

# POLICY & LIMITS OF LIABILITY

**BTIC-Big Tic Inc d/b/a Big T Moving & Delivery**

**225 Curie Dr Suite 900**

**Alpharetta, GA 30005**

**404-312-3610**

**(MCA/HHG 8418)**



## **Guidance, walk-through and payment:**

- The customer or his representative must be present during the move at all times. We need your guidance! It is customer's responsibility to do a final "walk-through" of the premises to ensure we have taken everything. Our time runs continuously until all tools and equipment are back in the truck and payment is completed. Having your cash, personal check or credit/debit card ready will save you time and money. Please note: we do not accept starter checks, your name should be on the check and you may be required to show ID. For the credit card payment your name and name on the credit card should match. You will be asked to sign for credit card payment. We charge 3% processing fee for this service.



## **Long distance/interstate moves:**

- We require cash or money order/cashier's check at the time of delivery for any balance due on long-distance moves. If you wish to pay using a credit or debit card you must inform us prior to your delivery and make appropriate arrangements with our office. We charge 3% convenience fee for this service. The delivery drivers for long-distance moves cannot process/accept any forms of payment other than cash, money order or cashier's check. For all interstate moves we require 30% deposit to secure crew and truck for your move (see our policy on deposits, section 'very strict policy'), another 30% due at the pickup time and 40% balance due at the delivery before unloading.



## **Parking arrangements:**

- Customer is responsible for requesting moving permits if ones may be required. We can only recommend getting permits for all moves as they guarantee parking the moving truck as close as possible to your doorway. Because you are familiar with the parking situation on your street, you must decide if you need one or if you can manage parking on your own. In most cases we require 20-40 feet to park the truck. Please get moving permits if you think movers may have trouble parking at your address or let us know, so we can take appropriate arrangements for you. If there is nowhere to park at the time of mover's arrival, the crew will start your moving clock while they will be searching for parking. Driver reserves the right to park anywhere at his discretion to better perform services, even if it is illegal and/or he has to double-park. Customer agrees to pay any parking fees or tickets assessed to the carrier for any vehicle under hire by the customer at the time of the charge.



**Loading/Unloading:**

- If **BTIC-Big Tic Inc** d/b/a Big T Moving & Delivery is only providing loading or unloading services, we are not responsible for any damages, which may occur in transporting the furniture and is released of all liability after loading the truck prior to unloading. We are only responsible for items in our immediate care, custody and control.



**Payment for local move:**

- For local moves, you must pay in full at completion of the job. Unless otherwise arranged, payment for local moves is due at the end of the job by cash, check, or VISA/MC/DISCOVER/AMEX. If you wish to pay by credit card, we charge 3% processing fee. Payment for loading rental trucks and/or self-moving containers is by cash or credit card, no personal checks.



**Damages and claims:**

- Any damage claims must be submitted in writing to our claims department. Applicable notes about these damages must be made in writing on the bill of lading on the day of your move before movers leave your premises. Our company standards do assume a full inspection of furniture by both our movers and customers, however the final inspection is the responsibility of the customer. All of our customers sign a bill of lading upon completion of a move. It reads "I have inspected my goods and premises, including but not limited to elevators, floors, and stairwells. There are no damages except as noted. The cab and the back of the truck are empty, and the job is complete". For any insurance company this document is critical in noting charges the same day, to ensure the damage occurred that day and that coverage could be provided. Unless payment is made in full as is due we are not required to answer or process a claim. Do not assume you may deduct the money from the final bill to compensate yourself in the event of damage. This is ILLEGAL.



**Refrigerator move:**

- We only move empty freezers/refrigerators. Please empty the contents for safe moving. We are happy to load these last and unload them first.



**Aquarium move:**

- We only move empty aquariums. (This means empty of water, and also empty of all living creatures).



**Grandfather clocks:**

- You are responsible for removing the pendulum, chimes and weights.



**Waterbed:**

- If you have a waterbed, we will be glad to move it. However, we are not waterbed technicians. We will follow your instructions, but you must make a final inspection before our crew leaves. We will not send men out for later adjustments. If you prefer to have a waterbed company move your bed, please do so.



**Dresser Drawers, File Cabinets, Desk Drawers:**

- Please empty all dresser drawers, file cabinets and desk drawers. Remember that the furniture will have to be lifted and carried, so if it's overstuffed and extra heavy it will be more difficult to handle. If the furniture will have to be navigated through challenging obstacles, like a winding staircase, it's usually best to remove everything, even the

drawers, as it may be necessary to flip the furniture on its side or upside-down to get it through.



**Last minute change of service:**

- If the move requires work above and beyond the original order for services, BTIC-Big Tic Inc d/b/a Big T Moving & Delivery reserves the right to fulfill other obligations before completing additional work. For example, you have originally ordered services for two

(2) rooms move only. On the day of the move you adding additional rooms to move, not mentioned at the time of request, additional pick-ups/drop offs etc., which will significantly increase total move time. In order to make our schedule on time for the next move, we reserve the right to postpone additionally requested services till our next availability and/or after completion of other jobs that day.



**Flat screen TVs:**

- These are susceptible to damage from extreme temperatures, slight bumps, and altitude changes. The original packaging is the best. In any case, please note that in the absence of physical evidence of external damage or negligence (visible damage) we are not responsible for TVs functioning after delivery. Please note item #4 in our EXCLUSION OF LIABILITY.



**Weather conditions:**

- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery reserves the right to reschedule the move at an agreed upon time, without liability if there is inclement weather, including, but not limited to heavy/freezing rain, snow emergency, hurricane warning, weather travel ban etc.



**Crew size:**

- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery reserves the right to choose number of movers for each job, depending on our current schedule, availability, weather conditions etc. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery reserves the right to send extra men and/or truck during the day to complete a job in 8 hours on the clock (time of day, not man hours) or if a job is running past 5 p.m. The customer will be charged accordingly. Please note, that additional movers will not significantly change your final bill, as the move itself goes more efficient with more number of movers.



**Driver hours and regulations:**

- We reserve the right to limit our workday to 12 hours. In certain cases, due to DOT hours of service rules for drivers, we may need to cut a job short or send a replacement driver to avoid violating those regulations.



**Appliances:**

- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery is not responsible for damage to plumbing, electrical systems, or for water damage associated with the connection or disconnection of washers and dryers.



**Heavy and oversized item move:**

- Our personnel will move your pianos, appliances, and items over 300 lbs. if indeed the work can be done safely. Unfortunately, damage may result to floor surfaces. If you wish to take this risk BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will not be responsible. Please note item #16 in our EXCLUSION OF LIABILITY.



#### **Piano move:**

- We do not move large upright pianos up or down flights of stairs inside the house. We only move pianos from ground to ground floor. Exterior stairs are fine, but we encourage sending us pictures of entrances at each location, so that we can confirm that we can move your piano. There may be circumstances when we cannot safely move items and will need to discuss the situation with you. If the piano has lightweight legs (usually the front), we will not be responsible if they will not go back on if we take them off (sometimes the nut is loose inside the piano and will turn when you try to replace the leg). If the customer elects to leave the legs on, we will not be responsible if damage occurs to them.



#### **Safe Pathways & Access to abode:**

- Please ensure that your walkways are safe especially in the winter and if there are any access problems: hills, long unpaved driveways, loose gravel, etc., please let us know. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will not take a truck off pavement or on steep grades. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will not drive a truck over freshly graveled driveways, lawn sidewalk or other area not designated for truck traffic. Doing so may cause ruts in the grass, cracking of concrete, loss of vegetation, damage to underground sprinklers, drain fields or other damage. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery is not responsible for any damage or towing charges, which may result, whether foreseeable or not. Any time spent positioning the truck(s) or time lost due to truck(s) getting stuck will be at customer's expense.



#### **Reschedule and Cancellation fee:**

- Our reservations calendar is critical to our success at BTIC-Big Tic Inc d/b/a Big T Moving & Delivery - it controls the staffing of jobs, and our ability to provide accurate estimates. Changes to our reservations calendar have a ripple effect in our business systems and can affect other customers. That being said, we do understand that things come up. We have a well-thought out set of cancellation policies designed to secure our calendar at busy times, and therefore ensure the satisfaction of all of our customers. Read our cancellation policy here [BTIC-Big Tic Inc d/b/a Big T Moving & Delivery Cancellation Policies](#)



#### **Right of Refusal:**

- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will not do anything that we feel is unsafe. We reserve the right not to service you under dangerous, unsanitary, or abusive conditions the determination of which is at our sole discretion and we will not be liable to you or any other entity for direct or consequential damages. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will not work in unfloored attics. Ceiling damage and personal injury may result. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery assumes no responsibility for ceilings.

p We carry a full line of packing materials including wardrobe cartons. We also offer packing service. Please call (404) 312-3610 for details. You may move your own glass, porcelain, ceramics, etc. yourself. If you wish, we will move them carefully, but will not be responsible for breakage and/or resulting damage to unpacked fragile items. If you wish to have fragile items packed in order that they will



#### **Packing Materials and Packing Service:**



increased insurance you will be charged for packing and materials. If you decline additional materials we will move the items but you will be asked to sign a waiver.



**Kids and pets:**

- For safety reasons and their protection, small children and pets must be out of work area.



**Unsafe/Unique Moving Circumstances:**

- We are often asked to perform tasks that border on the impossible. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, overcrowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery is not responsible for any direct or indirect damage to items or surroundings, as a result of a specific customer request. You will be asked to sign a waiver if we agree to attempt a move that we deem unsafe or unreasonable.



**Flammables and Combustibles:**

- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will move no flammables or hazardous material due to safety laws and DOT regulations. As you prepare for your move, there are some things you should be prepared to move yourself or leave behind.
- Moving companies are not legally permitted to transport any hazardous materials! This includes items that are flammable, corrosive or combustible. What does this mean for you? If you have a gas barbecue grill you will need to disconnect the tank and take it with you or the grill stays where it is. Your lawnmower and other power lawn tools must be emptied of fuel or they do not go on the truck. You should also be sure to disconnect gas hookups for grills, dryers, water heaters and anything else that you plan to have your movers take. Moving companies cannot handle gas connections. Please contact your gas company for servicing. We do not disconnect gas appliances under no circumstances.
- Non-allowable items include: Sterno (jelled fuel), Fire Extinguishers, Household Batteries, Matches, Aerosols, Chemistry Sets, Kerosene, Cleaning Solvents, Darkroom Chemicals, Gasoline, Ammonia, Pool Chemicals, Propane/Propane Tanks, Nail Polish, Nail Polish Remover, Motor Oil, Fireworks, Car Batteries, Charcoal, Charcoal Lighter, Liquid Bleach, Fertilizer, Paints (latex & oil-based), Paint Thinner, Pesticides, Firearms, Ammunition, Poisons (such as weed killer), Lamp Oils, Fuels.
- Customers must make other arrangements to transport these items.



**Aging and deterioration:**

- When moving household items, BTIC-Big Tic Inc d/b/a Big T Moving & Delivery has found deterioration occurs over time due to age/heat/dry rotting. Mattresses lump and disfigure upon disturbing, lampshades and wiring also become brittle and rotten, and floor lamp base concrete may crumble and fell out. If you wish, we will move them carefully, but will not be responsible for damage of deteriorated items.

❖ **Simulated wood products and pressed board:**

- These products have poor structural integrity, which does not lend itself to moving or repair. We will move these items carefully but cannot be responsible for damage of simulated wood or pressed board furniture. These items are excluded from any and all moving insurance coverage. A helpful tip from your friendly BTIC-Big Tic Inc d/b/a Big T Moving & Delivery: Furniture manufactured from pressboard and particleboard is designed to go into a box when it is moved from the manufacturer to the retailer then to the customer unassembled. It is not built to withstand the normal stresses of a move as an assembled unit. Most are not designed with the extra wood structural pieces to adequately brace the unit for movement out of or into a residence or office, nor the normal moving truck vibration, even in air-ride moving trailers. Usually chips or dents are not repairable. Surface impressions can be made on the furniture when writing on a single piece of paper – you can imagine how it must fare when stacked in a moving truck. Assembly instructions frequently suggest that connecting hardware pieces be glued in place. This does not significantly improve the structural integrity of the furniture, but does make disassembly impossible without creating substantial, irreparable damage. For these reasons, moving companies and third party insurers do not offer increased insurance coverage for these types of items. We will do our best to transport these items for you in a safe and careful manner, but because pressed wood furniture is so unstable we are unable to offer increased cargo valuation or increased insurance on these pieces.
- Full replacement value insurance excludes these items. Pressed wood and particleboard furniture is moved at your own risk!

❖ **How to Save Money:**

- Pack everything into uniform sized boxes with lids and mark them with the destination room. Stay close to the action. Move delicate items in your car. We are happy, to place them there and remove them. Disassemble your furniture before we arrive. Be as clear as possible with your directions to our crew.

❖ **Help with your move:**

- Please note: Insurance regulations prohibit us from allowing you on the truck and if you choose to help with any part of the move, per our contract, we are excluded from liability for the entire move.

❖ **Self-storage:**

- If you are loading or unloading into or out of self-storage, we are only responsible for damage caused while loading, transporting or unloading. It is the customer's responsibility to provide padding (blankets, thick towels, padded paper, etc.) to protect their goods. You can rent our blankets for \$5 each. \$15 per blanket is due on the day of your move, and \$10 will be refunded to you when you return them.

❖ **Tipping:**

- Tipping in the moving business is not as customary as tipping in restaurants or taxis. However, if you feel you have been treated especially well, a tip of \$20-\$30 per mover is common.



## **EXCLUSION OF LIABILITY:**

- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery 's liability for lost or damaged items is limited to \$0.60 per pound per article unless the customer has purchased additional insurance.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery shall be responsible for replacement of any lost items listed on inventory page and inspected prior to move, subject to above limits. Items not listed on the inventory are not insured.
- The condition of any item(s) boxed by customer (PBO/packed by owner) and not inspected prior to move is not insured by BTIC-Big Tic Inc d/b/a Big T Moving & Delivery and is the responsibility of the customer.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery shall in no way be responsible for the working condition of electronic equipment, grandfather clocks, or any other piece of mechanical equipment (MCU/mechanical condition unknown). All items should be properly boxed and securely packed. If the following items are transported loosely, they are excluded from moving liability.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will not repair or replace pressed board or simulated wood furniture. Much of the budget priced furniture today is made from a pressed wood or wood byproduct material. Some of the wood grain look is simply paper and some is very thin plastic material like on lower end kitchen cabinets. This type of material is not structurally strong, especially if it has screws, since the screw threads have no real grain to imbed into, just crumbly pressed wood chips held together by some binding agent. It is not repairable, and we have seen it crumble from the smallest vibrations riding in a truck across town. Do not EVEN ask us to repair or replace this type of furniture! We will do our best to move it successfully for you. This type of furniture is specifically excluded from basic and increased insurance coverage.
- The right is reserved by BTIC-Big Tic Inc d/b/a Big T Moving & Delivery to repair or replace any damaged item(s).
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, over-crowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather. Occasionally it may not be possible to place items where you would like them without possible damage to the items or premises. If this situation arises, our foreman will present you with a release form indicating that you accept responsibility for any ensuing damage. (and/or obtain your verbal agreement). You will be asked to sign a waiver if we agree to attempt any non-routine moving request.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery shall not be responsible for loss or damage to accounts, bills, checks, evidence of debts, letters of credit, passports, tickets, documents, manuscripts, notes, mechanical drawings, securities, currency, money, bullion, precious stones, jewelry, or other similar valuables, paintings, statuary, or other works of art; or property carried gratuitously or as an accommodation. The process of removing drawers must be done in the presence of the customer or their agent.



- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery shall not be responsible for damage resulting when moving household items that have deteriorated such as, but not limited to, lamp shades, mattresses, electrical wiring, etc.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery shall not be responsible for glass in any form or damage resulting from glass breakage unless special packaging has been purchased. This applies to porcelain and ceramic items, also.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery shall not be responsible for plants or clay pots, clay pots tend to break really easy even just going over speed bump in the moving truck.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery may use dollies to facilitate removal or placement of appliances, etc., and damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of BTIC-Big Tic Inc  
d/b/a Big T Moving & Delivery
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery shall not be responsible for damage to waterbeds or any subsequent damage. We claim no expertise as waterbed technicians.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery shall not be responsible for damage to items requiring special instructions if customer fails to provide such instructions including, but not limited to, disassembly or assembly of said items and any special preparation required. It is your responsibility to provide special tools if needed.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery assumes no liability or responsibility for any items and cargo placed in the customer's own vehicle or in rental equipment and which BTIC-Big Tic Inc d/b/a Big T Moving & Delivery does not transport.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery may use dollies to move heavy objects such as but not limited to pianos, appliances, items over 300 lb., etc. Any floor surfaces including but not limited to parquet, hardwood, ceramic, marble, entrance halls, etc. and any damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of BTIC-Big Tic Inc d/b/a Big T Moving & Delivery If floor can be pulled by thumbnail, we are not responsible for damage. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery may use water or soapy water to facilitate removal or placement of appliances.
- Water Connections. BTIC-Big Tic Inc d/b/a Big T Moving & Delivery will connect washer/dryer, or refrigerators and ice makers but will not be held liable for any damages. Please note: you or your representative must check or accept any plumbing connections. Please make sure the main water valve(s) are completely turned off before disconnecting them. Any assistance we give is as a courtesy only. Water and drain connections are the responsibility of the user. WE ARE NOT PLUMBERS.
- BTIC-Big Tic Inc d/b/a Big T Moving & Delivery cannot be responsible for the working condition of major appliances. Please note: if you are moving front/top load washer- you are responsible to arrange third party appliance technician who will install shipping bolts for your washer before moving it! We do not carry THEM! A good place to check for part numbers and availability is at RepairClinic. There is also a universal washing machine stabilization pack on the market called LitKit that doesn't use bolts but requires a bit more effort.