

Jordan River MOVING & STORAGE

US DOT # 901418
ICC MC # 391125-C
UTC HG # 11884

12515 Willows Rd NE, Suite 220, Kirkland, WA 98034
Tel: 1-877-611-0808

www.jordanrivermoving.com, email:info@jordanrivermoving.com

JOB #

Jordan River Moving & Storage Transit Time & Filing of Claims Policy

Transit Time:

Deliveries can take an average of 1 to 21 days, depending on many factors, including when you reserved the move, the ready date you put in writing, time of year (Peak or Non-peak) the area of delivery, number of stops before your city on that specific delivery route, weather, etc. Some schedules are subject to factors beyond the control of moving companies, which is why federal regulations provide that carriers simply deliver within a reasonable time frame.

Although transit time is not guaranteed, we will make every effort to deliver your shipment as quick as possible. A **Requested delivery date is not an appointment, but a targeted date**. Your Shipment could arrive before or after and is contingent on many interstate factors such as weather, road conditions and scheduling. **The first date indicated as available for delivery is first date of the delivery window and not the promised delivery date**. The only guaranteed delivery date is a date in which **EXTRA MONEY WAS PAID** per our full tariff rate. If there is no additional charge on the customer estimate specifically guaranteeing the delivery date than **THERE IS NO GUARANTEED DELIVERY SET UP BY THE CARRIER**.

As part of the contract clients provide the "earliest delivery date". This is the first date customer can accept delivery of the Household Goods. We are then obligated to make a delivery within 21 days from the very first day they requested delivery. We required transporting shipment within what federal Regulation (49 CFR 375.1) define as Reasonable Dispatch.

Initial: _____

Filing of Claims:

Carrier shall not be liable for loss or destruction of or damage of the goods tendered hereunder or any part thereof unless a claim is made in writing supported by proof of ownership, together with substations of value and weight. All outstanding monies due to carrier must be paid in full before any claim can be submitted to the company. CLAIMS MUST BE FILED WITHIN 9 MONTHS OF DELIVERY or demand thereof is refused and must be limited to the destination descriptions of damages for each item on the inventory logs. A general reservation of rights or generic statement of damage is not permitted. Damage indication must specify each item damaged at the time of delivery. INSPECTION OF CARRIER'S Tariff is available for inspection upon reasonable request by calling carrier.

Initial: _____

Acknowledgement of Receipt:

I acknowledge that I received all three of the following brochures:

"Ready to Move?" www.protectyourmove.gov

"Your Rights and Responsibilities When You Move"

"ATA Household Goods Dispute Settlement Program"

Initial: _____

Signature:	Date
------------	------