US DOT No. 4524042

ICC/MC No. 01792883

No motor carrier other than National Pro Moving and Storage LLC is authorized to use this interstate Tariff.

Professional Movers Interstate Domestic Household Goods

TARIFF

Tariff drafted in accordance with the rates, terms,
and conditions set by the publishing motor carrier:

National Pro Moving and Storage LLC
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NJ 07503
1-833-327-4369

US DOT No.: 4524042 • ICC/MC No.: 01792883

Effective Date: 03/19/2026

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Introduction:

How to use this tariff and print out a hard copy of the schedule of rates for services and other information:

This tariff document contains the general terms and conditions and governing provision of the interstate motor carrier's operations. The rates, list of services, and other charges, and record

log of rate increases or decreases is kept in the addendum section or in electronic format and maybe accessed and printed as a hard copy through the tariff management software utility. The electronic schedule of rates and services log, if any, is incorporated by referenced into this document containing the terms and conditions of the tariff.

To access a complete listing of up-to-date rates, service charges or price adjustments please see addendum section of this document or print out the tariff rate adjustment log from the accompanying software. Tariff rates and services may be changed on a regular, non discriminatory, basis as long as proper record keeping is maintained.

This document governs all sections of this tariff unless otherwise provided within individual section. Except as otherwise provided herein, the rates named in this tariff include one pickup and loading at point of origin and one delivery and unloading at point of destination. Note: this interstate tariff is published exclusive for National Pro Storage and Moving LLC and may not be transferred, used, sold, or copied by any other interstate carriers. Use by any other carrier other than National Pro Storage and Moving Inc is not authorized.

Pursuant to 49 USC § 13702, transportation rates in this tariff apply only on the movement of household goods, as defined in 49 CFR § 1310.1(c), in common carriage by motor vehicle over irregular routes and in interstate commerce pursuant to the operating authority issued to the carrier by the United States Federal Motor Carrier Safety Administration.

Tariff rates/prices for line haul and accessorial services must NOT be randomly or individually discounted. Motor carriers may not charge or receive different rates/prices for services other than the rates/prices specified in the tariff. This includes offering a discount or returning part of the rate to a customer. However, amendments or changes to tariff rates/prices, properly documented, may be used to change the rates/prices for services; this is the only form of "discounting" that may be permissible. Under this method careful record keeping must be used to follow the law. (49 USC section 13702(a)(2)). Each time you adjust a term or rate in the tariff you must document the change and effective date.

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Professional Movers Interstate Domestic Moving Tariff

Application: This document governs all sections of this tariff unless otherwise provided within individual section. Except as otherwise provided herein, the rates named in this tariff include one pickup and loading at point of origin and one delivery and unloading at point of destination.

Pursuant to 49 USC § 13702, transportation rates in this tariff apply only on the movement of household goods, as defined in 49 CFR § 1310.1(c), in common carriage by motor vehicle over irregular routes and in interstate commerce pursuant to the operating authority issued to the carrier by the United States Federal Motor Carrier Safety Administration.

National Pro Storage and Moving Inc is authorized under this tariff to provide services based on either binding OR non-binding. Moreover, charges for line haul services may be based on either the amount of weight in pounds of the property being transported OR the amount of cubic feet occupied by the property on the transport vehicle. Moreover, carrier may charge based on an hourly rate. If the line haul is charged based on cubic feet or an hourly rate then the estimate provided must be binding. Note: this interstate tariff is published exclusive for National Pro Storage and Moving LLC and may not be transferred, used, sold, or copied by any other interstate carriers. Use by any other carrier other than National Pro Storage and Moving LLC is not authorized.

Shipping documents: All Bills of Lading, Orders for Service, Valuation Addendum, Post Contract Services Order form, Packing Materials Order form and other shipping documents used by the carrier are applicable to this tariff and incorporated by reference.

Brokers: Subject to federal law National Pro Storage and Moving LLC is authorized to undertake moves that were booked by licensed brokers. Under the terms of the agreement between the Broker and National Pro Storage and Moving LLC (“409 agreement”) Carrier shall adopt the broker’s estimate as their own. Rates charged by the broker shall be based upon carrier’s tariff rates which are incorporated by referenced into this document.

Adjustments to Rates: National Pro Storage and Moving LLC can provide a properly documented tariff adjustment/discount up to +/- 80% on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Each tariff adjustment/discount, and the means of calculation, must be published as an amendment to the governing tariff in accordance with FMCSA and STB regulations.

NOTICE OF AVAILABILITY OF THE PUBLISHED TARIFF

Please note that as required by federal law governing interstate domestic carriers of household goods, specifically 49 CFR section 375.213(a)(3) and 49 USC

section 13702(c)(1), this tariff is available for inspection/viewing upon reasonable request made by consumer shippers. Moreover, the tariff shall at all times be made available to any representatives of the United States Department of Transportation, Federal Motor Carrier Safety Administration, or Surface Transportation Board.

Consumer shippers: To make arrangements to inspect/view this tariff and its provisions please contact the moving company which will accommodate a reasonable request.

Role, Services, and Limited Liability of an Interstate Broker

Brokers have no contact with the property transported. Brokers do not pack, load, transport, unload, unpack the property, or any other action involving the transportation of the property.

In 1993 the United States Supreme Court described interstate brokers as a middleman between motor carriers and the shipping public. See Reiter v. Cooper, 507 U.S. 258, 113 Ct. 1213, 122 L. Ed. 2d 604 (1993). Under the federal law, exclusively governing this industry, brokers are not motor carriers. The legal and contractual role of a broker and/or shipper's agent is to negotiate, arrange, or coordinate the interstate transportation. See 49 USC § 13102(2); see also 49 CFR § 371.2(a).

As a broker's role in the interstate transportation is limited; so too is their liability. A properly licensed broker is generally not liable for the acts, omissions or negligence of the motor carrier. Moreover, interstate brokers are generally not liable for the value of the goods involved in the interstate commerce. See Professional Communs., Ins. v. Contract Freighters, Inc., 1741 F. Supp. 2d 546, 550 (D. Md. 2001) (citing commercial Unions Ins. Co. v. Forward Air, Inc., 50 F. Supp. 2d 255, 257-59 (S.D.N.Y. 1999), and Phoenix Assurance Co. v. Kmart Corp., 977 F. Supp. 319, 325-26 (D.N.J. 1997)).

Tariff compliance and updates:

Motor carriers are required to conduct their operations in compliance with the FMCSA and STB regulations and follow the tariff terms, conditions, and prices. Any changes to the terms or prices must be documented in the tariff book and made available for inspection upon reasonable request.

Page 1 of the tariff contains a blank line where the carrier is required to insert the “effective date” of when the price, term, or adjustment becomes effective. Please make certain to write in the effective date on Page 1. Additionally, tariff rates/prices for line haul and accessorial services must NOT be randomly or individually discounted. Motor carriers may not charge or receive different rates/prices for services other than the rates/prices specified in the tariff. This includes offering a discount or returning part of the rate to a customer.

Amendments, adjustments, or changes to tariff rates/prices, properly documented, may be used to change the rates/prices for services; this is the only form of “discounting” that may be permissible. Under this method careful record keeping must be used to follow the law. (49 USC section 13702(a)(2)). Each time and adjustment to a term or rate in the tariff is made it must documented and the effective date updated. Motor carriers are required to operate in strict adherence to the tariff prices, terms, and conditions. Note: this interstate tariff is published exclusive for National Pro Storage and Moving LLC and may not be transferred, used, sold, or copied by any other interstate carriers. Use by any other carrier other than National Pro Storage and Moving LLC is not authorized.

ANTI-TRUST GUIDELINES

The motor carrier its partners, agents, representatives, affiliates, and legal counsel intends to conduct their affairs in compliance with the antitrust laws of the United States and, as applicable the antitrust laws of the states within the United States and the antitrust/competition laws of other countries (generally, "Antitrust Laws"). The Antitrust Laws are intended to preserve and promote free, fair and open competition. This competition benefits consumers and companies that are innovative and efficient.

It is understood and intended that the motor carrier will create and customize its tariff in the exercise of the carrier's independent business judgment.

A violation of the Antitrust Laws can have serious consequences. Accordingly, its partners, agents, representatives, affiliates, and legal counsel hereby agree to the following antitrust guidelines ("Guidelines"), as guidance in connection with use of this custom interstate tariff.

1. This custom interstate tariff is not intended to restrain competition. The design of this custom interstate tariff is intended to foster competition and to benefit

consumers.

2. The motor carrier its partners, agents, representatives, affiliates, and legal counsel shall not communicate or coordinate efforts for the purpose of bringing about or attempting to bring about any understanding or agreement, written or oral, formal or informal, express or implied, between or among competitors with regard to tariff rates, terms or conditions of sale, volume of sales, territories, customers, or credit terms.

3. In connection with the use of this custom interstate tariff, there shall be no discussion, communication, agreement or disclosure among any parties that are actual or potential competitors, regarding their tariffs, rates, discounts, terms and conditions of sale, pricing methods, profits, profit margins, cost data, production plans, market share, sales territories or markets, allocation of territories or customers, or any limitation on the timing, cost or volume of their research, production or sales.

4. Motor carrier is obligated and expected to exercise its independent business judgment in establishing its tariff rates for services dealing with its customers and suppliers, and choosing the markets in which it will compete.

5. Motor carrier or its partners, agents, representatives, affiliates, and legal counsel shall not enter into any agreement or understanding to refrain from, or to encourage others to refrain from purchasing any equipment, service, raw materials, products or other supplies from any supplier or vendor, or to refrain from otherwise dealing with any supplier or vendor.

6. Motor carriers or its partners, agents, representatives, affiliates, and legal counsel shall not attempt to prevent any person or entity from gaining access to any market or customer for services, or attempt to prevent any person or entity from obtaining a supply of services or otherwise purchasing services freely in the market.

IMPORTANT LEGAL NOTICE ABOUT THE TARIFF

Moving companies must charge customers the exact rates from the tariff. No services may be offered to a customer which are not provided for in the tariff. [1]A moving company may not charge a customer more or less than the tariff rate. All charges for services provided to a customer must exactly match the rates of the tariff. For example, if a tariff does not designate charges for long carry or stairs, then the moving company cannot charge a customer for those services. Changes to prices and the addition of new services may only be added to a tariff if properly documented and published.

A moving company's tariff must be published and made available to any shipper whom makes a reasonable request to view it. Tariffs must be kept updated and available to any representative of the D.O.T. who makes a request to view it. Moving companies must provide written notice to customers of the availability of the tariff.

Tariff rates for line haul and accessorial services must not be randomly discounted. Uniform discounts, properly documented, may be applied to the fixed tariff rates. Moving companies may not charge or receive different rates for services other than the rates specified in the tariff. This includes not offering or returning a discount or part of the rate to a customer.

Penalties for violating tariff provisions by either overcharging or undercharging are both civil and criminal.

[3]Any person who charges rate over or under the tariff rate shall be liable for a civil penalty of up to $100,000.00 for each individual violation.

Criminal violations for any person who charges a rate over or under the tariff rate can be subject to criminal charges and penalties. [4]Criminal penalties for tariff violations include financial fine and/or a sentence to prison for up to two (2) years for each individual violation.

[5]Moving companies who use agents or subcontractors to perform services can be held civilly and criminally liable for the actions of their agents. For example, if an agent or a subcontractor hired by a moving company charges for a service or charges a rate different than the rate specified in the tariff, then the moving company can be held responsible for the violation both criminally and civilly. Note: this interstate tariff is published exclusively for National Pro Storage and Moving LLC and may not be transferred, used, sold, or copied by any other interstate carriers. Use by any other carrier other than National Pro Storage and Moving LLC is not authorized.

[1] 49 USC § 13702(a)(2): The carrier may not charge or receive a different rate than specified in the tariff…

[2] 49 USC § 13702(a)(2): The carrier may not charge or receive a different compensation for the transportation service then the rate specified in the tariff, whether by returning [discounting] a part of that rate to a person, giving a person a privilege [discount], allowing the use of a facility that affects the value of that transportation or service, or another device.

[3] 49 USC § 14903(a): Civil Penalty for Undercharging and Overcharging. - A person that offers, grants, gives, solicits, accepts, or receives by any means transportation or service provided for property by a carrier subject to jurisdiction under chapter 135 at a rate different than the rate in effect under section 13702 is liable to the United States for a civil penalty of not more than $100,000 for each violation.

[4] 49 USC § 14903(b): (b) General Criminal Penalty. - A carrier providing transportation or service subject to jurisdiction under chapter 135 or an officer, director, receiver, trustee, lessee, agent, or employee of a corporation that is subject to jurisdiction under that chapter, that willfully does not observe its tariffs as required under section 13702, shall be fined under title 18 or imprisoned not more than 2 years, or both.

[5] 49 USC § 14903(c): Actions of Agents and Employees. - When acting in the scope of their employment, the actions and omissions of persons acting for or employed by a carrier or shipper that is subject to this section are considered to be the actions and omissions of that carrier or shipper as well as that person.

Section 1: Standard Line Haul/Transportation Charges

Transportation “Line haul” charges within the 49 contiguous states of the United States:

All line haul rates are based on the actual weight of the property moved, or cubic feet occupied on the transport vehicle, or an hourly rate charge. If based upon weight then actual weight is determined by the certified weight certificates.

All Motor Service to or from Alaska, Puerto Rico, Guam, U.S. Virgin Islands, and Hawaii: Carrier has authority to transport shipments to all states and territories outside the 49 contiguous states. See motor carrier’s rate schedule addendum for a schedule of services, rates and terms for these services.

Conversion: Conversion to weight from cubic feet, and vice versa, will be based on a multiple of 7.

For example:

1,400 lbs will be charged at a rate equal to [1,400 lbs. ❦ 7 = 200 cu.ft] 200 cu.ft. will be charged at a rate equal to [7 x 200 cu.ft. = 1,400 lbs.]

Carrier can provide a properly documented tariff adjustment/discount up to +/- 80% on top of the tariff rates based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Each tariff adjustment/discount, and the means of calculation, must be published as an amendment to the governing tariff.

Item No. 102
Weighing and weights: Carriers transporting shipments on a weight based estimate shall determine the weight of each shipment transported prior to the assessment of any charges depending on the weight. Estimates to charges based on estimated weight are allowed. The shipper has the right to view the weighing, but must make this request to National Pro Storage and Moving LLC Inc prior to the weighing so the carrier may give notice of the time and location where the vehicle will be weighed. Carrier may substitute manufacturer's weight for automobiles, trucks, vans, campers, boats, and other similar vehicles or bulky items in lieu of obtaining separate weight certificates for those articles. Weight certificates shall be administered and maintained in compliance with federal law.

Item No. 103	Additional weight/cubic feet over the estimate: Additional pounds or cubic feet over the estimate will be charged at the same rate based of the estimate based on tariff rates, unless otherwise specified in writing by an addendum to the tariff.

Item No. 104	Fuel surcharge: There will be a fuel surcharge for each order, unless otherwise specified in writing by an addendum to the tariff.

Section 2: Special/Additional Charges for Services

Item No. 201
Additional or Special Services: It is customary for interstate movers to offer price and service options. The total costs of the move may be increased if the shipper has additional or special services. Before a shipper agrees to have the shipment moved under a Bill of Lading providing for additional or special services, they should have a clear understanding with Carrier of what the additional costs will be. Shipper should always consider that they may find other carriers who can provide the required services without requiring additional charges.

One such service is space reservation. If shipper agrees to have the shipment transported under a space reservation agreement, they are required to pay for a minimum number of cubic feet/weight of space in the moving van regardless of how much space in the van is actually occupied by the shipment.

To utilize space on the truck it is customary for a shipment to be moved with multiple customers' shipments. Additionally, at times it is necessary for the mover to reload the shipment onto a different truck from the one the shipment was originally loaded onto or to temporarily place the shipment into a storage unit prior to the delivery unless otherwise indicated in writing.

Subcontractors may be used to transport the goods. If the shipment is refused on or before time of delivery, then the shipper may be required to pay additional storage fees and the charges associated with re-delivering the property. Payment must be collected in accordance with governing federal law.

NOTE: All special services are to be performed at the discretion of the carrier; special services may be refused to be offered at the discretion based upon, but not limited to, concerns over safety, not having proper equipment or tools, poor weather conditions, other hazardous conditions, etc.

Item No. 202	Space Reservation: space reservation. If shipper agrees to have the shipment transported under a space reservation agreement, they are required to pay for a minimum number of cubic feet/weight of space in the moving van regardless of how much space in the van is actually occupied by the shipment.

Item No. 203

Origin and Destination surcharges: Service fee surcharge for interstate shipments of household goods.

Item No.

204

Warehouse pickup and delivery: Except as otherwise provided herein, if shipment

door, platform, or other point convenient or accessible to the vehicle.

Item No. 205
Accessorial Services and other bulky items: Carrier may, at its discretion may offer and charge for accessorial services and other bulky items are shipped at an

is delivered to or picked up at a warehouse (including self-storage/mini-warehouse locations), the charges for transportation include only the unloading or loading at

additional special service charge. Note: Carrier can provide a properly documented tariff adjustment/discount up to +/- 80% on top of the tariff rates based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Each tariff adjustment/discount, and the means of calculation, must be published as an amendment to the governing tariff. Accessorial services and other bulky items offered, if any, will be listed in the accessorial services addendum to the tariff.

a safe environment and practicality of the job. If those services are required to make pick up or delivery, but cannot be performed, the carrier must only bring the specific items of property to nearest point to the destination as practicable and at the carrier's sole discretion without lowering, hoisting, or rigging.

Item No. 206
Rigging, hoisting, or Lowering: This service is not always available. The carrier will only move property by means of rigging, hoisting, or lowering or raising at their discretion based on the factors of providing

Item No. 207	Disassembling and Reassembling: The linehaul transportation rates DO NOT include removing any article embedded in the ground, wall, or secured to a building, nor assembling or disassembling of any items such as steel utility cabinets, swing sets, slides, sky rides, jungle gyms, or other outdoors articles similar in nature. Moreover, items will only be disassembled and reassembled if the carrier's employees, agents, or subcontractors have the proper tools on had to do the job and doing so will not cause risk to property or person. Also, National Pro Storage and Moving LLC or its employees, agents, or subcontractors will not be required to reassemble any property where the materials such as screws, nails, fasteners of any kind are missing, whether the fault of the carrier or the shipper. Items that will not be re-assembled at delivery under any circumstances include, cribs, weight or exercise equipment, toys,

mechanical or electronic items, outdoor play sets, etc.

Guaranteed Pickup or Delivery: This service is not always available. Unless otherwise specified in writing and incorporated by referenced into this tariff carrier does not offer a delivery service other than the 30 business

Item No. 208 appliances, desks, particle board furniture, patio or garden furniture, spas,

day outside delivery

period/window guarantee as explained further below. See Section 501.

Item No. 209
Shipment Consolidation and exclusive use of a vehicle (straight truck). Unless otherwise stated in writing, a shipper's property could be consolidated with other customer's property on the same truck while transported. Unless "exclusive use of vehicle" service is ordered the property will not stay on the same truck that performed the pickup. To help organize and consolidate shipments it is not unusual

that the property will be offloaded, temporarily stored, and then transported on different trucks or by subcontractors. Exclusive use of vehicle service is offered exclusively at the discretion of National Pro Storage and Moving LLC

Item No. 210	Expedited Service or Rush: This service is offered exclusively at the discretion of the carrier at a rate as incorporated by referenced into this tariff. This service is available when a shipper need a rush pickup. Delivery is completed in the standard delivery window.

Section 3: Valuation

Item No. 301	Option 1: Default level - Replacement, Full Value Protection (FVP) This is the most comprehensive plan available for protection of the goods. If any article is lost, destroyed, or damaged while in the mover's custody, the mover will, at its option, either: 1) repair the article to the extent necessary to restore it to the same condition as when it was received by your mover, or pay you for the cost of such repairs; or 2) replace the article with an article of like kind and quality, or pay you for the cost of such a replacement. Under Full (Replacement) Value Protection, if you do not declare a higher replacement value on this form prior to the time of shipment, the value of your goods will be deemed to be equal to $6.00 multiplied by the weight (in pounds) of the shipment, subject to a minimum valuation for the shipment of $6,000. Under this option, the cost of your move will be composed of a base rate plus an added cost reflecting the cost of providing this full value cargo liability protection for your shipment. The rate per pound minimum valuation rate may be increased annually by your mover based on changes in the household furnishings element of the Consumer Price Index established by the U.S. Department of Labor's Bureau of Labor Statistics. Option 2: Released Value: This is the most economical protection option available. This no-additional-cost option provides minimal protection. Under this option, the mover assumes liability for no more than 60 cents per pound ($1.32 cents per kilogram), per article. Loss or damage claims are settled based upon the pound

	(kilogram) weight of the article multiplied by 60 cents per pound ($1.32 cents per kilogram). For example, if the mover lost or destroyed a 10-pound (4.54-kilogram) stereo component valued at $1,000, the mover would be liable for no more than $6.00. Obviously, shipper should think carefully before agreeing to such an arrangement. There is no extra charge for this minimal protection, but you must sign a specific statement on the bill of lading agreeing to it. Under both of these liability options, movers are permitted to limit their liability for loss or damage to articles of extraordinary value, unless you specifically list these articles on the shipping documents. An article of extraordinary value is any item whose value exceeds $100 per pound ($220 per kilogram). Shippers should ask mover for a complete explanation of this limitation before your move. It is shipper's responsibility to study this provision carefully and make the necessary declaration. These optional levels of liability are not insurance agreements governed by State insurance laws, but instead are authorized under Released Rates Orders of the Surface Transportation Board of the U.S. Department of Transportation. In addition to these options, some movers may also offer to sell, or procure for the shipper, separate liability insurance from a third-party insurance company when the shipper releases the shipment for transportation at the minimum released value of 60 cents per pound ($1.32 per kilogram) per article (option 2). This is not valuation coverage governed by Federal law, but optional insurance regulated under State law. If the shipper purchases this separate coverage and the mover is responsible for loss or damage, the mover is liable only for an amount not exceeding 60 cents per pound ($1.32 per kilogram) per article, and the balance of the loss is recoverable from the insurance company up to the amount of insurance purchased. The mover's representative can advise you of the availability of such liability insurance, and the cost. If the shipper purchases liability insurance from or through the mover, the mover is required to issue a policy or other written record of the purchase and to provide you with a copy of the policy or other document at the time of purchase. If the mover fails to comply with this requirement, the mover becomes fully liable for any claim for loss or damage attributed to its negligence.

The consumer shipper hiring a moving company must sign a statement (Valuation Statement) either: (1) declaring a total value for a shipment; or (2) electing the 60-cents option. In addition, moving companies must inform shippers of their rights and obtain a signed waiver if the shipper elects anything other than full-value protection. A consumer shipper may voluntary waive full-value protection as part of the Valuation Statement.

The following notice shall be placed on each estimate provided to the consumer shipper: The following notice shall be placed in a prominent place, in at least 12-point type, on a moving company's required written estimate (if printed). If the estimate is provided electronically, this statement must be of a size that, when printed on 8 by 12 inch paper, equates to 12-point type.

WARNING: If a moving company loses or damages your goods, there are 2 different standards for the company's liability based on the types of rates you pay. BY FEDERAL LAW, THIS FORM MUST CONTAIN A FILLED-IN ESTIMATE OF THE COST OF A MOVE FOR WHICH THE MOVING COMPANY IS LIABLE FOR THE FULL (REPLACEMENT) VALUE OF YOUR GOODS in the event of loss of, or damage to, the goods. This form may also contain an estimate of the cost of a move in which the moving company is liable for FAR LESS than the replacement value of your goods, typically at a lower cost to you. You will select the liability level later, on the bill of lading (contract) for your move. Before selecting a liability level, please read "Your Rights and Responsibilities When You Move," provided by the moving company, and seek further information at the government website www.protectyourmove.gov.

Item No. 303	Full (Replacement) Value Protection is the most comprehensive plan available for protection of your goods. If any article is lost, destroyed, or damaged while in your mover's custody, your mover will, at its option, either: 1) repair the article to the extent necessary to restore it to the same condition as when it was received by your mover, or pay you for the cost of such repairs; or 2) replace the article with an article of like kind and quality, or pay you for the cost of such a replacement. Under Full (Replacement) Value Protection, if you do not declare a higher replacement value on this form prior to the time of shipment, the value of your goods will be deemed to be equal to $6.00 multiplied by the weight (in pounds) of the shipment, subject to a minimum valuation for the shipment of $6,000. Under this option, the cost of your move will be composed of a base rate plus an added cost reflecting the cost of providing this full value cargo liability protection for your shipment.

Rates Table for Full Valuation Coverage:

If $6.00 times the weight OR if the lump sum declared value amount is:	Then the maximum Deductible
valuation is: $250	$500

Valuation Coverage Valuation Amount (not including line haul rate) Deductible

$1,000 Deductible

$6,000 $6,000 $375 $365 $335

$6,001 to $10,000 $10,000 $595 $565 $525

$10,001 to $15,000 $15,000 $775 $765 $725 $15,001 to $25,000 $25,000 $1,425 $1,325 $1,225 $25,001 to $75,000 $75,000 $2,525 $2,325 $2,125 $75,001 to $100,000 $100,000 $3,825 $3,625 $3,225 $100,001 to $150,000 $150,000 $5,825 $5,675 $5,125 $150,001 to $200,000 $200,000 $7,825 $8,675 $8,125

$200,001 and over		$5.70 per $100	$5.50 per $100	$5.20 per $100

NOTE: Valuation coverage rates do not include line haul service charges.

Item No. 304	Declaration of Article(s) of Extraordinary (Unusual) Value Language to be used if a shipper wishes to declare articles of Extraordinary 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 mover's representative. I also acknowledge that the mover's 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."

Section 4: Claims for damages or missing property

Item No. 401	Filing of Claims/Complaints Procedures: Claims: National Pro Storage and Moving LLC shall accept for processing all claims for loss or damaged goods submitted in writing within 9 (nine) months after the date the goods are delivered. Valuation of claim will be based on the limitations of liability selected by the consumer shipper on the bill of lading valuation addendum (Full value replacement or limited liability of $0.60 per pound per article) subject to the Surface Transportation Board's Docket No. RR-999, amendment No.5. Carrier must acknowledge receipt of written claims within 30 days, and then must within 120 days pay, deny, or make a settlement offer or advise shipper of the status of the claim as well as the reason for any delay in the resolution of the claim. When the claim processing is delayed, the carrier must advise the shipper in writing of

what information it is missing from the claim. Once it has obtained all the information needed to process the claim, carrier must inform the shipper of the status of the claim at least every 60 days until the process is completed.

It is solely the shipper's responsibility to inspect and indicate damaged or

missing items on the inventory logs at time of delivery. Valuation of claim will be based on those indications subject to the limitations of liability as described on the Bill of Lading. Liability for the moving company will be in accordance with the liability option the shipper contracts for.

Item No. 402 damaged items: Reserved for future use.

Depreciation factor on claims for lost or

Item No. 403	Claims Procedures: (1) Claim for damaged or missing property made. The carrier shall not be liable for the loss or destruction of, or missing goods, or damage of goods tendered hereunder or any part thereof unless claim is made in writing supported by proof of ownership, together with substation of value, and weight. Moreover, as a condition precedent, all outstanding monies due to the mover must be paid in full before a claim can be submitted to the company within 9 (nine) months after the date the goods are delivered or demand thereof refused and must be limited to the destination descriptions of damage indicated on the inventory logs at the time of delivery. It is solely the shipper's responsibility to inspect and indicate damaged or missing items on the inventory logs at time of delivery. Valuation of claim will be based on those indications subject to the limitations of liability as described on the Bill of Lading valuation addendum. Liability for the moving company will be in accordance with the liability option the shipper contracts for. (2) Claim form received and being processed and decision made: Once we have received your claim form, our claims department will gather all the shipping documents relating to your move and review the liability options you selected. Depending on when your move took place, our claims department may have to wait until the shipping documents are returned to our main office to process your claim. Once all the shipping documents have been received, the claims department will review the liability option selected and then go through each of your items claimed damaged or missing one by one. To save time please send in any photographs you may have of the damaged items at the same time you send in your claim form. Photographs are not always necessary, but they can be very helpful. If you do not send in photographs and the claims department determines that they need them, then they may send a request to you asking for them. This may delay the evaluation process. Please also note that we are not responsible for any costs associated with

Tphotographs, documentation, estimates, mailing, telephone calls or other expenses you may incur while your claim is being processed.

(3) Claims decision and release letter mailed to customer. Claim decision must be made

within 30 days of receipt of claim. When the claims department has finished evaluating your claim, the evaluation recommendation will be reviewed with a manager and notice of the claims department's decision will be mailed to the customer. This decision may include the departments reasoning and amount offered for the claims. Along with the decision notice, the department will send a claims release document indicating the amount to be paid to the customer. Once we have received back the signed claims release document we can finish the processing of your claim.

(4) Signed release form received from the customer, check request made, and payment mailed. Once your signed claims release form has been received by our claims department, a check request will be issued. Our claims department will issue the check request and then accounting will process the check mail payment to the customer.

Item No. 404	Maximum period of time to file a claim or bring civil action: Shipper has a maximum period of nine months to from the date of delivery to file a claim for loss or damages. Additionally, Shipper has a maximum of two years to bring a civil action against the carrier and/or its agents. See 49 Section 14706(e)(1).

Section 5: Pickup and Delivery Schedule

Item No. 501	Pickup and Delivery schedule and services options: Guaranteed service on or between agreed dates is an optional service that is available to you at an additional cost. This optional extra service guarantees that your shipment will be picked up, transported to the destination and delivered on specific guaranteed dates. Per diem rate for delayed delay: If the mover fails to provide the service as agreed, you are entitled to be compensated at a predetermined amount or a daily rate (per diem of $30.00) regardless of the expense consumer shipper may actually might have incurred as a result of the mover's failure to perform. Absent selecting and paying for the optional extra service guaranteeing specific pick-up and delivery dates, the mover is only required to pick up and deliver your property with reasonable dispatch and in a reasonable time. Each consumer shipper will be given an estimated delivery window on the estimate for services. Carrier will do its best to deliver in the delivery window.

	Delivery Service Options: (1) Standard Service (S.S.): estimated delivery is up to 21 (twenty-one) business days from date indicated as first available for delivery (not from the pick up date). Any oral promises made regarding delivery or pick up dates and times are mere estimates. Carrier guarantees delivery to take place within 30 business day of the date first available for delivery. (time calculations exclude days in storage). Any changes to the order will extend this time. (2) Premium Guaranteed Service (P.G.S.): This optional service guarantees delivery to take place on a specific delivery date. In addition to the line haul and accessorial charges, the fee for "Premium guaranteed service" is 42% of the line haul total estimated charge. If guaranteed delivery service is not selected by the shipper and included as a line item charge on the estimate and bill of lading, then standard delivery service will apply. The delivery time frame may change based on the time of year, weather conditions, road conditions, other acts of God, delivery schedule, geographic location of the move and other unknown factors. The moving company will do its best to meet any requested pickup or delivery dates. Business days do not include holidays or weekends. National Pro Storage and Moving LLC shall not be liable for delay caused by highway obstruction or faulty or impassable highways, or lack or capacity of any highway, bridge or ferry, caused by breakdown or mechanical defect of vehicles/ equipment.

Section 6: Interstate Estimates Generally

Item No. 601

Are written estimates required for each move?: Yes. A motor carrier must provide a written estimate to each prospective consumer shipper. An estimate must list all charges for transportation, accessorial services, advance charges, and the form of payment accepted. Both the consumer shipper and a representative from the motor carrier must sign and date each estimate. (49 CFR section 375.401(a)).

Item No. 602	Is the estimate a contract?: No. An estimate is neither a bid nor a contract. It is merely an approximation of what the move may cost based on the services listed on the estimate. The only contract between a motor carrier and a consumer shipper is the "bill of lading." The motor carrier or the consumer shipper may cancel the move at anytime prior to a bill of lading being signed. Consumer shippers should be informed that the charges listed on the estimate are not guaranteed and that the actual charges of the move may be higher or lower than the amount estimated.

Item No. 603

What types of estimates are allowed?: Federal law governing interstate motor carriers requires that the consumer shipper receive a written and reasonably accurate estimate of all charges for the services proposed. Federal law permits and requires only two types of estimates: BINDING and NON-BINDING. The written estimate document must expressly state whether it is BINDING or NON-BINDING and must be signed by both the motor carrier and the consumer shipper. (49 CFR section 375.401(a)).

NOTE: Federal law does not have a provision for any type of estimate other than BINDING or NON-BINDING. For example, estimates issued as "not to exceed" or "guaranteed not to exceed" or "flat rate price" are not specifically allowed under any provision of federal law.

Item No. 604

Federal law under 49 USC Section 14104(b)(1)(C) requires that estimates (both binding and non-binding) be in writing and be based on a visual in-home inspection of the property if the shipper's pickup location is within a 50 mile radius of the location of the carrier's household goods agent preparing the estimate.

Item No. 605

Are visual in-home estimates required?: Generally, yes. Under US DOT regulations shippers with property located within 50 miles of the estimator's location must receive a physical survey/visual estimate of the property. The estimate must be prepared in writing, signed by both the shipper and motor carrier, and state whether it is binding or non-binding.

Waiver to in-home estimate and exception: A visual estimate is NOT required if (1) the pickup address is outside the 50 mile radius or (2) a written waiver is signed by the shipper stating that they waive their right to a visual in-home estimate. (49 USC 14104(b)(1)(B)).

Section 7(A): Non-binding estimates

Item No. 701(A)	Non-binding estimate: A non-binding estimate is the estimated total cost of the entire move, based upon the estimated weight of the shipment and the accessorial services requested. A non-binding estimate is meant to give the consumer shipper a general idea of the cost of the move. The non-binding estimate is not a guarantee that the actual charges will not be higher than estimated. The estimate document must explain to the customer in easy to understand language that the final charges are based on the actual weight of the property and accessorial services. Non-binding estimates must be in writing and clearly describe the shipment and all services proposed. (49 CFR section 375.405) Any time a motor carrier provides such an estimate, the amount of the charges

	estimated must be transferred

	to the order for service and/or bill of lading. The figures on both documents must match. Non-binding estimates must be provided to a prospective consumer shipper for free. (49 CFR section 375.405). The 110% rule only applies to non-binding estimates. Under the 110% rule, the motor carrier may only demand the total charges listed on the estimate plus 10%. If the consumer shipper pays the amount of the estimate plus 10%, then the motor carrier must deliver all of the consumer shipper's property even if the consumer shipper still owes a balance. When a move is to be charged based on weight, the final charges will be determined by the actual weight of the shipment, the services provided, and its tariff provisions in effect. A shipper should be prepared to pay up to ten percent (10%) more than the estimated amount at delivery. The final charges for a move will be based upon and in accordance with the motor carrier's published tariff. If the consumer shipper orders additional services after the goods are in transit, the motor carrier will then bill the shipper 30 days after delivery for any remaining charges. (49 CFR section 375.405(b)(9)). However, if the motor carrier believes that additional services are needed after the goods are in transit, the company must first inform the shipper of the additional service and obtain their approval. (49 CFR section 375.405(b)(9)). For example if you described your property to a sales agent and the same gave you an estimated weight of 2,000 lbs. for your property at a rate of 0.40 per lbs, then you would be charged $800 for that portion of weight, not including additional services. If the actual weight of your property was determined to be 3,000 lbs. then you are required to pay for the additional weight. However, to receive your property you only have to pay 10% more than the non-binding estimate. The remaining balance must be deferred for 30 days. NOTE: Please be aware that until your shipment is weighed the mover cannot accurately determine the actual weight of your property. Situations may arise where the actual weight of your property was significantly higher than the original non-binding estimated weight.

Item No. 701(B)	Binding estimate: When you receive a binding estimate, you cannot be required to pay any more than the estimated amount at delivery. If you have requested the mover provide more services than those included in the estimate, the mover must not demand full payment for those added services at time of delivery. Instead, the mover must bill for those services later, as explained below. Such services might

include destination charges that often are not known at origin (such as long carry charges, shuttle charges, or extra stair carry charges).

NOTE: Under 49 USC 13707(b)(3)(C) payment for all post contract optional services is required before delivery and prior to unloading.

A binding estimate must be in writing, and a copy must be made available to the shipper before the move and prior to loading the transportation vehicle.

NOTE: If shipper is unable to pay at the time the shipment is delivered, the mover may place your shipment in storage at your expense until you pay the charges.

If, before loading your shipment, your mover believes you are tendering additional household goods or are requiring additional services not identified in the binding estimate, and you and your mover cannot reach an agreement, your mover may refuse to service the shipment.

If your mover agrees to service the shipment, your mover must do one of the following three things: (i) Reaffirm your binding estimate. (ii) Prepare a new binding estimate prior to loading. The new estimate must be signed by the individual shipper. You should maintain a record of the date, time, and manner that the new estimate was prepared. (iii) Agree with the individual shipper, in writing, that both of you will consider the original binding estimate as a non-binding estimate subject to §375.405.

Once your mover loads your shipment, your mover's failure to execute a new binding estimate or to agree with you to treat the original estimate as a non-binding estimate signifies it has reaffirmed the original binding estimate. Your mover may not collect more than the amount of the original binding estimate, except as provided in the next two paragraphs.

Your mover may believe additional services are necessary to properly service your shipment after your household goods are in transit. Your mover must inform you what the additional services are before performing them. Your mover must allow you at least one hour to determine whether you want the additional services performed. Such additional services include carrying your furniture up additional stairs or using an elevator. If these services do not appear on your mover's estimate, your mover must deliver your shipment and bill you later for the additional services.

If you agree to pay for the additional services, your mover must execute a written attachment to be made an integral part of the bill of lading and have you sign the written attachment. This may be done through fax transmissions. You will be billed for the additional services 30 days

	following the date of delivery.

Section 8: Onsite New Estimate – Prior to Loading

Item No. 801	In accordance with 49 CFR § 305.403(a)(6)(ii) and/or 49 CFR § 305.405(b)(7)(ii): If prior to or on the day of the scheduled pick-up the shipper tenders more property or makes a change to the initial order for which they received an estimate; National Pro Storage and Moving LLC may either (1) undertake the job with the additional property, in which case the shipper would only be required to pay 10% more than the initial estimate to receive the property on a non-binding estimate or 100% of the binding estimate and the remaining balance will be billed after the 30 day deferment. Or (2) the carrier and shipper may execute a NES ESTIMATE document, PRIOR TO LOADING OR OTHERWISE BEGINNING THE JOB, this new estimate given prior to loading will serve as the only active estimate for which charges will be calculated. The New Estimate must only be used when the customer changes their order for moving services after the original written estimate has been issued, but before moving services have begun. Changes could include ordering additional services or moving additional items. A New Estimate should only be used in circumstances where the customer has made substantial changes to their order for moving services; it should not be used for every move or as part of the motor carrier's regular business model. Most importantly, in the cases where a New Estimate is necessary, the customer must be given a fully complete and itemized copy of the document listing the new total estimated price and additional services. Assuming the consumer had ordered additional services or changed their original moving order, the moving services may only begin after the customer has reviewed, approved, signed, and been given a copy the onsite new estimate.

Section 9: Weighing of Shipments and Disputes over Weight of Shipment

Item No. 901	Do motor carriers need to determine the weight of a shipment?: Generally, yes. When the motor carrier transports a non-binding estimate to be charged by weight they must determine the weight of each shipment before they can start charging the consumer shipper. The motor carrier must provide a written explanation of volume to weight conversions if applicable. (49 CFR section 375.507) EXCEPTION: When an estimate is provided to the consumer shipper as a "binding cubic feet" estimate and the charges are to be calculated based upon cubic feet, then the law does not require the motor carrier to obtain weight certificates.

The difference between the tare weight of the vehicle be
shipment and the gross weight of the vehicle after loading t

Item No.
902

How must motor carriers determine the weight of a shipment?: The motor carrier must use a certified scale. The motor carrier can choose from the following two methods of weighing: (49 CFR section 375.509(a)).

Back Weigh:

The difference between the gross weight of the vehicle with the shipment loaded and the tare weight of the vehicle after the motor

carrier unloads the shipment.

Origin Weigh:

Item No. 903

Item No. 904
May individual consumer shippers observe the weighing? Generally, yes. The motor carrier must give the individual shipper the right to observe all weighings of the shipment. They must inform the individual shipper of when the weighing will occur and give them a reasonable opportunity to be present. (49 CFR section 375.513).

Generally, yes. For all shipments where charges are determined by the weight (in pounds) of the property, the motor carrier must obtain a Certified Weight Certificate of the shipment. If a weight certificate is not legal a court may hold it to be invalid and/or the DOT/FMCSA may impose a fine upon the motor carrier for each invalid weight certificate. For a weight certificate to be legal and valid it must be obtained in compliance with the governing federal regulations. (See 49 CFR §§ 375.501 - 521).

Do motor carriers need weight tickets?:

Item No. 905	Legal requirements for weight certificates: Consumer shippers must be advised that they are entitled to observe the weighing. Motor carriers must provide the shipper with the location and time of the weighing and a reasonable opportunity for them to be present. (49 CFR § 375.513) If a consumer shipper disputes the weight of the shipment they have a right to demand a re-weighing of the property at no charge. The actual charges, notwithstanding the 110% rule, must be based on the weight from the re-weighing, regardless if it is higher or lower than the original weight. (49 CFR § 375.517)

A legal weight certificate must contain the following elements:

1. The complete name and location of the scale;

2. The date of each weighing;

3. Identification of the weight as being the tare, gross, or net;

4. The company/carrier vehicle identification number;

5. The name of the shipper as it appears on the bill of lading;

6. The job or order number for the individual shipment; and

7. The signature of the weigh master.

A true copy of the weight certificate must be provided to the shipper along with the bill of lading and other shipping documents. National Pro Storage and Moving LLC must also retain a copy of the weight certificate in each shipper's file. (49 CFR § 375.519)

Item No. 906

Weight disputes: Consumer shippers may request that their property be re-weighed, free of charge, if there is a dispute concerning the weight based on the original weight certificates. Once a delivery date is scheduled, the consumer shipper (or their designated representative) must meet the driver at the weight scale to witness the truck being weighed.

After the first weighing, the driver will drive to the delivery destination to accept payment and then unload the truck. Once payment has been made, the truck is unloaded and all documents signed, the truck will be weighed again to determine the light weight. The consumer shipper is responsible for his/her own transportation to and from the scale.

The difference between the first re-weight certificate (heavy weight) and the second re-weight certificate (light weight) constitutes the actual weight of the property that will be used to calculate the charges. If this re-weight amount is less than the original weight which was the basis for the charges then a refund will be issued to consumer shipper. However, if the re-weigh reflects a higher amount of weight, then the consumer shipper is responsible for paying the additional amount.

Note: this interstate tariff is published exclusive for National Pro Storage and Moving LLC and may not be transferred, used, sold, or copied by any other interstate carriers. Use by any other carrier other than National Pro Storage and Moving LLC is not authorized.

Item No. 1001	Summary of dispute settlement program: The neutral arbitration program has been designed to give neither party any special advantage. The parties agree that Fairclaims.com be used as the neutral arbitration service provider. Section 49 U.S.C. Section 375.211 provides that a mover must have a program in place to provide shippers with an Arbitration alternative. Arbitration is optional and not required under Federal law. 1. Summary of the arbitration process: Arbitration is an alternative to courtroom litigation. It provides each party to the dispute to present their cases and allows a neutral third party arbitrator to make decision as to the merits of each side's case. Arbitration subject to this agreement shall be conducted via written submission and, subject to the arbitrator's discretion, through telephonic appearance. After the initial filing fees have been paid and the arbitrator selected, the initiating party or "Claimant" must submit a written brief summarizing their legal position and factual claims. All supporting documentation must be included with the initial arbitration brief. Copies of all documents must be submitted to all parties involved in the arbitration. Upon receipt of the Claimant's arbitration brief and supporting documents, the responding party or "Respondent" will have 30 days to file their responsive arbitration brief and supporting documentation. Further deadlines and timetables are subject to the arbitrators discretion. 2. Legal effects: If the arbitration alternative is chosen, then any decision made by the arbitrator may be binding. Additionally, an arbitration decision may not be appealed in a court of law. All parties agree that the Arbitrators decision will be based exclusively on the governing United States Federal Law without regard to conflicting State laws or regulations. 3. Applicable costs: Each party is responsible for their own costs associated with arbitration. A benefit to the arbitration alternative may be that it is less expensive than traditional litigation. Each party is responsible for 50% of the costs associated with securing the arbitrator and 100% of their own expenses, including but not limited to attorney fees. The administrative costs for an arbitration are as follows: There is a $250 filing fee and a supplemental charge of $50 for each additional unrepresented party or additional separately-represented party in excess of two parties will apply. Long distance telephone, fax charges and incidental costs incurred by the Administrator shall be billed to the parties as additional costs. The cost of the call in the conference call format will be submitted as an incidental cost. 4. The arbitrator's fee and costs are as follows: Each individual arbitrator will set their own hourly rates for their services. Fees are may exceed $250 per hour for the arbitrator. Subject to the terms

	of Fairclaims.com administrative charges and arbitration fees may be required to be paid in advance.

	5. Choice of law: All parties agree that the Arbitrators decision will be based exclusively on the governing United States Federal Law without regard to conflicting State laws or regulations. 6. Initiating Arbitration: Any party may initiate the process of arbitration by mailing or faxing the referral form to the Administrator. Upon receipt of the form, the Administrator will contact the other parties, solicit their participation in the arbitration process, provide the appropriate information and make the final arrangements for the arbitration. 7. Selecting an Arbitrator: The Administrator will make available upon request background information about potential arbitrators and will confer with all parties regarding the selection of the arbitrator. The Administrator will make an effort to obtain agreement among the parties regarding the selection of the arbitrator. Parties who are not able to agree on the selection of an arbitrator within a reasonable period of time following the initiation of the procedure but, in any event, not more than 45 days, will be bound by the selection to be made by the Administrator in its sole discretion. 8. Neutral Arbitration Service Provider: The parties agree that Fairclaims.com be used as the neutral arbitration service provider. Please contact the moving company if you wish to participate in or get more information about the arbitration program.

Section 11: Limitation of Liability

Item No. 1101	Articles Packed by Owner and other limitations of liability notwithstanding the minimum valuation of $0.60 per pound per article and in compliance with and subject to the limitations and provisions of 49 CFR Section 375.701(a) and subject to subject to the Surface Transportation Board's Docket No. RR-999, amendment No.5.: for claims above the minimum of $0.60 per pound per article National Pro Storage and Moving LLC cannot control whether proper packing methods are used, on boxes packed by the owner as well as pressed wood (particle board) furniture, liability is limited. The carrier cannot not be held liable for any damage to internal electronic or mechanical items, whether they are packed or unpacked by the carrier or by the shipper. The carrier has the right to inspect and repair any alleged damage and provides no coverage for cosmetic damage to any items. The carrier cannot be held liable or negligent for any damage to the interior or exterior of any residence including, but not limited to walls, floors, ceilings, plumbing, driveways, sidewalks, banisters, sprinklers, windows, and landscaping, etc.

Item No. 1102

Notice of Loss/Damage; Time Bar. Unless notice of loss or damage and the general nature of such loss or damage be given in writing to Carrier at time of delivery of the goods to Shipper, such delivery shall be prima facie evidence of the receipt by Shipper of the goods as described in the Bill of Lading and inventory logs as delivered in "apparently good conditions".

Item No. 1103	Exceptions to Carrier Liability: (when allowed by law). Notwithstanding the minimum valuation of $0.60 per pound per article and in compliance with and subject to the limitations and provisions of 49 CFR Section 375.701(a) and subject to subject to the Surface Transportation Board's Docket No. RR-999, amendment No.5.: for claims above the minimum of $0.60 per pound per article National Pro Storage and Moving LLC is not responsible for injury or damage to any fragile article (articles susceptible to breakage or crushing). Unless such fragile articles are both packed and unpacked by its employees and subject to the further conditions that such packing, unpacking or other handling is performed in a grossly negligent manner by the carrier. The carrier will not carry and or be liable in any way for the loss or damage to currency, precious stones, documents, stamps, securities, species, silverware, jewelry, or any article of extraordinary value unless such articles of value was agreed to in writing, and unless the shipper assumes additional valuation charges, as indicated thereon. The carrier shall not exceed the cost of repairing or replacing the property lost or damaged with material of like kind and quality not exceeding actual cash value of the property at the time and place loss with regard to sets or matched pieces shall be limited to repair or replacement whichever is less of the lost or damaged pieces only, and shall not extended to repair, replacement or recovering the entire set, but in no event to exceed the released or declared values as indicated. The carrier shall not be liable for loss or damage occurring after the property has been delivered to or receipted for by the consignee or shipper or the authorized agent of either. When the carrier is directed to unload or to deliver property (or render any services) at a place or places at which the shipper or its agents is not present the property shall be at the risk of the shipper after unloading or delivery. Where the carrier is directed to load property from (or render any services at) a place or places at which the shipper or its agent is not present property shall be at the risk of the shipper before loading or after shipper signed the inventory list. The carrier shall be liable only for its failure to use ordinary care and only on the basis of the shipper's declared valuation of the goods. The burden of proving negligence or failure to use ordinary care required by law shall be on the shipper. The carrier shall not be responsible with respect to damage, loss, or decay caused by acts of God or the public enemy war insurrection, strikes, labor trouble, riots, fire, earthquake, nature of the property or defects or inherent vice therein deterioration by time, moths, termites, or other insects, vermin, rodents, wear and tear, leakage, fire or any cause beyond the carrier's control or any other cause unless such damage results from the carrier's control. The carrier is not responsible for mechanical or electrical function or any article such, as but not limited to piano, radio, television set, DVD player, computer, VCR, barometer, refrigerator, clock, air conditioner, or other instrument or appliance whether or not such articles are packed or unpacked by National Pro Storage and Moving LLC

Stop-offs: Portions of a shipment moving in interstate commerce may be picked up or delivered at one or more places of origin, destination, or en route. Except as otherwise provided herein, charges will be for total weight of entire shipment for

Item No. 1201

Section 12: Operations

total distance via points of pickup or delivery or both from first point of pickup to final point of delivery, plus additional services charges applicable to each portion of the shipment.

Item No. 1202	Use of Agents or subcontractors: At times it is necessary for National Pro Storage and Moving LLC to reload the shipment onto a different truck from the one the shipment was originally loaded onto or to temporarily place the shipment into a storage unit prior to your delivery unless otherwise indicated in writing. Subcontractors and or agents may be used as carrier's discretion to transport all or any portion of the shipment.

Section 13: Special Power of Attorney of and Designation of Interstate shipper's agent/representative

Item No. 1301	Where shipper may not be available at the pick-up origin or delivery destination to review, negotiation, sign, of contract with the carrier for services; the shipper may designate through special “power of Attorney” an agent such as agent, maid, building superintendent, employee of shipper, employer of shipper, real estate agent, shall be considered to constitute acceptance of the property and terms and conditions herewithin of the shipment by the shipper or consignee. /// /// /// /// /// /// ///

Item No. 1302	Sample text of power of attorney designation:

SPECIAL POWER OF ATTORNEY AND DESIGNATION OF INTERSTATE SHIPPER'S REPRESENTATIVE/AGENT

I, _____, do hereby designate and appoint PRINT NAME OF CUSTOMER through this special power of attorney, _____ _____ as PRINT NAME OF REPRESENTATIVE/AGENT my true and lawful representative and agent in my name and to act on behalf as the designated "shipper" in compliance with 49 USC § 13102(13), to exercise or perform any legal act, power, duty, right or obligation whatsoever that I now have, in regard to any part of the interstate transportation of my household goods.

Through this designation of power of attorney I grant full legal authority to my designated representative/agent to receive, sign, endorse, accept, negotiate, acknowledge, and modify any and all elements, terms, or conditions, of any and all bills of lading, estimates, warehouse receipts, contracts, waivers, other instruments in writing of whatever kind as they determine necessary in my name. I understand that I am legally bound, liable, responsible, and obligated by the actions or omissions of my designated representative/agent through this power of attorney. By my signature I acknowledge the terms of this power of attorney and hereby grant full legal authority to my designated representative/agent as described above.

Item No. 1401

Carriers Lien and Auctions: National Pro Storage and Moving Inc shall have a lien against any and all property tendered to it, and shall be authorized to sell the property at auction of the shipper does not accept delivery of the property and pay the applicable charges within 30 (thirty) days of the date delivery was attempted and refused. If delivery

Section 14: Carrier's Lien

is refused, it will be assumed that the shipper abandons all rights to the property unless the carrier is otherwise notified in writing. All fees including legal fees, collection fees, auction fees shall be applied to the total outstanding balance due by the shipper to the carrier.

Item No. 1402

Terms and conditions of Lien: Carrier's lien

(a) it is agreed that the carrier shall have a lien against any and all property tendered to it heretofore or hereafter tendered

to it, and on the proceeds from the sale thereof for all charges provided herein, including without limitation claims for moneys, advanced storage, transportation, interest labor and all other charges or expenses in relation to said property or any part thereof, and also for court costs, reasonable attorney's fees and other legal expenses incurred by the carrier as a result of any litigation in which the carrier may be involved in connection with the tendered goods as any and all other charges and expenses for notice and advertisement of sale of the property when default has been made also for all costs inclusion of court costs reasonable attorney fees in collection charges or enforcing this lien or caused for any controversy arising out of conflicting claims of ownership of any interpleaded action arising from the bailment of the goods or defending itself in the event the carrier is made a party to any litigation concerning the goods involved therein. If for any reason other then the fault of the carrier delivery cannot be made at the address given as the destination of which carrier has been notified, carrier at its option, may cause tariff and other lawful charges. Articles contained in shipment to be stored in a warehouse selected by it at the point of delivery or at other available points, at the costs of owner, and subject to a lien for all accured charges (b) All goods upon which the carrier has a lien, are subject to sale at public auction to satisfy any and all unpaid charges including interest herein above provided which charges are not paid when due plus the expenses including reasonable attorney fees, which maybe necessitated by said sale. (c) The lien upon any and all property tendered with the carrier shall include unpaid charges and expenses pertaining to property previously tendered with the carrier regardless of whether said property has been delivered by the shipper. (d) The parties agree that in any sale conducted to satisfy the carrier lien all property which is subject to the lien plus the cost of preserving the goods and conducting the sale shall be remitted by the shipper (e) the carrier may at its discretion bring suit for reimbursement pursuant to the foregoing provision without first foreclosing upon this lien.

Item No. 1403	Shipper has represented and warranted to the carrier that it has lawful possession of any legal right and authority to tender all of the property herein described and that there are and will be no liens, mortgages or encumbrances on said property superior or adverse to the legal right and authority of shipper to contract for services and if

there be any litigation concerning the property, the shipper agreed to pay all storage and other charges together with costs and expenses, including reasonable attorney's fees which this carrier may reasonably incur or become liable to pay in connection there with. This carrier shall have a lien on said property for charges and for such costs and expenses. Shipper agrees to indemnify National Pro Storage and Moving Inc with regard to any costs and expenses that may occur including but not limited to attorney's fees, with regard to a claim of ownership and/or possession made by any third party with regard to the goods specified herein.

Section 15: Impracticable or prohibited items/operations

Item No. 1501 Item No. 1502
Impracticable Operations: nothing in this tariff shall require National Pro Storage and Moving LLC to perform any service at any point or location where through no fault or neglect of the carrier, the furnishing of such services is impracticable because 1. The conditions of the roads, streets, driveways, alleys, or approaches thereto would subject operations to unreasonable risk of loss or damage to life or property; 2. Loading or unloading facilities inadequate; 3. Any force majeure, war, insurrection, riot, civil disturbance, strike, picketing or other disturbance would subject the operation to unreasonable risk of loss or damage to life or property or unreasonably jeopardize the ability of the carrier to render linehaul or pickup or delivery or any other service from or to at others points or locations; 4. Carriers hauling contractors, carrier's employees, or carrier's agents are precluded, for reasons beyond carrier's control, from entering premises where pickup or delivery is to be made; or where law or regulation prohibits.

Perishable, dangerous, or hazardous articles: No goods which are perishable, dangerous hazardous, explosive, corrosive, or noxious shall be tendered to the Carrier without Carrier's express consent in writing and without the container or other covering in which the goods are to be carried as well as the goods themselves being distinctly marked on the outside so as to indicate the nature and character of any such goods and so as to comply with any applicable laws, regulations or requirements. If any such goods are delivered to the Carrier without such written consent and marking, the Carrier shall not assume liability for those articles or for the loss or damage caused by the inclusion in the shipment.

Item No. 1503	Disclosure of Items of Extraordinary Value. If the consumer shipper notifies the Carrier in writing that an article valued at greater than $100 per pound will be included in the shipment, the consumer shipper will be entitled to full recovery up to the declared value of the individual article or articles, not to exceed the declared value of the entire shipment.

Section 16: Lawsuits

Item No. 1601

Waiver of class action suits. The parties hereby waive any participation or involvement in any class action lawsuits against carrier or shipper.

Item No. 1602

Reasonable Attorney Fees: In the event litigation is necessary, the carrier shall recover from shipper any and all reasonable attorney fees and administrative costs and court costs incurred as a result of the litigation.

Item No. 1603	Confidentiality: Given the nature of this contract as it involves moving personal property, both parties agree to hold as confidential all events, transactions, circumstances, agreements, terms and conditions, and actions of either party. Failure to comply with this section may result in a breach of contract and subject the shipper to legal liability.

Section 17: Misc. Items

Item No. 1701

Insurance: the cost of insurance against risk or any other insurance for the benefit of the shipper, will not be assumed by National Pro Storage and Moving LLC.

Item No. 1702

Interest charges: Subject to provision of federal law, a charge of the maximum allowed by law or 1.5% per month or fraction thereof (18% per annum) shall be added to all delinquent accounts. Furthermore, the shipper shall be responsible for all charges the carrier incurred as a result of attempting collection. This includes but is not limited to, attorney fees, fees for collection agent and court costs.

Item No. 1703

Classification of Parts or pieces of a complete article: Each shipping piece or package and contents thereof shall constitute one article except the total component parts of any article taken apart of knocked down for handling or loading in vehicle shall constitute one article for the purposes of determining the carriers liability.

Item No. 1704	Compensation: Should both parties at or before the time of delivery agree to compensation in the amount due to shipper, and then payment of said compensation shall constitute an accord and satisfaction of all claims between carrier and shipper regarding this contract, including, but not limited to damage or missing property. If a job is canceled while moving in progress, shipper will be responsible for any reasonable charges incurred or services rendered.

particular section of this tariff is found to be unenforceable for any reason it shall not affect the remainder of the terms and sections contained herewithin.

Item No. 1705

Servicing special Articles: The rates in this tariff are for transportation and do not

Item No.

Entire agreement/Severability: If any portion or

1706

included the servicing of any item. The consumer shipper agrees that unless it is expressly listed in writing, carrier shall not be responsible for the servicing of any special articles or appliances including, but not limited to, clocks, computers printers, CD players, refrigerators, freezers, washing machines, clothing dryers, dishwashers, radios, televisions, VCRs, DVD players, video game counsels, air conditioners, and any other machines or appliances which, if not properly serviced might be damaged in or incident to transit.

Item No. 1707	Deposit Refund and Cancellation of Service and fee: Estimates may be canceled penalty free and deposits are fully refundable only if the customer cancels the move in writing during the 3 day window immediately after Bill of Lading is signed subject to 49 CFR § 375.505(h). An estimate/order may not be canceled and deposits are not refundable outside the three day window, or after the mover has begun the physical moving services, including but not limited to: packing, loading, storage, transportation to and from the pick-up or delivery address, etc. Moving services may not begin until the contract for service (Bill of Lading) is signed by the customer authorizing the mover to begin services. Services may not be canceled after the customer's property has been loaded on the truck. Many times and for many reasons customers or moving companies need to cancel the moving services outside of the three day window. In such cases where a consumer needs to cancel services the cancellation fee to be paid is as follows: . If property has not yet been moved from origin state: cancellation fee of 65% of the total charges plus payment of all storage charges. Cancellation fee does not include delivery back to place of origin. Upon cancellation consumer must pick up the goods themselves or hire a third party company to pick up the property from the storage facility. Payment in full must be made prior to release of the property. 2. If property has been moved from origin state: cancellation fee of 90% of the total charges plus payment of all storage charges. Cancellation fee does not include delivery back to place of origin. Upon cancellation consumer must pick up the goods themselves or hire a third party company to pick up the property from the storage facility. Payment in full must be made prior to release of the property.

Section 18: OPTIONAL CONTRACT OR POST CONTRACT SERVICES

Item No. 1801	Shippers may order any of these services at an additional charge. Unless the service listed below is ordered by the shipper the moving company is not required to perform that service. For example if long carry is necessary to deliver the property into the home, then this optional service must be ordered for that service to be performed. Under 49 USC 13707(b)(3)(C) payment for all post contract optional services is required before delivery and prior to unloading. For non-binding estimates, the 110% law does not apply to post-contract services. Optional post contract services must be paid in full before delivery and prior to unloading.

Section 19: Storage in Transit

Item No. 1901

Item No. 1902

Storage in Transit: Storage in Transit is the temporary storage of the shipper's property pending further transportation. This may be necessary when the shipper's new home isn't ready to occupy and the items must be stored. The shipper must specifically request this service and the time cannot exceed a set amount of days determined by the carrier. Additional charges apply, along with warehouse handling and final delivery charges.

Time for Storage in Transit: Carrier is only required to hold property in Storage in Transit for a period not exceeding 30 days, or as otherwise contracted for in writing by shipper and carrier. If the shipper cannot accept delivery of the goods are required to be stored for more than 30 days, then the interstate transportation contract must be converted to a permanent storage contract in accordance with 49 CFR section 375.609. Once properly converted the shipper will be invoiced for monthly storage fees. Shipper's failure to pay for monthly storage fees and/or delivery services may result in the exercise of the carrier's lien and sale of the goods at public auction. Carrier's failure to convert SIT to permanent storage in accordance with 49 CFR section 375.609 at the 30 day mark, does not waive their right to do so at a later date; it simply extends the SIT period beyond the 30 days.

Item No. 1903	SIT conversion to permanent storage: (a) If a carrier is holding goods for storage-in-transit (SIT) and the period of time is about to expire, National Pro Storage and Moving LLC must comply with this section. (b) Carrier must notify the individual shipper, in writing of the following four items: (1) The date of conversion to permanent storage. (2) The existence of a nine-month period after the date of conversion to permanent storage when the individual shipper may file claims against carrier for loss or damage occurring to the goods in transit or during the storage-in-transit period.

	(3) The fact liability is ending. (4) The fact the individual shipper's property will be subject to the rules, regulations, and charges of the warehouseman. (c) Carrier must make this notification at least 10 days before the expiration date of either one of the following two periods: (1) The specified period of time when the goods are to be held in storage. (2) The maximum period of time provided in your tariff for storage-in-transit. (d) Carrier must notify the individual shipper by facsimile transmission; e-mail; overnight courier; or certified mail, return receipt requested. (e) If carrier is holding household goods in storage-in-transit for a period of time less than 10 days, carrier must give notification to the individual shipper of the information specified in paragraph (b) of this section one day before the expiration date of the specified time when the goods are to be held in such storage. (f) Carrier must maintain a record of notifications as part of the records of the shipment. (g) Carrier's failure or refusal to notify the individual shipper will automatically effect a continuance of your carrier liability according to the applicable tariff provisions with respect to storage-in-transit, until the end of the day following the date when you actually gave notice. *See addendum L for a sample form.

Section 20: Packing Materials Charges

Item No. 2001	Packing materials: The packing material descriptions reflect the materials used in packing. The descriptions are not indicative of the items actually packed with the materials, as a variety of items may be packed with the indicated materials. Unpacking is not included in the charges and can be purchased at an additional charge. Riddance and disposal of materials used in packing is the responsibility of the shipper. Final determination of materials used cannot be determined until services have been completed. The shipper will be notified of final charges prior to delivery and while in transit. Carrier is authorized to use necessary packing materials. Items packed by shipper may be placed into additional containers to ensure efficient cargo space on the transit vehicle. All charges including additional services will be charged based on the full tariff rates. Carrier can provide a properly documented tariff adjustment/discount up to +/- 80% on top of the tariff rates based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Each tariff

	adjustment/discount, and the means of calculation, must be published as an amendment to the governing tariff.

Section 21: Carrier's Right to work with an Interstate Broker

Item No. 2101 Authorization to use services of an interstate broker.: Subject to federal law	Carrier is authorized to undertake moves that were booked by licensed brokers. Under the terms of the agreement between the Broker and Carrier ("409 agreement")

Carrier shall adopt the broker's estimate as their own. Rates charged by the broker shall be based upon carrier's tariff rates which are incorporated by referenced into this document.

An interstate household goods broker is any person or company who, for compensation, arranges, or offers to arrange the transportation of property by an authorized motor carrier. 49 CFR § 371.2(a). An interstate broker of household goods is required to be licensed by the FMCSA and to have in place at all times of operations a $10,000 bond. ($75,000 bond as of 2013).

An interstate broker provides estimates for household goods transportation services to potential consumer shippers. The motor carrier selected by the consumer shipper to perform the moving services must agree to adopt the broker's estimate as their own and follow the terms and conditions as estimated.

Item No. 2102	Contract requirement for brokers and motor carriers.: Prior to a motor carrier accepting and adopting, as its own, an estimate from a broker, a contract must be executed between the parties. Commonly referred to as a "409 agreement" the agreement between the broker and the motor carrier must specify the role and duties of the broker and the motor carrier. The agreement must also grant authority for the broker to provide estimates on behalf of the motor carrier. Finally, the agreement must specify that the motor carrier agrees to adopt the estimate provided by the broker to a consumer shipper as its own.

Section 22: Definitions

Item No. 2201	ACCESSORIAL SERVICES: These are services such as packing, appliance servicing, unpacking, or piano stair carries that a shipper may request to be performed. Charges for these services may be in addition to the line haul charges. ACTUAL CASH VALUE (ACV): Money equal to the cost of replacing lost, stolen or damaged property after depreciation. A method of determining the worth of an improvement.

ADVANCED CHARGES: Charges for services not performed by the motor carrier but instead by a professional, craftsman or other third party at the shipper's request. The charges for these services are paid for by the motor carrier and added to your bill of lading charges.

AGENT: A local moving company authorized to act on behalf of the carrier.

APPLIANCE SERVICE: Preparation of major electrical appliances to make them safe for shipment.

BILL OF LADING: The receipt for the goods and the contract for their transportation.

BROKER: An interstate broker is any person or company who for compensation arranged for or offers to arrange the transportation of property by an authorized motor carrier.

BULKY ARTICLE: Include such items as boats, snowmobiles, golf carts, and campers. These "bulky" items usually carry an extra charge to compensate the hauler for the difficulty of loading and unloading, as well as for their unusual bulk or low weight density.

CERTIFIED SCALE: Any scale designed for weighing motor vehicles, including trailers or semi-trailers not attached to a tractor, and certified by an authorized scale inspection and licensing authority. A certified scale may also be a platform or warehouse type scale that is properly inspected and certified.

CARRIER/MOVER: The moving company and its agents, contractors, employees, and representatives.

CASH ON DELIVERY (COD): This means payment is required at the time of delivery and prior to unloading at the destination residence (or warehouse).

CLAIM: A statement of loss or damage to any of the household goods while in the custody of the motor carrier or its affiliated agent.

CONSULTANT: Person with whom a shipper discusses the particular move requirements, who usually makes a note of items to be moved, provides information about their company and an estimate for services.

COST PER CUBIC METER: A rate given on the estimated space that the property will fill on a truck / container.

COST PER 100 LBS.: A rate given on the estimated weight of the property being transported.

COST PER CUBIC FOOT: A rate given on the estimated space the property will fill on a truck / container.

COST PER HOUR: A rate given per hour based on the number of men and size of truck that will be charged on the time taken to carry out the move.

DEPARTMENT OF TRANSPORTATION (DOT): The federal agency which, through the Surface Transportation Board within the DOT, governs the interstate transportation industry, including movers of household goods.

ESTIMATE, BINDING: An agreement made in advance with the motor carrier. It provides that the total cost of the move will be based upon the quantities (specific item list) and services shown on the estimate.

ESTIMATE, NON-BINDING: What the motor carrier believes the cost will be, based upon the estimated weight of the shipment and the accessorial services requested. A non-binding estimate is not binding on the mover. The final charges will be based upon the actual weight of the shipment, the services provided, and the tariff provisions in effect.

GUARANTEED PICKUP AND DELIVERY SERVICE: An additional level of service featuring guaranteed dates of service. The motor carrier will provide reimbursement for any delays. This premium service is often subject to minimum weight requirements.

HIGH VALUE ARTICLE: Items included in a shipment that are valued at more than $100 per pound. These items should be disclosed to the motor carrier to ensure they are protected accordingly.

INTRASTATE: Intrastate transportation of household goods is the movement of property from an origin to a destination within the same state. For example, when a shipper moves from Dallas, Texas, to Austin, Texas. Motor carriers performing services as an intrastate mover must be licensed with that individual state's regulatory body. Generally, the regulatory agencies governing intrastate motor carriers are the States' Public Utilities Commission (PUC) or Department of Transportation (State DOT).

INTERNATIONAL: International transportation of household goods is the movement of property from an origin in one country to a destination in another country. For example, when a shipper moves from the United States to England. For Unites States based companies, international moves are regulated by the Federal Maritime Commission. (www.fmc.gov).

INTERSTATE: Interstate transportation of household goods is the movement of property from an origin in one state to a destination in another state. For example,

performed (or that are necessary because of landlord requirements or other special circumstances). Charges for these services may be in addition to the line haul charges.

STAIRS FLIGHT CHARGE: A charge for carrying items up or down flights of stairs. Charges for these services may be in addition to the line haul charges.

STORAGE IN TRANSIT (SIT): Temporary warehouse storage of the shipment pending further transportation. For example, if the shipper's new home isn't quite ready to occupy they might request SIT.

STORAGE VAULTS: Large wooden container, In which the property is loaded into, sealed and then stacked away.

TARIFF: An issuance (in whole or in part) containing rates, rules, regulations, classifications, or other provisions. The Surface Transportation Board requires that a tariff contain three specific items. First, an accurate description of the services the mover offers to the public. Second, the specific applicable rates (or the basis for calculating the specific applicable rates) and service terms for services offered to the public. Third, the mover's tariff must be arranged in a way that allows you to determine the exact rate(s) and service terms applicable to your shipment.

VALUATION: The degree of worth of the shipment. The valuation charge compensates the mover for assuming a greater degree of liability than is provided for in its base transportation charges.

WAREHOUSE HANDLING: An additional charge applicable each time storage in-transit service is provided.

WEIGHT TICKET/CERTIFICATE: The van is weighed before and after the shipment is loaded. Each time the van is weighed, the driver gets a dated weight ticket listing the weight and where the truck was weighed. A copy of the weight ticket should be with the freight bill.

Addendums to Interstate Tariff Services and Rates

Addendum A:

Transportation "Line haul" charges within the 49 contiguous states of the United States:

Transportation "Line haul" charges within the 49 contiguous states of the United States:

Weight Based Charges: Where the line haul is priced subject to the weight of the shipment then the maximum charge for line haul transportation of a shipper's property is based on the actual weight of that property and charged at a price per pound up to $1.00 per pound, unless otherwise specified in writing. Carrier can provide a rate adjustment/discount of +/- 80% of the base tariff rates based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc.

Cubic Feet Based Charges: Where the line haul is priced subject to the cubic feet occupied on the transport vehicle then the maximum charge for line haul transportation of a shipper's property is based on the actual cubic feet occupied by the property and charged at a price per pound up to $10.00 per cubic foot, unless otherwise specified in writing. Carrier can provide a rate adjustment/discount of +/- 80% of the base tariff rates based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc.

Hourly Rate Charges: Except as otherwise specified in this tariff, carrier will charge shipper for labor services based upon an hourly rate charge. Labor time shall be calculated for all labor services computed to the nearest quarter hour. Except as otherwise specified in this tariff, labor time shall include driving time, packing time, loading time, unloading time, and waiting or delay time. Carrier can provide a rate adjustment/discount of +/- 80% of the base tariff rates based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc.

Minimum charge: The minimum charge for each shipment will be based upon the published tariff rates for a shipment of 1,400 lbs. or its equivalent in cubic feet. As such, shipments weighing less than 1,400 lbs. will be charged as if 1,400 lbs. were transported. (See item 101 of this tariff for conversion formula). Where the space reservation option is selected by the shipper than the minimum charge will be based upon the space reservation selection.

Service Fees:

Service Fee: Rate:
Fuel Surcharge: 10% of the line haul

Origin/Destination Surcharge	7% of the line haul

Addendum B:

Accessorial Charges and other bulky items: Pianos and Motorcycles and other bulky items are shipped at an additional special service charge listed as follows: Note: Carrier can provide a properly documented tariff adjustment/discount up to +/- 80% on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Each tariff adjustment/discount, and the means of calculation, must be published as an amendment to the governing tariff.

Accessorial Charges Rate
Upright Piano $350.00
Grand Piano $450.00
Baby Grand Piano $450.00
Motorcycle $600.00
ATV $600.00
Lawnmower $200.00
Motor scooter $400.00
Pool Table $500.00
Jacuzzi $500.00
Kayak/canoe $300.00
Misc. bulky item $500.00
Safe $250.00
Appliance $150.00
Vending machine $200.00
video game machine $200.00
Aquarium $200.00
Stairs (per 7 steps) $75.00
Long carry (per 50 feet) $100.00
Shuttle $1.00 per cu.ft. (minimum of $700)
Elevator $100.00
Waiting time, per hour $150.00
Overnight waiting $650.00
Re-delivery $1.00 per cu.ft. (minimum of $500)
Storage (per 100 cubic foot per month) $1.00 per cu.ft. per month (minimum of $200) Extra pickup $200.00
Extra delivery $200.00
Exclusive use of vehicle 75% additive charge to total line haul rates

Guaranteed Delivery	$2,000.00

Addendum C:

Form and Collection of Payment
Reservation of Rights

Payment made upon $/Percent Form accepted
Binding Estimate Fee Up to 50% Credit Card (Visa and Mastercard), Cash, personal check
Upon Booking 30% Credit Card (Visa and Mastercard), Cash, cashier's check
Upon Pickup 75% Cash, money order, certified check

Upon Delivery	Balance	Cash or Post Office Money Order

Upon booking a 30% deposit is required to be paid in the form of Credit Card (Visa and Mastercard), cashier's check, cash. Prior to pickup 75% of the balance is due in the form of Credit Card (Visa and Mastercard), cashier's check, cash. At delivery the balance is due prior to unloading in the form of Post Office Money Order or Cash only. Carrier reserves the right to collect up to 80% of balance due prior to the goods leaving the origin state. Subject to federal law, payment in FULL of all charges is required before delivery and prior to unloading – Subject to the 110% law, if applicable. All charges are based on full tariff rates.

Note: The term "Cash" also means cash transferred via Zelle, Venmo, Cashapp, wire transfer, etc.

Binding Estimate Fee: In accordance with 49 USC § 14104(b)(1)(C)(ii) a fee may be imposed on the consumer shipper for providing a written binding estimate of services and charges. This fee is separate and above and beyond any all charges for services performed.

The Binding Estimate Fee is a charge for arranging shipper's transportation of household goods. It includes the cost of administration, dispatching, coordination and securing properly licensed motor carriers to transport shipment, provision of customer service and liaison between carrier and shipper in settling disputes and claims.

The Binding Estimate Fee for all jobs, subject to published tariff amendments, is as listed above but in any case shall not exceed the combined total line haul and accessorial charges.

Addendum D:

Lawsuits

A. AGREED MANDATORY CHOICE OF LAW, VENUE AND JURISDICTION. If a lawsuit becomes necessary to resolve any dispute between National Pro Storage and Moving LLC and shipper, said suit shall and must only be brought in circuit or county court in and for Hudson County, New Jersey. Suits involving disputed over interstate shipments must be limited to the governing federal law. Both parties agree to submit themselves to the jurisdiction of the New Jersey Courts and agree given the relationship to the state, such exercise is reasonable and lawful. Shipper consents to jurisdiction in Hudson County, New Jersey and hereby waives the right to be served within the State of New Jersey.

Addendum E:

OPTIONAL CONTRACT OR POST CONTRACT SERVICES

NOTICE: Shippers may order any of these services at an additional charge. Unless the service listed below is ordered by the shipper the moving company is not required to perform that service. For example if long carry is necessary to deliver the property into the home, then this optional service must be ordered for that service to be performed.

Under 49 USC 13707(b)(3)(C) payment for all post contract optional services is required before delivery and prior to unloading. For non
binding estimates, the 110% law does not apply to post-contract services. Optional post contract services must be paid in full before delivery and prior to unloading.

Carrier can provide a properly documented tariff adjustment/discount up to +/- 80% on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Each tariff adjustment/discount, and the means of calculation, must be published as an amendment to the governing tariff.

The following are the maximum tariff charges that may be applied to your move.

Accessorial Charges Rate

Upright Piano $350.00

Grand Piano $450.00

Baby Grand Piano $450.00

Motorcycle $600.00

ATV $600.00

Lawnmower $200.00

Motor scooter $400.00

Pool Table $500.00

Jacuzzi $500.00

Kayak/canoe	$300.00

Misc. bulky item $500.00

Safe $250.00

Appliance $150.00

Vending machine $200.00

video game machine $200.00

Aquarium $200.00

Stairs (per 7 steps) $75.00

Long carry (per 50 feet) $100.00

Shuttle $1.00 per cu.ft. (minimum of $700)

Elevator $100.00

Waiting time, per hour $150.00

Overnight waiting $650.00

Re-delivery $1.00 per cu.ft. (minimum of $500)

Storage (per 100 cubic foot per month) $1.00 per cu.ft. per month (minimum of $200) Extra pickup $200.00

Extra delivery $200.00

Exclusive use of vehicle 75% additive charge to total line haul rates

Guaranteed Delivery	$2,000.00

NOTE: Also note that on interstate moves an 18 wheeler may be used to deliver the

property. If your destination address does not have access for an 18 wheeler the shipper will be required to pay for shuttle service. Full re-handling fees are applied when National Pro Storage and Moving LLC must make a second attempt to deliver the property if for any reason the shipper did not accept delivery on the first attempt. Full redelivery fees must also be applied where goods are stored, for any reason, for more than one month (30 days) before an attempted delivery or delivery. Cubic footage used to calculate charges for storage and re-delivery must be divided by no less than seven to determine charges.

Addendum F:

Packing Materials Charges

Packing materials: The packing material descriptions reflect the materials used in packing. The descriptions are not indicative of the items actually packed with the materials, as a variety of items may be packed with the indicated materials. Unpacking is not included in the charges and can be purchased at an additional charge. Riddance and disposal of materials used in packing is the responsibility of the shipper. Final determination of materials used cannot be determined until services have been completed. The shipper will be notified of final charges prior to delivery and while in transit. Carrier is authorized to use necessary packing materials. Items packed by

shipper may be placed into additional containers to ensure efficient cargo space on the transit vehicle. All charges including additional services will be charged based on the full tariff rates. Carrier can provide a properly documented tariff adjustment/discount up to+/- 80% on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Each tariff adjustment/discount, and the means of calculation, must be published as an amendment to the governing tariff.

Packing Materials Item charge Packing charge Unpacking charge BOOK BOX $15.00 $12.00 $0.95 SMALL LINEN BOX $20.00 $15.50 $1.45 LARGE LINEN BOX $25.00 $17.50 $1.65 WARDROBE BOX $30.00 $10.00 $0.95 MATTRESS COVER, TWIN $30.00 $10.00 $2.50 MATTRESS COVER, FULL $40.00 $10.00 $2.50 MATTRESS COVER, QUEEN $50.00 $10.00 $2.50 MATTRESS COVER, KING $60.00 $10.00 $2.50 PICTURE BOX $30.00 $15.00 $2.50 MIRROR BOX $35.00 $15.00 $2.50 PACKING PAPER, per bundle $45.00

BUBBLE WRAP, per item $8.00 $30.00 $30.00 SHRINK WRAP, per item $10.00 $30.00 $30.00 TAPE PER ROLL $5.00

MOVING BLANKET SALE $35.00

CRATE SMALL $65.00 $13.00 $2.50 CRATE MEDIUM $95.00 $15.00 $2.95 CRATE LARGE $35.00 $20.00 $2.95 DISH BOX $34.00 $23.00 $3.95 MATTRESS BOX (1 UNIT) $45.00 $4.95 $2.50 LAMP BOX $45.00 $12.00 $1.95

COMMERCIAL BIN BOX	$30.00	$4.95	$2.50

Addendum G- Weight
Rate Schedule

NOTE: Carrier can provide a properly documented tariff adjustment/discount up to +/- 80% on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Each tariff adjustment/discount, and the means of calculation, must be published as an amendment to the governing tariff.

Conversion to weight from cubic feet, and visa versa, will be based on a multiple of 7. For example :

1,400 lbs will be charged at a rate equal to [1,400 lbs. ❦ 7 = 200 cu.ft] 200 cu.ft. will be charged at a rate equal to [7 x 200 cu.ft. = 1,400 lbs.]

FROM ZONE: TO ZONE: TO ZONE: TO ZONE: TO ZONE: TO ZONE:

AK AZ AR CA CO CT DE FL GA HI ID IL IN IA KS KY LA ME MD MA MI	MN MS MO MT NE NV NH NJ NM NY NC ND OH OK OR PA RI SC SD	TN TX UT VT VA WA WV WI WY CA, WA, OR, NV, ID, CO, UT,	AZ TX, FL, NC, GA, SC	IL, OH, MI, KY IN, TN, AL, MS, LA	WI, MN, SD, ND, WY, MT NH, ME, VT, WV

2000 to 2500	$1.00	$1.00	$1.00	$1.00	$1.00
2501 to 3000	$1.00	$1.00	$1.00	$1.00	$1.00
3001 to 3500	$1.00	$1.00	$1.00	$1.00	$1.00
3501 to 4000	$1.00	$1.00	$1.00	$1.00	$1.00
4001 to 4500	$1.00	$1.00	$1.00	$1.00	$1.00
4501 to 5000	$1.00	$1.00	$1.00	$1.00	$1.00
5001 to 5500	$1.00	$1.00	$1.00	$1.00	$1.00
5501 to 6000	$1.00	$1.00	$1.00	$1.00	$1.00
6001 or more	$1.00	$1.00	$1.00	$1.00	$1.00

FROM ZONE: TO ZONE: TO ZONE: TO ZONE: TO ZONE: TO ZONE:

AK AZ AR CA CO CT DE FL GA HI ID IL IN IA KS KY LA ME MD MA MI MN MS MO MT NE NV NH NJ NM NY NC ND OH OK OR PA RI SC SD TN TX UT VT	states
NY, NJ, CT, PA MD, DC, VA	All other

VA WA WV WI WY

2000 to 2500 $1.00 $1.00 $1.00

2501 to 3000 $1.00 $1.00 $1.00

3001 to 3500 $1.00 $1.00 $1.00

3501 to 4000 $1.00 $1.00 $1.00

4001 to 4500 $1.00 $1.00 $1.00

4501 to 5000 $1.00 $1.00 $1.00

5001 to 5500 $1.00 $1.00 $1.00

5501 to 6000 $1.00 $1.00 $1.00

6001 or more	$1.00	$1.00	$1.00		

Addendum H- Cubic Feet
Rate Schedule

NOTE: Carrier can provide a properly documented tariff adjustment/discount up to +/- 80% on top of the rates listed below based on time of year, availability of vehicles, origin and destination, promotions, specials, coupons, road conditions, weather, etc. Each tariff adjustment/discount, and the means of calculation, must be published as an amendment to the governing tariff.

Conversion to weight from cubic feet, and visa versa, will be based on a multiple of 7. For example: 1,400 lbs will be charged at a rate equal to [1,400 lbs. ❦ 7 = 200 cu.ft]

200 cu.ft. will be charged at a rate equal to [7 x 200 cu.ft. = 1,400 lbs.]

FROM ZONE: TO ZONE: TO ZONE: TO ZONE: TO ZONE:

AK AZ AR CA CO CT DE FL GA HI ID IL IN IA KS KY LA ME MD MA MI MN MS MO MT NE NV NH NJ NM NY NC ND OH OK OR PA RI SC SD TN TX UT VT VA WA WV WI	WY CA, WA, OR, NV, ID, CO, UT, AZ	TX, FL, NC, GA, SC IL, OH, MI, KY IN,	TN, AL, MS, LA WI, MN, SD, ND, WY, MT

0 to 200 c.f. $7.00 $8.00 $9.00 $10.00 201 to 500 c.f. $6.00 $7.00 $9.00 $10.00 501 to 1,000 c.f. $5.00 $6.00 $9.00 $7.00 1,001 to 1,500 c.f. $5.00 $6.00 $9.00 $7.00 1,501 to 2,000 c.f. $5.00 $6.00 $9.00 $7.00 2,001 to 2,500 c.f. $5.00 $6.00 $9.00 $7.00

2,501 to 3,000 c.f. $5.00 $6.00 $9.00 $7.00

3,001 and over c.f.	$5.00	$6.00	$9.00	$7.00

FROM ZONE: TO ZONE: TO ZONE: TO ZONE: TO ZONE:

AK AZ AR CA CO CT DE FL GA HI ID IL IN IA KS KY LA ME MD MA MI MN MS MO MT NE NV NH NJ NM NY NC ND OH OK OR PA RI SC SD TN TX UT VT VA WA WV WI WY NY, NJ, CT, PA MD, DC, VA NH, ME, VT, WV All other state

0 to 200 c.f. $7.00 $8.00 $9.00 $7.00 201 to 500 c.f. $6.00 $7.00 $9.00 $7.00 501 to 1,000 c.f. $5.00 $6.00 $9.00 $7.00 1,001 to 1,500 c.f. $5.00 $6.00 $9.00 $7.00 1,501 to 2,000 c.f. $5.00 $6.00 $9.00 $7.00 2,001 to 2,500 c.f. $5.00 $6.00 $9.00 $7.00 2,501 to 3,000 c.f. $5.00 $6.00 $9.00 $7.00

3,001 and over c.f.	$5.00	$6.00	$9.00	$7.00

Addendum I - Interstate Hourly Rates

Rate Schedule

Number of men Number of Trucks Rate per hour

Crew of 2 men One $100.00 per hour

Crew of 3 men One $125.00 per hour

Crew of 4 men One $145.00 per hour

Crew of 3 men Two $185.00 per hour

Crew of 4 men	Two	$210.00 per hour

Addendum J - Tariff and shipping documents summary

This interstate tariff was published in compliance with the FMCSA and STB regulations codified in 49 USC Section 13702. The interstate household goods industry is regulated by the federal government and compliance with the governing regulations is essential in motor carrier operations. Motor carriers must make certain to review the tariff prices and terms and conditions for accuracy and document updates or adjustments as they are made. Long term success in the interstate moving industry is based upon the foundation of strict regulatory compliance and a commitment to customer satisfaction.

Tariff compliance and updates: Motor carriers are required to conduct their operations in compliance with the FMCSA and STB regulations and follow the tariff terms,

conditions, and prices. Any changes to the terms or prices must be documented in the tariff book and made available for inspection upon reasonable request.

Page 1 of the tariff contains a blank line where National Pro Storage and Moving LLC is required to insert the “effective date” of when the price, term, or adjustment becomes effective. Please make certain to write on the effective date on Page 1. Additionally, tariff rates/prices for line haul and accessorial services must NOT be randomly or individually discounted. Motor carriers may not charge or receive different rates/prices for services other than the rates/prices specified in the tariff. This includes offering a discount or returning part of the rate to a customer.

Amendments, adjustments, or changes to tariff rates/prices, properly documented, may be used to change the rates/prices for services; this is the only form of “discounting” that may be permissible. Under this method careful record keeping must be used to follow the law. (49 USC section 13702(a)(2)). Each time and adjustment to a term or rate in the tariff is made it must documented and the effective date updated. Motor carriers are required to operate in strict adherence to the tariff prices, terms, and conditions.

Interstate Shipping documents and FMCSA regulations: All interstate shipping documents must be in compliance with the FMCSA regulations and filled out completely and accurately. As the laws governing the industry are changed or updated by the FMCSA; updated versions of the documents may be necessary. Motor carriers should update their shipping documents as the regulations change. It is advised that before the start of each moving season motor carriers should check if new versions of the documents are available.

All shipping documents must be filled out completely and correctly. Customers must be provided a complete copy of each document for their records. Shipping documents to be provided to consumers include, but are not limited to following:

A. Written estimate (binding or non-binding)
B. Rights and Responsibilities when you move booklet and Ready to Move pamphlet
C. Order for Service
D. Bill of Lading
E. Inventory logs
F. Neutral arbitration disclosure
G. Post contract services order form
H. Valuation addendum
I. Onsite new Estimate

A. Written estimate (binding or non-binding): The shipping estimate, under 49 CFR Section 375.401, is a written document itemizing the total estimated charges for the anticipated move. The estimate must be issued as either “binding” or “non-binding” and must specify the form of payment which the company will accept from the customer, must contain all the pertinent pricing and delivery information, and must be signed by both the customer and a representative from the carrier. Estimates must be based upon a visual inspection of the consumer’s property unless the consumer’s pick up location is more than 50 miles from the carrier’s location or if the consumer waives their legal right to a visual inspection of the property in writing.

Estimates must be based upon the terms, conditions, and price formulas from the

carrier's published tariff. Estimates should contain unambiguous terms and conditions, and explain to the consumer what is and what is not included in the estimated price. The more accurate information the consumer is provided up front, the less uncertainty will be caused during and after the move. An estimate should also contain a complete menu of all potential accessorial charges that could incur for services ordered by the consumer that were not originally anticipated in the estimate. A consumer should be advised in advance of any and all potential additional service charges.

B. Rights and Responsibilities when you move booklet and Ready to Move Pamphlet: The FMCSA has published consumer publications helping to explain to consumers the regulations surrounding an interstate move. The Rights and Responsibilities when you move booklet and Ready to Move Pamphlet must be provided to the consumer in advance of issuing an Order for Service. 49 CFR Section 375.213. The Rights and Responsibilities when you move booklet and Ready to Move Pamphlet contain important information that will help inform the consumer of the unique regulations and intricacies involving an interstate move. Carriers should provide the publications as many days in advance of the move as possible so the customer has time to review the publications thoroughly.

C. Order for Service: Eliminated as of 06-27, 2022

D. Bill of lading: The bill of lading is the controlling contract between the shipper and the carrier; it should reflect a complete itemized list of all the actual charges and payments. The bill of lading is the customer's receipt of the transaction and must contain a detailed itemization of the actual charges incurred for the services performed. The order for service and bill of lading may be combined as one document. 49 CFR Section 375.505(a).

E. Inventory logs: Each interstate shipment must include a written itemized inventory log for all goods to be transported by the carrier. The inventory must itemize each box, carton, furniture, or misc. item include dint eh shipment. 49 CFR Section 375.503. Every item loaded on the vehicle must be assigned an inventory number and its condition at origin documented. Upon delivery, the inventory item numbers are to be used to confirm that each item arrived. The consumer must be

given the opportunity to document on the inventory logs the condition of the item as it arrives for delivery. The inventory logs must be signed at origin and again at destination by the consumer and the carrier.

F. Neutral arbitration disclosure: Interstate moving companies are required to participate in neutral arbitration programs that the consumer may avail themselves of in the event of a conflict involving the final price for services, or damage and/or missing items. A concise, easy to read summary of the information concerning the neutral arbitration program must be disclosed to the consumer in writing in accordance with 49 CFR Section 375.211.

G. Post contract services order form: These optional services are sometimes not included in the estimate and must be ordered by the customer and paid for separately. It is the consumer's option to order any of these services at an additional charge. Under 49 USC 13707(b)(3)(C) a consumer

may not be forced to purchase post contract services. For example if long carry is

necessary to deliver the property into the home, then this optional service must be ordered and paid in full prior to that service to be performed.

H. Valuation addendum. The valuation addendum to the bill of lading contains the valuation information as required by the STB. This important document allows the customer to select between the default full value protection valuation or waive full value and select the limited liability of $0.60 per pound per article.

I. Onsite New Estimate: In regard to the onsite new estimate; please note that this important shipping document must only be used when the customer changes their order for moving services after the original written estimate has been issued, but before moving services have begun. Changes could include ordering additional services or moving additional items. An onsite new estimate should only be used in circumstances where the customer has made substantial changes to their order for moving services; it should not be used for every move or as part of your regular business model. Most importantly, in the cases where a onsite new estimate is necessary, the customer must be given a fully itemized copy of the document listing the new total estimated price and additional services. Moving services may only begin after the customer has reviewed, approved, signed, and given a copy the onsite new estimate.

In accordance with 49 CFR § 305.403(a)(6)(ii) and/or 49 CFR § 305.405(b)(7)(ii): If prior to or on the day of the scheduled pick-up the shipper tenders more property or makes a change to the initial order for which they received an estimate; carrier may either (1) undertake the job with the additional property, in which case the shipper would only be required to pay 10% more than the initial estimate to receive the property on a non-binding estimate or 100% of the binding estimate and the remaining balance will be billed after the 30 day deferment. Or (2) the carrier and shipper may execute a NEW ESTIMATE document, PRIOR TO LOADING OR OTHERWISE BEGINNING THE JOB, this new estimate given prior to loading will serve as the only active estimate for which charges will be calculated.

NOTICE: How to prevent “lowballing” and abuse of onsite new estimates.

The onsite new estimate is a tool authorized by FMCSA regulation to be used in situations where the consumer shipper has made last minute additions to the property being transported or if they order last minute services – such as packing or storage. The onsite new estimate cancels the original estimate and creates a new higher estimate accounting for the additional property to be transported or services ordered by the consumer shipper.

An onsite new estimate which has been reviewed, authorized, and signed by the consumer shipper prior to the start of moving services will serve as the only active estimate for which charges will be calculated. In effect, the onsite new estimate cancels the original estimate and acts as the new governing estimate.

An onsite new estimate is an important and legitimate tool to be used when the consumer shipper makes an unplanned last minute addition to the services ordered. However, some dishonest motor carriers have abused this process by purposefully

"lowballing" the original estimate in anticipation of using an onsite new estimate to increase the charges for services at the last minute.

WARNING: Lowballing estimates is a crime subject to criminal prosecution. Companies must take steps to safeguard against law ball estimates. There are many situations where the legitimate use of a revised written estimate is necessary. However, company management should have safeguards in place to prevent "lowballing" and abuse of revised written estimates. A simple step management can take is to calculate the percentage of total jobs where a revised written estimate was used to increase the estimate on the day of the move. For example, if 90% of a particular estimator's booked moves increased on the day of the move – then there is a problem with the quality of original estimates being issued. If original estimates are honest and accurate then the percentage of estimate increases on the day of the move should be relatively low and a revised written estimate not necessary.

When confronted with the fraudulent use of an onsite new estimate, consumer shippers may have little choice but to agree to the inflated price because they are forced into a position where they cannot reasonably find another moving company at the last minute. The consumer would have presumably made travel arrangements, or gave notice to vacate their home, or scheduled the start of a new job, etc. -- in good faith reliance on the accuracy of the original estimate. An interstate broker or moving company "lowballing" and purposefully abusing a onsite new estimate in this manner is guilty of criminal fraud and extortion.[6] [6] See 18 USC §§ 371; 1343; 1951; 1956(h); 1956(a)(1(A)(1)

Interstate moving companies have a responsibility to protect their customers against this type of fraud. As part of this responsibility management should set companywide standards to ensure the accuracy of estimates, and monitor estimators to safeguard against "lowballing." To help safeguard against "lowballing" and onsite new estimate abuse interstate movers could do the following:

Safeguard against "lowballing" and abuse of a onsite new estimate by:

1. Provide consumer shippers with honest estimates based on a detailed and an accurate item list and services to be performed.

2. Prior to the moving day inform the consumer shipper of the possibility and rates for all additional charges and optional services.

3. Prior to the moving day make certain the consumer shipper understands that the price is not guaranteed if additional items are moved or additional services ordered.

4. Verify the accuracy of the original estimate by contacting the consumer shipper several days prior to the move to confirm the services ordered and find out if any changes have been made to the number of items to be moved or services requested and inform the consumer of any changes to the price.

5. Regularly monitor the percentage of total moves where the original estimate increased on the day of the move. If original estimates are honest and accurate then the percentage of estimate increases on the day of the move

should be relatively low.

6. If the customer cancels the services prior to the move date due to an increase in the estimated price make certain to return the consumer's deposit in full.

7. If there is a legitimate reason to revise an estimate, make certain to use a onsite new estimate form that contains a warning to the consumer shipper not to sign blank documents.

8. Establish company wide policy that prevents interline agent carriers to issue an onsite new estimate without prior company authorization. By requiring company authorization, management can confirm with the customer that the need for an onsite new estimate is legitimate, in compliance with the governing regulations, and that it was approved in good faith prior to servicing beginning.

Addendum K - Customer Service

A successfully moving company fully complies with all governing regulations and provides top quality customer service. Good customer service is one of the most important aspects within a successful business. Quality service is defined by not only meeting the customer's needs but the ability to go above and beyond the customer's expectations. This ability to surpass expectations allows the customer to recognize the excellent organizational skills of your business and the commitment toward continually identifying individual customer needs. It is important to keep in mind that your business is judged not only by the service you perform, but also your customer communication throughout. The following is a general guideline for developing quality customer service.

First impressions.

The way a customer is greeted directly reflects upon the quality of your business. A professional greeting provides a positive reflection on the company. This can be accomplished by:

1. Directly stating the full company name followed by the employee's name. Example: "Moving Incorporated. This is Jane speaking" or

2. Stating gratitude for the company and addressing assistance. Example: "Thank you for calling Moving Incorporated. This is Jane, how can I help you?"

While the first example can be used as a greeting for general incoming calls, the second is a more personal greeting that can be used for direct lines toward inquires or complaints.

The use of either of the two reflects the professionalism of the company and the services provided. A friendly greeting can provide an agitated, curious, or inquiring customer with a sense of security that any problems or questions they have can be solved.

Keeping Promises

Many times an agreement made between a company and the customer can be misinterpreted or broken. Never make promises to a customer that cannot be kept or give unrealistic or unclear estimations. Remember that the customer is relying on the company to reach deadlines. Always be clear and concise on what the exact agreement is and certain that the customer understands what is being said. This can be accomplished by:

1. Providing accurate estimates. Example: when giving an estimated pickup or delivery date range be consistent and concise. Instead of giving the customer a five day opening, provide a more accurate time frame such as a two day estimation. The more precise the estimate the better. It is always advised that in-person visual estimates will be provided to customers.

2. Providing detailed information. Example: if a consumer shipper is inquiring about pricing give a detailed list of the services provided along with the cost. People like to know up front what to expect. Allow the consumer shipper to decide which service best suits their needs by explaining in detail what they will be receiving.

3. Providing honest answers. Example: honesty is the best policy. If you are unable to give an accurate answer, inform the customer that you do not have the information at this time. However, do make sure that the consumer shipper's question is answered as soon as possible. A moving company must understand that consumer shippers are relying on the information and estimates provided to be honest and reasonably accurate.

4. Providing a mutual understanding. Example: if the consumer shipper does not understand the estimate, repeat in detail the full arrangement and follow up by repeating any aspect still not understood. Even when a consumer shipper appears to have a clear understanding, have them repeat back the agreement made to make sure there are no misinterpretations. A consumer shipper should always be informed well in advance of the move date of any and all possible charges over the estimate.

The customer is always right.

Even when taking the necessary steps to assure customer satisfaction mistakes occur. Whether it is a mistake made by the customer or the company the best way to turn a negative situation into a positive is to not only correct the problem, but to exceed the customer's expectations. Be polite and apologize for the misunderstanding and any inconvenience the situation may have caused. This can be accomplished by:

Being helpful and apologetic. Example: "I apologize for the inconvenience this has caused you, Mr. Smith. Please understand that we are doing everything we can at this time to correct the situation."

In some circumstances, delays and misunderstandings can create a sense of frustration for the customer. In these situations remember that it is the company's job to ensure customer satisfaction. Be sure to listen carefully and identify the customer's needs and/or complaints so the situation can be resolved as quickly as possible to avoid any further problems. Learn from the experience and apply it to other customers that may have the same or be experiencing similar problems.

Customer appreciation.

This part of customer service is often the most overlooked. Thanking your customers for choosing to do business with you is the finishing touch to assuring a positive experience.

This is especially important when dealing with customer complaints or unexpected situations that may arise that can cause complications. A show of appreciation can create a satisfied customer and can often become an important marketing tool.

A positive experience begins with a professional first impression and ends with an acknowledgment of appreciation. Surpassing expectations shows the customer the company's commitment toward creating a positive and satisfying experience.

Going above and beyond.

Taking that extra step to ensure the customer's needs are not only met but exceeded upon can make all the difference in getting a satisfied customer. Though the customer may not verbally acknowledge the steps your company has taken towards satisfaction, be assured that any extra efforts made do not go unnoticed. A satisfied customer will often return to a company they have had a previous positive experience with and share that experience with others, building up a positive reputation for the services provided. Even the smallest action reflects upon the company.

Examine the services the company provides and think of ways to continually improve upon them. Ask yourself:

- What can be done to improve customer satisfaction?
- Has the customer's needs been met and/or exceeded?
- How has the company differentiated itself from others offering similar services?
- Has the customer felt like their satisfaction is the number one priority?

Taking these extra steps to assure a positive experience for each customer is an important step toward maintaining a satisfied customer.

Addendum L - Storage in Transit Conversion

NOTICE OF CONVERSION FROM

STORAGE IN TRANSIT TO PERMANENT STORAGE

Federal Law under 49 CFR Section 375.609 allows for an interstate shipment to be converted from an interstate moving job into a permanent storage job. By properly converting the job you may be able to bill and collect monthly storage payments.

When to use SIT conversion letter:

Generally, you would use the SIT conversion letter in two situations.

(1) When an interstate customer's property is placed into unplanned storage and you wish to bill and collect monthly storage payments.

(2) If the customer has not paid for services and you wish to begin auction procedures in accordance with state UCC regulations. Note: the SIT letter does not replace an auction letter and procedures – it is prior to auction procedures beginning.

How to use SIT conversion form:

Whether you are using the SIT conversion letter to charge and collect monthly storage payments, or to begin auction procedures – you would use the letter the same way. You must send the customer written notice that they have at least 10 days in which to schedule the delivery and make payment in accordance with the shipping agreement. If the customer does not respond and make the necessary delivery arrangements; the job automatically converts into permanent storage 10 days after notice of the letter. Please fill out the following on the letter template:

(1) Date the letter is being sent to the customer.
(2) Name and address where the letter is being mailed and/or e-mailed.
(3) The DATE of conversion (at least ten days from the date the letter is being issued) (4) The dollar amount the customer would have to pay to accept delivery and avoid SIT conversion. Note: you must only demand the amount of the estimate or the onsite new estimate.

Effect of SIT conversion:

Once the SIT letter is sent out and the ten day notice period expires then the job automatically becomes a permanent storage job. The job is no longer an interstate moving shipment. As such, if at any point after the conversion, the customer wishes to arrange for an interstate move –a new estimate, contract, etc. must be issued in accordance with all FMCSA rules as if it were a brand new moving job,

SAMPLE:

NOTICE OF CONVERSION FROM STORAGE IN TRANSIT TO PERMANENT STORAGE

[Date]

[Name]
[Address]
[City, state, zip]

Re: NOTICE OF CONVERSION TO PERMANENT STORAGE

Dear Mr./Ms. [name]

Please be advised that you are receiving this letter in compliance with federal regulation 49 CFR section 375.609 as notice that your property currently in storage will be converted from Storage-in-transit (SIT) to permanent storage as of [DATE].

Beginning on the date of conversion listed above you will have nine months to file a claim for loss or damage occurring while the goods were in transit or during the storage-in transit period. As of the date of conversion our liability for the property under federal law will end.

As of the date of conversion the property will be stored based upon state regulation and the rules, regulations, and charges of the warehouseman. The storage charges will no longer be limited by the interstate tariff provisions. Failure to pay the total charges for storage and service provided may subject the property to sale at public auction.

Please contact the moving and storage company as soon as possible to make arrangements to pay the balance due of $_____ and arrange for delivery to avoid conversion to permanent storage. Time is of the essence.

PLEASE GOVERN YOURSELF ACCORDINGLY.

Yours very truly,

[name]

Instructions on how to update and/or adjust tariff terms or rates:

Tariff Amendments and Rate Adjustments

Tariff rates/prices for line haul and accessorial services must NOT be randomly or individually discounted. Motor carriers may not charge or receive different rates/prices for services other than

the rates/prices specified in the tariff. This includes offering a discount or returning part of the rate to a customer. However, amendments or changes to tariff rates/prices, properly documented, may be used to change the rates/prices for services; this is the only form of "discounting" that may be permissible. Under this method careful record keeping must be used to follow the law. (49 USC section 13702(a)(2)). Each time you adjust a term or rate in the tariff you must document the change and effective date.

The following is one example of tariff rate adjustments with listing the item, rule, rate, and

effective date. This is only a sample and not the sole method available for updating and documenting changes in the tariff. Any method you create must include the specific change, the new rate or term, and the effective date of the change. The history of all changes must be kept in the tariff. All updates and original rates must be kept and recorded to show the complete history of rates and terms.

Service Rule New Rate Effective Date

Fuel Fuel surcharge percent line haul 10% 01-05-2023

AA SAMPLES

Line haul FL to CA, 2,000 to 3,000 lbs. $0.45 / lb. 02-15-2023 Wardrobe box Price per wardrobe box $19.50 ea. 03-02-2023 Line haul All rates all locations + 12% 04-15-2023 Booking Deposit For all shipments 20% 04-20-2023 Stairs For all shipments $55 per flight 04-20-2023

Line Haul	TX to SC, 600 to 700 cubic feet	$4.50 / cf	05-11-2023

Tariff Amendments and Rate Adjustments