



Important Notice About Your Move

It is very important that you, the customer, agrees to the amount that the moving company is charging for the services you requested. We want you to understand your rights and our willingness to provide complete satisfaction while doing business with us, at Jordan River Moving & Storage. We believe that you should understand all the options available. We also believe that although you sign the B/L (Bill of Lading), releasing the items into the full possession of the moving company until payment is made in full, that you are the **ULTIMATE AND THE ONLY OWNER OF THE ITEMS.**

Moving with an "In-Home Estimate" provided by Jordan River Moving:

We, at Jordan River Moving, will follow the charges as agreed upon in our "In-Home Estimate". **YOU WILL NEVER BE ASKED TO PAY ABOVE THE TERMS SET FORTH IN OUR ESTIMATE** (price does not include additional services requested by the customer in writing after completion of the estimate or at any time during the move).

Moving under a "Phone Survey" with information provided by the customer:

We, at Jordan River Moving, do our best to provide an honest and *accurate as possible* estimate at all times. Without actually seeing the items, and doing an "In-Home Estimate", it is possible that the actual weight/price will be different from the information determined from the phone survey. We understand that you anticipated and prepared for a certain price. We dislike the surprise of additive weight just as much as our customers. We want to work together with you to resolve this issue should it arise.

Jordan River Moving provides the following options to help alleviate weight additive issues:

1. Ask for a re-weigh to reconfirm the actual weight. Jordan River Moving will **ONLY** charge for the actual weight.
2. The customer can go to our warehouse and downsize their shipment at no additional charge.
3. Ask for Jordan River Moving to return the shipment back to the pickup address at no additional charge.
4. The customer can arrange for another moving company to come pick up the items from our location at no additional charge.
5. The customer can ask for delivery of the items to the intended delivery address, agree to pay 110% from the last estimate and be billed for the rest in 30 days.
6. The customer can also work out a payment plan with Jordan River for the actual weight.

If the customer requests additional and/or different services at any time during the move, they may be asked to complete a "Change of Order" which will set forth an agreement to pay for additional fees for any newly requested services. If the customer agrees to the additional charges on the "Change of Order", those charges may be added to the "Estimated Amount" mentioned above. If the customer does not agree to the amounts listed in the "Change of Order", they should not sign it and may refuse the mover's services.

A MOVER CANNOT "REFUSE TO RELEASE" THE GOODS IF THE CUSTOMER HAS PAID 110% OF THE ESTIMATED AMOUNT FOR THE TRANSPORTATION OF THE GOODS, PERSONAL EFFECTS AND ANY ADDITIONAL SERVICES THAT HAS BEEN AGREED TO IN WRITING.

IF YOU DO NOT AGREE TO THE "NON BINDING ESTIMATE" AMOUNT LISTED OR THE DESCRIPTION OF SERVICES, YOU HAVE THE RIGHT TO REFUSE THE MOVERS'S SERVICES AT NO CHARGE TO YOU.

I have been provided with a copy of this form.

Signed _____ Dated _____