



ADDITIONAL INFORMATION

Household Items:

- It is customer's responsibility to empty all items (cabinets, dressers, nightstands, file cabinets, drawers etc.) prior to movers' arrival. Packed drawers, cabinets, make the item heavier for the movers and it can also pose a danger with shifting content and damaging the unit. UP NORTH MOVERS will not accept liability for the furniture that was not fully emptied out.
- Our movers cannot be responsible for damage to simulated wood, particle board, or pressed board furniture. This type of material is structurally weak and rarely repairable.
- Our movers are not liable for internal damage to electronic goods. Certain electronics may develop unavoidable faults no matter how carefully they are handled and shipped. Please have any sensitive electronic items shipped personally if possible.
- Movers cannot be responsible for dents or scratches on major appliances. Many of these surfaces are extremely vulnerable to dents and scratches.
- Freezers, refrigerators, fish tanks, etc. must be emptied and drained prior to being moved by UP NORTH MOVERS.
- Dishware, porcelain, glass, pictures, and other specialty items are not covered by our movers' insurance. UP NORTH MOVERS recommends that customers purchase own packing materials and pack such items themselves prior to the move.

Potential Claims:

- Any claim or complaint must be submitted in written form via email to upnorthmovers2020@gmail.com within 7 days after the delivery being completed.
- Each claim must include pictures and description of the damages and how they may have occurred. We promise to thoroughly investigate and resolve all claims within 60 business days, provided all applicable moving payments have been received.



Liability Limitations:

- We are liable only for the damaged or lost part(s) or piece(s) of a complete set or unit. We may accept liability for the whole set or unit if due to a damaged part or piece thereof the whole set or unit lost its usability and functionality. Our liability is limited to up to \$100.00 for damages to floors, walls, doors, and painted surfaces. A discretionary compensation (in rare case of a severe damage) is exclusively the right of Up North Movers and will not exceed 25% of the final bill of the move.
- Up North Movers assumes no liability whatsoever should the client or others assist or interfere in any aspect of moving.

UP NORTH MOVERS' DISCLAIMER

- All boxed items are considered the client/owner's responsibility. The condition of any items packed by the customer/owner prior to moving is not covered by Up North Movers. It is also the customer's responsibility to inspect all boxes for physical damage upon their delivery prior to the movers' departure. Up North Movers will not accept any claims of physical damage to boxes after its movers have left their final delivery location.
- Due to liability concerns, we cannot provide assembling or disassembling services for cribs, water beds, tanning beds, gas appliances, pool tables, TVs, mounting and removing of TVs or pianos. If you have questions about any items of such, please let us know.
- We do not connect or disconnect washing machines, drying machines, dishwashers, freezers, fridges. All appliances must be disconnected and drained prior to UP NORTH MOVERS' arrival.
- All time (i.e., for elevators to be set up or arrive, for new keys to be delivered, traffic, customer inspecting their belongings upon delivery, etc.) is subject to be billed, unless otherwise specified.
- Up North Movers shall not be responsible for loss or damage to bills, cheques, letters of credit/debt, passports, tickets, documents, currency, money, precious stones, jewelry, or other similar valuables. All customers take full responsibility for moving the above-mentioned valuables themselves.
- Please note, all our movers must always wear protective footwear. UP NORTH MOVERS cannot be held responsible for soiled carpets or floors due to weather conditions.