000	\$163	\$130,000	\$204
38ft		00ft → \$45.00	\$100,000	\$84	\$110,000	\$126	\$120,000	\$168	\$130,000	\$209
39ft		\$47,500	\$105,000	\$86	\$115,000	\$129	\$125,000	\$172	\$135,000	\$215
40ft	8ft	00ft → \$50.00	\$105,000	\$88	\$115,000	\$132	\$125,000	\$176	\$135,000	\$220
41ft		\$50,000	\$110,000	\$91	\$120,000	\$136	\$130,000	\$181	\$140,000	\$226
42ft		00ft → \$50.00	\$110,000	\$93	\$120,000	\$139	\$130,000	\$185	\$140,000	\$231
43ft		00ft → \$50.00	\$115,000	\$95	\$120,000	\$142	\$130,000	\$190	\$140,000	\$237
44ft		\$52,500	\$115,000	\$97	\$125,000	\$146	\$135,000	\$194	\$145,000	\$242
45ft	9ft	00ft → \$55.00	\$120,000	\$99	\$125,000	\$149	\$135,000	\$198	\$145,000	\$248
46ft		\$55,000	\$120,000	\$10	\$130,000	\$152	\$140,000	\$203	\$150,000	\$253
47ft		00ft → \$55.00	2ft → \$10	\$130,000	\$156	\$140,000	\$207	\$150,000	\$259	
48ft		00ft → \$55.00	\$125,000	\$10	\$130,000	\$159	\$140,000	\$212	\$150,000	\$264
49ft		\$57,500	\$125,000	\$10	\$135,000	\$162	\$145,000	\$216	\$155,000	\$270
50ft	10ft	00ft → \$60.00	4ft → \$10	\$135,000	\$165	\$145,000	\$220	\$155,000	\$275	
51ft		\$60,000	\$125,000	\$10	\$140,000	\$169	\$150,000	\$225	\$160,000	\$281
52ft		00ft → \$65.00	6ft → \$10	\$140,000	\$172	\$150,000	\$229	\$160,000	\$286	
53ft		\$62,500	\$130,000	\$10	\$145,000	\$176	\$150,000	\$234	\$160,000	\$292
54ft		00ft → \$65.00	8ft → \$10	\$145,000	\$179	\$155,000	\$238	\$165,000	\$297	
55ft	11ft	00ft → \$65.00	\$130,000	\$10	\$150,000	\$182	\$155,000	\$242	\$165,000	\$303
56ft		\$65,000	\$130,000	\$10	\$150,000	\$185	\$160,000	\$247	\$170,000	\$308

**Moving Solutions, Inc.
Tariff MSI 400**

**APPENDIX C CHARGES APPLICABLE TO ORIGIN AND
DESTINATION SERVICES BASED UPON OPERATING ZONES**

Following are the charges that apply to origin and destination services based upon the operating zone(s) in which your shipment's origin and destination are located. These charges are in addition to transportation, full value coverage, storage, third party and any other services provided in connection with the preparation of your personal effects for handling and transport. Charges may be higher or lower than the listed rates based on market availability. Actual charges will be confirmed at the time of estimate.

Operating Zone Definitions by State

<u>State</u>	<u>Abbr.</u>	<u>Zone</u>	<u>State</u>	<u>Abbr.</u>	<u>Zone</u>	<u>State</u>	<u>Abbr.</u>	<u>Zone</u>
Alabama	AL	C	Louisiana	LA	C	Ohio	OH	C
Alaska	AK	E	Maine	ME	C	Oklahoma	OK	A
Arizona	AZ	B	Maryland	MD	D	Oregon	OR	E
Arkansas	AR	B	Massachusetts	MA	E	Pennsylvania	PA	D
California	CA	D	Michigan	MI	D	Rhode Island	RI	D
Colorado	CO	C	Minnesota	MN	E	South Carolina	SC	A
Connecticut	CT	D	Mississippi	MS	A	South Dakota	SD	C
Delaware	DE	C	Missouri	MO	A	Tennessee	TN	C
District of	DC	D	Montana	MT	B	Texas	TX	B
Florida	FL	C	Nebraska	NE	D	Utah	UT	B
Georgia	GA	C	Nevada	NV	C	Vermont	VT	E
Idaho	ID	B	New Hampshire	NH	E	Virginia	VA	C
Illinois	IL	D	New Jersey	NJ	D	Washington	WA	E
Indiana	IN	D	New Mexico	NM	B	West Virginia	WV	A
Iowa	IA	C	New York	NY	D	Wisconsin	WI	E
Kansas	KS	D	North Carolina	NC	D	Wyoming	WY	D
Kentucky	KY	A	North Dakota	ND	B			

Personal Effects Trailer Loading, Unloading and Shuttle Charges – Zone A through C

Zone	Operating Zone A			Operating Zone B			Operating Zone C		
States	KY, MO, MS, OK, SC, WV			AR, AZ, ID, MT, ND, NM, UT, TX			AL, CO, DE, FL, IA, GA, LA, ME, NV, OH, SD, VA, TN		
Linear Feet of a Trailer	Loading	Unloading	Shuttle	Loading	Unloading	Shuttle	Loading	Unloading	Shuttle
5	\$461.00	\$372.00	\$833.00	\$488.00	\$393.00	\$881.00	\$514.00	\$408.00	\$922.00
6	\$506.00	\$398.00	\$904.00	\$536.00	\$422.00	\$958.00	\$565.00	\$439.00	\$1,004.00
7	\$551.00	\$424.00	\$975.00	\$584.00	\$451.00	\$1,035.00	\$616.00	\$470.00	\$1,086.00
8	\$596.00	\$450.00	\$1,046.00	\$632.00	\$480.00	\$1,112.00	\$667.00	\$501.00	\$1,168.00
9	\$641.00	\$476.00	\$1,117.00	\$680.00	\$509.00	\$1,189.00	\$718.00	\$532.00	\$1,250.00
10	\$686.00	\$502.00	\$1,188.00	\$728.00	\$538.00	\$1,266.00	\$769.00	\$563.00	\$1,332.00
11	\$731.00	\$528.00	\$1,259.00	\$776.00	\$567.00	\$1,343.00	\$820.00	\$594.00	\$1,414.00
12	\$776.00	\$554.00	\$1,330.00	\$824.00	\$596.00	\$1,420.00	\$871.00	\$625.00	\$1,496.00

13	\$821.00	\$580.00	\$1,401.00	\$872.00	\$625.00	\$1,497.00	\$922.00	\$656.00	\$1,578.00
14	\$866.00	\$606.00	\$1,472.00	\$920.00	\$654.00	\$1,574.00	\$973.00	\$687.00	\$1,660.00
15	\$911.00	\$632.00	\$1,543.00	\$968.00	\$683.00	\$1,651.00	\$1,024.00	\$718.00	\$1,742.00
16	\$956.00	\$658.00	\$1,614.00	\$1,016.00	\$712.00	\$1,728.00	\$1,075.00	\$749.00	\$1,824.00
17	\$1,001.00	\$684.00	\$1,685.00	\$1,064.00	\$741.00	\$1,805.00	\$1,126.00	\$780.00	\$1,906.00
18	\$1,046.00	\$710.00	\$1,756.00	\$1,112.00	\$770.00	\$1,882.00	\$1,177.00	\$811.00	\$1,988.00
19	\$1,091.00	\$736.00	\$1,827.00	\$1,160.00	\$799.00	\$1,959.00	\$1,228.00	\$842.00	\$2,070.00
20	\$1,136.00	\$762.00	\$1,898.00	\$1,208.00	\$828.00	\$2,036.00	\$1,279.00	\$873.00	\$2,152.00
21	\$1,181.00	\$788.00	\$1,969.00	\$1,256.00	\$857.00	\$2,113.00	\$1,330.00	\$904.00	\$2,234.00
22	\$1,226.00	\$814.00	\$2,040.00	\$1,304.00	\$886.00	\$2,190.00	\$1,381.00	\$935.00	\$2,316.00
23	\$1,271.00	\$840.00	\$2,111.00	\$1,352.00	\$915.00	\$2,267.00	\$1,432.00	\$966.00	\$2,398.00
24	\$1,316.00	\$866.00	\$2,182.00	\$1,400.00	\$944.00	\$2,344.00	\$1,483.00	\$997.00	\$2,480.00
25	\$1,361.00	\$892.00	\$2,253.00	\$1,448.00	\$973.00	\$2,421.00	\$1,534.00	\$1,028.00	\$2,562.00
26	\$1,406.00	\$918.00	\$2,324.00	\$1,496.00	\$1,002.00	\$2,498.00	\$1,585.00	\$1,059.00	\$2,644.00
27	\$1,451.00	\$944.00	\$2,395.00	\$1,544.00	\$1,031.00	\$2,575.00	\$1,636.00	\$1,090.00	\$2,726.00
28	\$1,451.00	\$944.00	\$2,395.00	\$1,544.00	\$1,031.00	\$2,575.00	\$1,636.00	\$1,090.00	\$2,726.00
29	\$1,541.00	\$996.00	\$2,537.00	\$1,640.00	\$1,089.00	\$2,729.00	\$1,738.00	\$1,152.00	\$2,890.00
30	\$1,586.00	\$1,022.00	\$2,608.00	\$1,688.00	\$1,118.00	\$2,806.00	\$1,789.00	\$1,183.00	\$2,972.00
31	\$1,631.00	\$1,048.00	\$2,679.00	\$1,736.00	\$1,147.00	\$2,883.00	\$1,840.00	\$1,214.00	\$3,054.00
32	\$1,676.00	\$1,074.00	\$2,750.00	\$1,784.00	\$1,176.00	\$2,960.00	\$1,891.00	\$1,245.00	\$3,136.00
33	\$1,721.00	\$1,100.00	\$2,821.00	\$1,832.00	\$1,205.00	\$3,037.00	\$1,942.00	\$1,276.00	\$3,218.00
34	\$1,766.00	\$1,126.00	\$2,892.00	\$1,880.00	\$1,234.00	\$3,114.00	\$1,993.00	\$1,307.00	\$3,300.00
35	\$1,811.00	\$1,152.00	\$2,963.00	\$1,928.00	\$1,263.00	\$3,191.00	\$2,044.00	\$1,338.00	\$3,382.00
36	\$1,856.00	\$1,178.00	\$3,034.00	\$1,976.00	\$1,292.00	\$3,268.00	\$2,095.00	\$1,369.00	\$3,464.00
37	\$1,901.00	\$1,204.00	\$3,105.00	\$2,024.00	\$1,321.00	\$3,345.00	\$2,146.00	\$1,400.00	\$3,546.00
38	\$1,946.00	\$1,230.00	\$3,176.00	\$2,072.00	\$1,350.00	\$3,422.00	\$2,197.00	\$1,431.00	\$3,628.00
39	\$1,991.00	\$1,256.00	\$3,247.00	\$2,120.00	\$1,379.00	\$3,499.00	\$2,248.00	\$1,462.00	\$3,710.00
40	\$2,036.00	\$1,282.00	\$3,318.00	\$2,168.00	\$1,408.00	\$3,576.00	\$2,299.00	\$1,493.00	\$3,792.00
41	\$2,081.00	\$1,308.00	\$3,389.00	\$2,216.00	\$1,437.00	\$3,653.00	\$2,350.00	\$1,524.00	\$3,874.00
42	\$2,126.00	\$1,334.00	\$3,460.00	\$2,264.00	\$1,466.00	\$3,730.00	\$2,401.00	\$1,555.00	\$3,956.00
43	\$2,171.00	\$1,360.00	\$3,531.00	\$2,312.00	\$1,495.00	\$3,807.00	\$2,452.00	\$1,586.00	\$4,038.00
44	\$2,216.00	\$1,386.00	\$3,602.00	\$2,360.00	\$1,524.00	\$3,884.00	\$2,503.00	\$1,617.00	\$4,120.00
45	\$2,261.00	\$1,412.00	\$3,673.00	\$2,408.00	\$1,553.00	\$3,961.00	\$2,554.00	\$1,648.00	\$4,202.00
46	\$2,306.00	\$1,438.00	\$3,744.00	\$2,456.00	\$1,582.00	\$4,038.00	\$2,605.00	\$1,679.00	\$4,284.00
47	\$2,351.00	\$1,464.00	\$3,815.00	\$2,504.00	\$1,611.00	\$4,115.00	\$2,656.00	\$1,710.00	\$4,366.00
48	\$2,396.00	\$1,490.00	\$3,886.00	\$2,552.00	\$1,640.00	\$4,192.00	\$2,707.00	\$1,741.00	\$4,448.00
49	\$2,441.00	\$1,516.00	\$3,957.00	\$2,600.00	\$1,669.00	\$4,269.00	\$2,758.00	\$1,772.00	\$4,530.00
50	\$2,486.00	\$1,542.00	\$4,028.00	\$2,648.00	\$1,698.00	\$4,346.00	\$2,809.00	\$1,803.00	\$4,612.00
51	\$2,531.00	\$1,568.00	\$4,099.00	\$2,696.00	\$1,727.00	\$4,423.00	\$2,860.00	\$1,834.00	\$4,694.00
52	\$2,576.00	\$1,594.00	\$4,170.00	\$2,744.00	\$1,756.00	\$4,500.00	\$2,911.00	\$1,865.00	\$4,776.00
53	\$2,621.00	\$1,620.00	\$4,241.00	\$2,792.00	\$1,785.00	\$4,577.00	\$2,962.00	\$1,896.00	\$4,858.00
54	\$2,666.00	\$1,646.00	\$4,312.00	\$2,840.00	\$1,814.00	\$4,654.00	\$3,013.00	\$1,927.00	\$4,940.00
55	\$2,666.00	\$1,646.00	\$4,312.00	\$2,840.00	\$1,814.00	\$4,654.00	\$3,013.00	\$1,927.00	\$4,940.00
56	\$2,666.00	\$1,646.00	\$4,312.00	\$2,840.00	\$1,814.00	\$4,654.00	\$3,013.00	\$1,927.00	\$4,940.00

Personal Effects Trailer Loading, Unloading and Shuttle Charges – Zone D through E

Zone		Operating Zone D			Operating Zone E		
States		CA, CT, DC, IL, IN, KS, MD, MI, NC, NE, NJ, NY, PA, RI, WY			AK, MA, MN, NH, OR, VT, WA, WI		
Linear Feet of a Trailer		Loading	Unloading	Shuttle	Loading	Unloading	Shuttle
5		\$541.00	\$424.00	\$965.00	\$556.00	\$445.00	\$1,001.00
6		\$595.00	\$457.00	\$1,052.00	\$613.00	\$481.00	\$1,094.00
7		\$649.00	\$490.00	\$1,139.00	\$670.00	\$517.00	\$1,187.00
8		\$703.00	\$523.00	\$1,226.00	\$727.00	\$553.00	\$1,280.00
9		\$757.00	\$556.00	\$1,313.00	\$784.00	\$589.00	\$1,373.00
10		\$811.00	\$589.00	\$1,400.00	\$841.00	\$625.00	\$1,466.00
11		\$865.00	\$622.00	\$1,487.00	\$898.00	\$661.00	\$1,559.00
12		\$919.00	\$655.00	\$1,574.00	\$955.00	\$697.00	\$1,652.00
13		\$973.00	\$688.00	\$1,661.00	\$1,012.00	\$733.00	\$1,745.00
14		\$1,027.00	\$721.00	\$1,748.00	\$1,069.00	\$769.00	\$1,838.00
15		\$1,081.00	\$754.00	\$1,835.00	\$1,126.00	\$805.00	\$1,931.00
16		\$1,135.00	\$787.00	\$1,922.00	\$1,183.00	\$841.00	\$2,024.00
17		\$1,189.00	\$820.00	\$2,009.00	\$1,240.00	\$877.00	\$2,117.00
18		\$1,243.00	\$853.00	\$2,096.00	\$1,297.00	\$913.00	\$2,210.00
19		\$1,297.00	\$886.00	\$2,183.00	\$1,354.00	\$949.00	\$2,303.00
20		\$1,351.00	\$919.00	\$2,270.00	\$1,411.00	\$985.00	\$2,396.00
21		\$1,405.00	\$952.00	\$2,357.00	\$1,468.00	\$1,021.00	\$2,489.00
22		\$1,459.00	\$985.00	\$2,444.00	\$1,525.00	\$1,057.00	\$2,582.00
23		\$1,513.00	\$1,018.00	\$2,531.00	\$1,582.00	\$1,093.00	\$2,675.00
24		\$1,567.00	\$1,051.00	\$2,618.00	\$1,639.00	\$1,129.00	\$2,768.00
25		\$1,621.00	\$1,084.00	\$2,705.00	\$1,696.00	\$1,165.00	\$2,861.00
26		\$1,675.00	\$1,117.00	\$2,792.00	\$1,753.00	\$1,201.00	\$2,954.00
27		\$1,729.00	\$1,150.00	\$2,879.00	\$1,810.00	\$1,237.00	\$3,047.00
28		\$1,729.00	\$1,150.00	\$2,879.00	\$1,810.00	\$1,237.00	\$3,047.00
29		\$1,837.00	\$1,216.00	\$3,053.00	\$1,924.00	\$1,309.00	\$3,233.00
30		\$1,891.00	\$1,249.00	\$3,140.00	\$1,981.00	\$1,345.00	\$3,326.00
31		\$1,945.00	\$1,282.00	\$3,227.00	\$2,038.00	\$1,381.00	\$3,419.00
32		\$1,999.00	\$1,315.00	\$3,314.00	\$2,095.00	\$1,417.00	\$3,512.00
33		\$2,053.00	\$1,348.00	\$3,401.00	\$2,152.00	\$1,453.00	\$3,605.00
34		\$2,107.00	\$1,381.00	\$3,488.00	\$2,209.00	\$1,489.00	\$3,698.00
35		\$2,161.00	\$1,414.00	\$3,575.00	\$2,266.00	\$1,525.00	\$3,791.00
36		\$2,215.00	\$1,447.00	\$3,662.00	\$2,323.00	\$1,561.00	\$3,884.00

37		\$2,269.00	\$1,480.00	\$3,749.00	\$2,380.00	\$1,597.00	\$3,977.00
38		\$2,323.00	\$1,513.00	\$3,836.00	\$2,437.00	\$1,633.00	\$4,070.00
39		\$2,377.00	\$1,546.00	\$3,923.00	\$2,494.00	\$1,669.00	\$4,163.00
40		\$2,431.00	\$1,579.00	\$4,010.00	\$2,551.00	\$1,705.00	\$4,256.00
41		\$2,485.00	\$1,612.00	\$4,097.00	\$2,608.00	\$1,741.00	\$4,349.00
42		\$2,539.00	\$1,645.00	\$4,184.00	\$2,665.00	\$1,777.00	\$4,442.00
43		\$2,593.00	\$1,678.00	\$4,271.00	\$2,722.00	\$1,813.00	\$4,535.00
44		\$2,647.00	\$1,711.00	\$4,358.00	\$2,779.00	\$1,849.00	\$4,628.00
45		\$2,701.00	\$1,744.00	\$4,445.00	\$2,836.00	\$1,885.00	\$4,721.00
46		\$2,755.00	\$1,777.00	\$4,532.00	\$2,893.00	\$1,921.00	\$4,814.00
47		\$2,809.00	\$1,810.00	\$4,619.00	\$2,950.00	\$1,957.00	\$4,907.00
48		\$2,863.00	\$1,843.00	\$4,706.00	\$3,007.00	\$1,993.00	\$5,000.00
49		\$2,917.00	\$1,876.00	\$4,793.00	\$3,064.00	\$2,029.00	\$5,093.00
50		\$2,971.00	\$1,909.00	\$4,880.00	\$3,121.00	\$2,065.00	\$5,186.00
51		\$3,025.00	\$1,942.00	\$4,967.00	\$3,178.00	\$2,101.00	\$5,279.00
52		\$3,079.00	\$1,975.00	\$5,054.00	\$3,235.00	\$2,137.00	\$5,372.00
53		\$3,133.00	\$2,008.00	\$5,141.00	\$3,292.00	\$2,173.00	\$5,465.00
54		\$3,187.00	\$2,041.00	\$5,228.00	\$3,349.00	\$2,209.00	\$5,558.00
55		\$3,187.00	\$2,041.00	\$5,228.00	\$3,349.00	\$2,209.00	\$5,558.00
56		\$3,187.00	\$2,041.00	\$5,228.00	\$3,349.00	\$2,209.00	\$5,558.00

Common Accessorial Services by Operating Zone

Common Accessorial Services							
Linear Feet of Trailer Floor Space	ReloCubes	Services	Stairs, Elevator, Long Carry				
		Operating Zone	A	B	C	D	E
5	1		\$10.00	\$15.00	\$15.00	\$20.00	\$20.00
6			\$12.00	\$18.00	\$18.00	\$24.00	\$24.00
7			\$14.00	\$21.00	\$21.00	\$28.00	\$28.00
8			\$16.00	\$24.00	\$24.00	\$32.00	\$32.00
9			\$18.00	\$27.00	\$27.00	\$36.00	\$36.00
10	2		\$20.00	\$30.00	\$30.00	\$40.00	\$40.00
11			\$22.00	\$33.00	\$33.00	\$44.00	\$44.00
12			\$24.00	\$36.00	\$36.00	\$48.00	\$48.00
13			\$26.00	\$39.00	\$39.00	\$52.00	\$52.00
14			\$28.00	\$42.00	\$42.00	\$56.00	\$56.00
15	3		\$30.00	\$45.00	\$45.00	\$60.00	\$60.00
16			\$32.00	\$48.00	\$48.00	\$64.00	\$64.00
17			\$34.00	\$51.00	\$51.00	\$68.00	\$68.00
18			\$36.00	\$54.00	\$54.00	\$72.00	\$72.00
19			\$38.00	\$57.00	\$57.00	\$76.00	\$76.00
20	4		\$40.00	\$60.00	\$60.00	\$80.00	\$80.00
21			\$42.00	\$63.00	\$63.00	\$84.00	\$84.00
22			\$44.00	\$66.00	\$66.00	\$88.00	\$88.00
23			\$46.00	\$69.00	\$69.00	\$92.00	\$92.00
24			\$48.00	\$72.00	\$72.00	\$96.00	\$96.00
25	5		\$50.00	\$75.00	\$75.00	\$100.00	\$100.00
26			\$52.00	\$78.00	\$78.00	\$104.00	\$104.00
27			\$54.00	\$81.00	\$81.00	\$108.00	\$108.00
28			\$54.00	\$81.00	\$81.00	\$108.00	\$108.00
29			\$58.00	\$87.00	\$87.00	\$116.00	\$116.00
30	6		\$60.00	\$90.00	\$90.00	\$120.00	\$120.00
31			\$62.00	\$93.00	\$93.00	\$124.00	\$124.00
32			\$64.00	\$96.00	\$96.00	\$128.00	\$128.00
33			\$66.00	\$99.00	\$99.00	\$132.00	\$132.00
34			\$68.00	\$102.00	\$102.00	\$136.00	\$136.00
35	7		\$70.00	\$105.00	\$105.00	\$140.00	\$140.00
36			\$72.00	\$108.00	\$108.00	\$144.00	\$144.00
37			\$74.00	\$111.00	\$111.00	\$148.00	\$148.00
38			\$76.00	\$114.00	\$114.00	\$152.00	\$152.00
39			\$78.00	\$117.00	\$117.00	\$156.00	\$156.00
40	8		\$80.00	\$120.00	\$120.00	\$160.00	\$160.00

41			\$82.00	\$123.00	\$123.00	\$164.00	\$164.00
42			\$84.00	\$126.00	\$126.00	\$168.00	\$168.00
43			\$86.00	\$129.00	\$129.00	\$172.00	\$172.00
44			\$88.00	\$132.00	\$132.00	\$176.00	\$176.00
45	9		\$90.00	\$135.00	\$135.00	\$180.00	\$180.00
46			\$92.00	\$138.00	\$138.00	\$184.00	\$184.00
47			\$94.00	\$141.00	\$141.00	\$188.00	\$188.00
48			\$96.00	\$144.00	\$144.00	\$192.00	\$192.00
49			\$98.00	\$147.00	\$147.00	\$196.00	\$196.00
50	10		\$100.00	\$150.00	\$150.00	\$200.00	\$200.00
51			\$102.00	\$153.00	\$153.00	\$204.00	\$204.00
52			\$104.00	\$156.00	\$156.00	\$208.00	\$208.00
53			\$106.00	\$159.00	\$159.00	\$212.00	\$212.00
54			\$108.00	\$162.00	\$162.00	\$216.00	\$216.00
55	11		\$108.00	\$162.00	\$162.00	\$216.00	\$216.00
56			\$108.00	\$162.00	\$162.00	\$216.00	\$216.00

Note (1): Charges per each service performed

Additional Accessorial Services by Operating Zone

Additional Services	Operating Zone				
	A	B	C	D	E
Large Item1	\$34.00	\$38.00	\$42.00	\$46.00	\$50.00
Waiting2	\$32.50	\$35.00	\$37.50	\$40.00	\$42.50
Additional Trip1	\$90.00	\$100.00	\$110.00	\$120.00	\$130.00
Extra Stop 1	\$110.00	\$120.00	\$130.00	\$140.00	\$150.00
Bulkhead - Materials1	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00
Each Mile Over 50 Roundtrip3	\$1.49	\$1.54	\$1.59	\$1.64	\$1.69
Congested Areas	Zone Waiting Charge Plus Other Applicable Charges				
Overtime	Applicable Charges X 1.50				

Note (1): Charges per each service.

Note (2): Charges per man per hour.

Note (3): Charges per trip.

Packing Cartons and Labor by Operating Zone

Packing Units	Operating Zone									
	A		B		C		D		E	
	Material	Labor	Material	Labor	Material	Labor	Material	Labor	Material	Labor
Dishpack	\$17.29	\$16.88	\$17.29	\$18.56	\$17.29	\$20.25	\$17.29	\$21.94	\$17.29	\$21.94
1.5 cu. ft.	\$3.32	\$4.43	\$3.32	\$4.88	\$3.32	\$5.32	\$3.32	\$5.77	\$3.32	\$5.77
3.0 cu. ft.	\$6.21	\$6.66	\$6.21	\$7.32	\$6.21	\$7.99	\$6.21	\$8.65	\$6.21	\$8.65
4.5 cu. ft.	\$6.28	\$8.26	\$6.28	\$9.08	\$6.28	\$9.91	\$6.28	\$10.73	\$6.28	\$10.73
6.0 cu. ft.	\$6.61	\$9.59	\$6.61	\$10.54	\$6.61	\$11.50	\$6.61	\$12.46	\$6.61	\$12.46
Wardrobe - Short	\$13.76	\$4.71	\$13.76	\$5.18	\$13.76	\$5.65	\$13.76	\$6.12	\$13.76	\$6.12
Wardrobe - Standard	\$15.06	\$4.79	\$15.06	\$5.26	\$15.06	\$5.74	\$15.06	\$5.26	\$15.06	\$6.22
Laydown Wardrobe	\$5.79	\$4.35	\$5.79	\$4.78	\$5.79	\$5.22	\$5.79	\$5.65	\$5.79	\$5.65
Crib Mattress	\$12.99	\$3.82	\$12.99	\$4.20	\$12.99	\$4.58	\$12.99	\$4.96	\$12.99	\$4.96
Twin Mattress	\$15.76	\$4.70	\$15.76	\$5.18	\$15.76	\$5.65	\$15.76	\$6.12	\$15.76	\$6.12
Double Mattress	\$21.99	\$4.70	\$21.99	\$5.18	\$21.99	\$5.65	\$21.99	\$6.12	\$21.99	\$6.12
Queen/King Mattress	\$24.99	\$7.53	\$24.99	\$8.29	\$24.99	\$9.04	\$24.99	\$9.79	\$24.99	\$9.79
Mirror	\$9.79	\$12.87	\$9.79	\$14.16	\$9.79	\$15.45	\$9.79	\$16.73	\$9.79	\$16.73
Twin Mattress Bag	\$5.99	\$3.55	\$5.99	\$3.90	\$5.99	\$4.26	\$5.99	\$4.61	\$5.99	\$4.61
Full/Queen Mattress Bag	\$6.59	\$4.43	\$6.59	\$4.88	\$6.59	\$5.32	\$6.59	\$5.76	\$6.59	\$5.76
King Mattress Bag	\$7.99	\$6.21	\$7.99	\$6.83	\$7.99	\$7.45	\$7.99	\$8.07	\$7.99	\$8.07
Washer Lock/Insert	\$7.25	\$6.21	\$7.25	\$6.84	\$7.25	\$7.46	\$7.25	\$8.08	\$7.25	\$8.08
TV Carton	\$149.99	\$17.82	\$149.99	\$19.60	\$149.99	\$21.38	\$149.99	\$23.16	\$149.99	\$24.95

Note (1): Charges per unit

Note (2): Unpacking is available per unit at charges equal to 40% of the applicable packing labor charge