

# **YOUNG BUCK MOVING**

## **COLORADO**

*(Licensed & Registered with the Public Utilities Commission of Colorado)*  
*Permit # HHG-00532*

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### **POLICY, TERMS & CONDITIONS, AND CONSUMER ADVISEMENT**

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## **1. CONSUMER ADVISEMENT**

Intrastate movers in Colorado are regulated by the Colorado Public Utilities Commission (PUC). Each mover should have a PUC permit number. You are encouraged to contact the PUC to confirm that the mover you are using is indeed permitted in Colorado.

A mover that is not permitted may not withhold any of your property to enforce payment of money due under the contract ('carrier's lien').

A mover must include its PUC permit number, true name, and physical (street) address in all advertisements.

You should be aware that the total price of any household move could change, based on a number of factors that may include at least the following:

Additional services you request at the time of the move;

Additional items to be moved that were not included in the mover's original estimate;

Changes to the location or accessibility of building entrances, at either end of the move, that were not included in the mover's original estimate; and changes to the previously agreed date of pickup or delivery.

You should also be aware that, in case of a dispute between you and the mover, Colorado has an arbitration process available to resolve the dispute without going to court.

If you have any questions, you are encouraged to call the PUC at (303) 894-2070 for guidance on your rights and obligations.

## **2. MOVING PROCESS**

Young Buck Moving will arrive at the time and location of the move with the truck(s) and/or mover(s) specified during the estimate and proceed to conduct a walk through of the household goods to be moved. Young Buck Moving may cancel or reschedule the move if the Team Leader in charge of the move determines the job is not move ready, or the location is unsanitary and/or dangerous to our employees during the initial walk through. If the location is deemed move ready our movers will then prepare and move the properly packed household goods and belongings outlined in the contract. Properly packed boxes should be sealed. Any crates or boxes with open tops containing items within them should not have items protruding above or outside the top line opening of the box or crate. We request that any packed boxes not exceed 50lbs, and any bags used for packing only contain articles such as clothing, blankets, or anything without a point or jagged edge that could cause a tear. Young Buck Moving does not unhook washers, dryers, refrigerators, propane tanks, or computers and servers for either home or office moves; therefore we ask that these be unhooked prior to our arrival. Preparation includes the removal of shelves and pegs, light bulbs and lampshades from lamps or light stands if not done so already, shrink-wrapping empty furniture, pad & shrink-wrapping of glass, mirrors, or fragile items, and disassembly of furniture as needed for the completion of the move to avoid damage. Mattress covers will only be used if provided on location or purchased from us for \$15.00 each at the time of booking the move. The Team Leader in charge of the move will determine the necessary preparations on site for maximum efficiency of the move and time but will ensure any special requests presented are met (wrapping or padding of additional items). Household goods ready to be loaded onto the truck will be brought out in the order in which the Team Leader describes, as packing duties fall on the Team Leader. Customers are welcome to help bring out belongings in order to save time and allow the move to go faster, but at no point will a customer be allowed onto any of our trucks or ramps. In the event all the belongings do not fit in the provided truck(s), the Team Leader will inform the customer, and the customer will then decide whether to make a second trip or request an additional truck at an extra cost. Upon arrival at the drop off location, our movers will do another walk through of the area in order to determine all items will fit and what the best and safest way to unload the belongings to the desired location is. In some cases payment may be collected before any household goods are unloaded off the truck. During unload, customers are once again allowed to help bring in belongings if they so wish, but will not be allowed on the trucks or ramps. However, the customer's most beneficial and efficient duty to our movers during unload is to direct the crew where all the furniture and household goods will be placed. Any disassembled furniture will be

put back together in the new location upon request. Please note that Young Buck Moving will not assemble or re-assemble any furniture or item that our movers did not take apart. Any wrapped furniture will remain so in order to save time, maintain proof of steps taken to protect the piece, and in some cases to serve as a tamper seal for any items with valuable belongings inside. Only pieces containing moving pads belonging to Young Buck Moving will be unwrapped, however all shrink wrap can and will be removed upon request by the customer. A final walk through will be conducted once all items have been unloaded to ensure complete delivery and verify condition of the goods before payment is collected.

### **3. PAYMENT**

The appointed Young Buck Moving Team Leader in charge of the move will collect payment at the completion of most moves. The balance total will be based on the hourly rate or pro-rated base hours plus additional hourly rates and insurance options outlined in the contract. Any need for additional movers or trucks at the actual time of the move may result in a price adjustment. Any price adjustments will be agreed upon before proceeding with the move. In some scenarios, Young Buck Moving reserves the right to collect payment before unloading any household goods as stated in Colorado law. Young Buck Moving may require a deposit (credited to the total balance) for certain move reservations, changes in dates of previously accepted estimates/contracts, and all moves booked past two weeks. The deposit is refundable through a cancellation from Young Buck Moving itself, the company's failure to show up for the move, or a cancellation from the shipper before 48 hours from the move date and time. Any cancellation within 48 hours of the move date and time by the client or situation that impedes the move from being completed on the agreed date will render the deposit non-refundable provided the fault and/or reason not allowing completion of the move is not that of Young Buck Moving. Long distance and out of state moves are quoted flat rates and require a deposit at booking, payment of half the total balance upon loading of all household goods and remaining balance at unload. In the scenario in which a move is significantly under quoted, Young Buck Moving reserves the right to adjust the pricing in order to evenly match the services provided. This adjustment cannot exceed 110% of the original quote as stated by Colorado law. Certain discounts and promotions may be available from time to time, however Young Buck Moving offers a 15% discount at all times to any military veterans that can show proof of service on or before the date of the move and 10% discount for Senior Citizens (65+) with valid ID. Young Buck Moving accepts cash and credit cards as payment. 4% fee applies to card payments. If shipper is unable to pay the balance for the services provided, Young Buck Moving reserves the right to withhold all or certain items at their address for up to a week until payment plus additional fees are paid. If payment is not made after a week of the move date Young Buck Moving has the right to sell, auction, or use the held items in order to make up for the cost of the move and services provided.

#### **4. GRATUITY**

Our movers work hard to provide good service. If you are pleased with their efforts, tips are greatly encouraged and very much appreciated by the movers. Up to 20% of the total balance is normal in the household goods moving industry.

#### **5. RESTRICTIONS (ITEMS/MOVES)**

Young Buck Moving does not book moves above four stories without an elevator available. During office moves we will not disconnect any computers, servers, or other electronics. Young Buck Moving does not move trash, items deemed unsanitary, pool tables, concert pianos, safes, arcade games, or statues exceeding 400lbs, prescribed medication, unpacked small items, unpacked light bulbs and lamp shades, unsealed boxes, unhooked appliances, unhooked computers, unhooked monitors or servers, propane tanks, fuel cans or other hazardous material (paint cans, gas, oil etc), liquids in glass containers, or live animals. Refrigerators and freezers with food will not be moved unless emptied and disconnected. Live plants with soil taller than the height of the truck are not allowed, however plants that fit will only be transported if the base or pot is covered in a plastic bag and placed inside a box or crate. Despite BBQ grills and dressers or furniture with drawers being allowed, Young Buck Moving will not load a BBQ grill or items with filthy exteriors, any dresser or furniture piece with drawers with contents inside. Ensuring grills and all items are clean helps maintain your belongings clean and our trucks tidy for future clients. Emptying drawers decreases the weight of a piece for our movers, avoids the shifting, spilling, losing, or breaking of items inside as many furniture pieces are rotated in a number of ways during moves due to maneuvering or loading purposes. Young Buck Moving does not unhook appliances such as washers, dryers, refrigerators etc. and we do not disassemble baby cribs. We kindly require that customers ensure belongings are relatively clean, appliances to be moved unhooked, baby cribs disassembled, and all drawers emptied and packed if applicable to the move prior to our arrival.

#### **6. FURNITURE DISASSEMBLY AND REASSEMBLY**

All Young Buck Moving crews carry a tool bag to take apart most standard furniture in order to complete the move. If any special tools are needed for a specific piece, Young Buck Moving must be informed of such details during the booking process, or said piece(s) should be broken down by the customer. Young Buck Moving does not disassemble cribs; therefore the customer is responsible for the disassembly and reassembly of any cribs. Our movers will reassemble any piece they take apart at the final location upon request, but keep in mind that our movers will not assemble or reassemble any piece they did not disassemble. In order to save time, customers may choose to disassemble any furniture themselves prior to our arrival for the move, and/or reassemble the furniture at the final location.

#### **7. TIME BASIS MOVES**

Majority of moves booked with Young Buck Moving are quoted and charged on a time basis, and not a flat rate. Long distance and out of state moves are provided a flat rate. The start time of the move will be upon the arrival of our truck(s) and movers to the customer provided address and will be signed off and approved on by the customer before the start of the move. This time will usually be

the time agreed upon during the quote process and stated in the contract, however allow a window of flexibility of 1-2 hours for unexpected delays. Any time changes will be communicated and agreed upon whether it may be a possible earlier or later arrival time. If the moving crew arrives on location at an agreed time stated on the contract, and nobody is present to allow the move to begin, the time will still start and continue running from the time of arrival. Voicemail, text message, or email confirmation of arrival will be sent to customer if no contact is made upon arrival. Young Buck Moving is not responsible for the customer's whereabouts or delays affecting an agreed start time in a contract. A move will be clocked with an end time with a signature and balance payment once the customer has verified all their belongings have been unloaded, moved to the desired location, and has been given a chance to inspect and declare if any damages occurred during the move. Although most moves are completed within the initial pro-rated base hours quoted, multiple variables can cause the move to enter the hourly rate. Some of these factors may include but are not limited to, weather, traffic, elevator use or break down, flights of stairs, storage facility delays, distance to truck for loading, distance from truck to unload, limited move accessibility, number of pieces needing preparation and disassembly or reassembly, etc. Additional hours will be charged per half hour. A ten-minute grace period will be given every half hour, but any time from 11 minutes and beyond that will be recognized and charged as a half hour. The completion of any move as outlined in a contract signifies the end of Young Buck Moving's time commitment to the job. This includes moves finished before any initial pro-rated base hours quotes. Our movers may not be held to "run-out" or "reach" the amount of pro-rated hours.

## **8. LONG DISTANCE MOVES**

Young Buck Moving provides on site estimates for long distance moves or moves going out of state. These moves are provided a flat rate which is paid in three parts: Deposit (credited towards balance), Half of Balance upon loading of the move, and Remaining Balance upon completion/unload of deliver. Young Buck Moving guarantees to provide the shipper with the same Team Leader all the way from pick up to drop off, and majority of times procure to complete the move with the same crew.

## **9. LIMITED MOVE ACCESSIBILITY**

Our Team Leader will inform the customer if any particular item does not fit into, or lacks access to the client's desired location. In this situation, the customer will decide whether to place the item in an alternate location at the same site, use Young Buck Moving to move the piece to storage, or allow Young Buck Moving to attempt to move the piece and thus releasing Young Buck Moving of any liability and damages caused to the piece or the surroundings including but not limited to walls, flooring, doors, door jambs, rails, light fixtures etc. Should the customer opt for the latter option, a release of liability form will be provided on site before attempting to proceed. Steps taken by Young Buck Moving in order to successfully move the piece to the desired location are limited to light use of force, further disassembly of the piece if possible, removal of doors with pop off pins at the hinges, and the removal

of no more than the handles on any appliance such as refrigerators, freezers, ovens, washers and dryers. Any other methods not listed here to create room for the item to be moved must be decided and done by the customer.

#### **10. PACKING**

Young Buck Moving offers packing services at an hourly rate and will provide the customer with two or more movers if requested to assist with packing preparations for a move as outlined in a contract. Packing and moving services will be timed separately due to difference in rates and services. Totals for both services will be added in the final balance when applicable or paid separately. A customer may provide all, or partial packing supplies. Young Buck Moving can provide additional or all basic packing supplies which include but are not limited to; tape (included in contract), label markers (included in contract), wrapping paper (included in contract), small boxes (\$5.00 each), medium boxes (\$7.00 each), large boxes (\$8.00 each), wardrobe boxes (\$15.00 each), moving pads (\$15.00 each), TV boxes (\$25.00 each) and mattress covers (\$15.00 each). Any other type of specialty box or crate requested during packing services will be quoted and agreed upon before proceeding with the job. A customer is allowed to request Young Buck Moving to provide any amount of boxes of any size thought necessary to complete the packing job. Young Buck Moving will honor the request and the customer will only be charged for the amount of boxes used for packing at their specified rate. Although some smaller jobs can be packed and moved on the same day, we request that any packing jobs be booked at least a day prior to the scheduled move date. Please note that it is illegal in the state of Colorado for moving companies to pack or transport prescribed medication.

#### **11. STORAGE**

Young Buck Moving does not own any storage facilities and therefore only provides packing and moving services. We recommend that any moves going to a storage facility have any paperwork and reservations complete before our arrival with any belongings to unload. This will save time and money in the final balance for the cost of the move. In the event where a move cannot be completed due to miscommunication regarding the readiness or availability of the unload location, the customer will be asked to seek other options, rent a storage facility in which to unload the household goods or have them returned to the original pickup location if still available. Should neither option be possible, Young Buck Moving may safe keep the loaded belongings locked in the truck at the company's physical address. If no other solution is available, these services will be provided at a cost of \$150.00 overnight fee per loaded truck, and \$300.00 daily fee per loaded truck until an appropriate drop off location is arranged or designated.

#### **12. RELEASE OF LIABILITY**

Upon a contract's approval, the customer accepts Young Buck Moving's terms and conditions and thereby releases Young Buck Moving of all liability concerning pressboard and particleboard items, unpacked glass, marble, mirrors, pictures,

portraits, statues, and fragile items. Additionally, Young Buck Moving is not responsible for any damages due to unfair weather conditions to any items and pickup or drop off locations. Customers will be responsible for providing any protection to hardwood floors, carpets, as well as weather related damages to the aforementioned flooring and any belongings upon customer decision to proceed with a move under unfair or severe weather conditions.

### **13. INSURANCE (CARGO VALUATION) OPTIONS**

During the quote process, Young Buck Moving will inform the customer of the insurance options available as mandated by Colorado state law. A decision must be made in order to receive a finalized quote and the option selected will be expressly annotated in all contract agreements. The options are as follows:

**(1) Released Value Option.** This option is offered at no additional cost and provides minimal coverage that shall allow the calculation of the value of loss or damage to household goods shipments to a value equal to sixty cents (\$0.60) per pound per lost or damaged article.

**(2) Full Replacement Cost Option.** This option shall allow the shipper to recover the full replacement cost for loss or damage to household goods shipments by holding Young Buck Moving liable for the full replacement cost of each lost or damaged article up to the declared value of the shipment at a cost of \$50.00 per \$5000.00 of declared value up to \$75,000.00. This option requires the shipper to declare the value of the entire shipment and provide an inventory of all valued items along with any supporting receipts or documentation of declared value on or before the date of the move.

Insurance cargo coverage is limited to \$75,000 per move, however customers are allowed to purchase additional insurance coverage from Young Buck Moving's insurance company; without the purchase of additional coverage, the shipper will be liable for any declared amount not covered by the mover's insurance or surety company. However, if the shipper declares a value that is less than the value of the shipment, the mover's liability for each lost or damaged article will not exceed the proportional value of the article when compared to the declared value of the entire shipment.

### **14. DAMAGES**

A Young Buck Moving Team Leader will inform the customer in the event of any damage incurred to any item(s) that Young Buck Moving is liable and responsible for. If the customer notices the damage, they must inform the Team Leader of the crew. The Team Leader and customer should then proceed to take pictures of the damage separately. Pictures taken by the Team Leader and pictures taken by the client should match one another. The pictures taken by the Team Leader will serve as damages annotated for the move and reported to the company. The customer's pictures will be used in the claims process. Do not discard item, or delete photos until a claim is finalized. All damages must be accounted for prior to



the Young Buck Moving crew and Team Leader leaving the job site. Any damages not accounted for and reported before the departure of the crew will not be recognized by or accredited to Young Buck Moving. We strongly recommend a thorough walk through and inspection of all belongings upon delivery.

## **15. CLAIMS**

Customers have 13 business days after the date of their move to initiate any valid claims. In order to start a claim, customers can call the Young Buck Moving phone number or send an email with the word “**CLAIM**” along with the date in the subject line. Customer information will be reconfirmed via phone and the initial claim email, along with any other information the customer wishes to provide. Pictures taken by the customer of the damages will be requested in order to proceed with the claim and will be confirmed through a match of all pictures reported and taken by the Young Buck Moving Team Leader on the date of the customer’s move. Upon positive verification of a legitimate claim, Young Buck Moving may then honor and compensate the customer’s claim according to the customer’s chosen coverage option(s) for item(s) listed in claim during the move.