



POLICIES AND LIMITS OF LIABILITY

Initial Fees: The customer agrees to pay a \$100.00 fee on the day the move is scheduled with Two Marines Moving. Two Marines Moving reserves the right to require the customer to deposit a payment of 30% of the total cost of the move for which Two Marines Moving is being engaged in lieu of the aforementioned \$100.00 fee if the move is beyond a 60 mile radius from Two Marines Moving's office located at 6021 Farrington Avenue, Alexandria, Virginia, 22304. All fees set forth in this section are non-refundable except in the event that the customer provides written notice of the cancellation of the scheduled move in excess of 3 weeks prior to the date of the scheduled move or at the discretion of Two Marines Moving. It is the sole responsibility of the customer to ensure that the written notice of the cancellation is received and acknowledged by Two Marines Moving.

Payment in Full, Applicable Late Fees and Interest Rates: The customer further agrees to and must pay in full all amounts owed upon completion of the move. If the form of payment given upon completion of the move fails, you authorize Two Marines Moving to charge the credit card we have kept on file for you, in partial or full satisfaction of the amount owed, while also using your booking fee to satisfy the amount owed. If the customer fails to pay the amount owed, interest at the rate of 1% per month shall accrue on the unpaid balance of the amount due beginning 30 days after completion of the move. Additionally, a \$100.00 penalty shall be charged for the failure to pay in full the amount owed within 30 days after completion of the move.

Controlling Law: These Policies and Limits of Liabilities shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia, without any regard or reference to conflicts of law principles.

Submission of Jurisdiction: Any disputes arising directly or indirectly from the performance of either Two Marines Moving or the customer of any obligation under these Policies of Liabilities shall be subject to the jurisdiction of either the General District or Circuit Court for the City of Alexandria, Virginia, whichever is appropriate, and Two Marines Moving and the customer irrevocably consent to the non-exclusive jurisdiction of said Courts. The sole exception to this exception to this Submission to Jurisdiction clause shall be, at Two Marines Moving's sole option, any aforementioned dispute may be submitted to and settled by binding arbitration before a single arbitrator appointed in accordance with the applicable rules of the American Arbitration Association ("AAA"), convened under the rules of the AAA and held in the City of Alexandria, Virginia. In the event that any dispute is submitted to arbitration, the decision of the arbitrator may be entered in a court of competent jurisdiction and will be deemed to have the same effect as a final order of that court. In the event that Two Marines Moving prevails in the litigation, arbitration or other proceeding undertaken pursuant to this section, Two Marines Moving shall be awarded all costs of the litigation, arbitration or other proceeding, including but not limited to costs and reasonable attorney's fees incurred in preparing for and conducting the litigation, arbitration or other proceeding.

Debt Collection Efforts: In the event that Two Marines Moving attempts to collect a debt, successfully or unsuccessfully, arising from these Policies and Limits of Liabilities in lieu of or prior to resorting to the submission of the dispute to the General District or Circuit Court of the City of Alexandria, Virginia, binding arbitration or other proceeding, the customer shall be responsible for reimbursing Two Marines Moving for all attorney's fees and costs incurred in the debt collection attempt(s).

Severability Clause: If any provision of these Policies and Limits of Liabilities or the application thereof to any person or circumstance shall be determined to be invalid, illegal or unenforceable, be served, in whole or in part, and the remainder of these Policies and Limits of Liabilities and the application thereof to any other person or circumstance shall remain in full force and effect and shall be enforceable to the fullest extent permitted by law.

High Risk Maneuvering - We are often requested to perform tasks that border on the impossible. For example, squeezing a 36' couch through a 36' door will invariably cause damage. Two Marines Moving will not be responsible for any damaged caused by maneuvering items through extremely tight walk-ways or out windows.

Valuation - The desired level of moving protection must be selected prior to the start of the move and cannot be changed upon commencement of the move. Repair to furniture, wall, and floor damage will be done to 90% match by a professional. The level or repair will not look exactly like the original product, but every effort will be made to ensure your satisfaction. It will be the option of Two Marines Moving to repair, replace, salvage, or offer a cash settlement based on your damage claim. If no level of valuation is selected you agree to valuation at \$0.60 per pound. Two Marines Moving reserves the right to salvage damaged items protected under the full (BEST) valuation. The damage claim can be filled out online at TwoMarinesMoving.com.

Items Packed by Customer - Damage to items packed by the customer are not the responsibility of Two Marines Moving. If the items were not packed to our standards by our employees, then we cannot be held liable due to improper packing methods and/or materials used by the customer.

IKEA and Press-board Furniture - Two Marines Moving can not be responsible for press-board or simulated wood furniture. Much of the budget priced furniture today is made from pressed wood. This type of material is not structurally sound. Specifically, IKEA pieces seem to be made only for a one-time assembly and are not meant to be moved. Two Marines Moving will not be responsible for assembly of items if directions are not provided. We will do our best, but Two Marines Moving needs the "blue-prints." Two Marines Moving movers will do their best to transport these items for you in a safe and careful manner, but because pressed wood furniture is so unstable we are unable to offer cargo valuation or increased insurance on these pieces.

Factors Affecting the Price of your Move - The time it takes to complete your move will be affected by factors outside of our control including: (1) Your level of preparation and packing before our arrival, (2) The cleanliness of the work environment, (3) The amount of furniture/boxes/stuff that we are to move, (4) Traffic, (5) Weather, (6) The distance from the main access point of your residence/office to the truck at the point of origin and point of destination, (7) The size of any elevator, (8) The ability to reserve the elevator for the duration of the move, and (9) Third parties such as realtors, APT leasing agents, title closing agents, and storage location managers.

Acts of God - We are not responsible for damage occurred during your move because of rain, snow, sleet, high-wind, or other adverse weather conditions.

DO NOT PACK LIST - Two Marines Moving cannot transport plants, perishable items or hazardous materials including:

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| Acid | Cleaning Fluid | Liquid Bleach | Pesticides |
| Aerosols | Fertilizer | Loaded Weapons | Propane |
| Ammunition | Fireworks | Matches | Tanks |
| Batteries | Gasoline Poisons | Motor Oil | Weed |
| Car Batteries | Kerosene | Nail Polish & Remover | Killer |
| Charcoal | Lamp Oil | Paints | |
| Chemistry Sets | Lighter Fluid | Paint Thinner | |



Internal Mechanical Workings - Two Marines Moving can not be responsible for the internal parts of an item that affect its working condition. This is especially true of television sets, grand-father clocks, pianos, radios, DVD players, stereos, computers, musical equipment, and speakers.

Third Party Transfer - Two Marines Moving can not be responsible for items after they have been transferred to a third party truck load up only, truck unload only, portable-on-demand storage, or storage facility.

Customer's Printed Name:	Customer's Signature:
Date:	

