

## TERMS & CONDITIONS

### HogWild Moving Services Terms & Conditions:

HogWild provides several different services in helping you with your household move. These include Packing, Loading, Transporting, and Unloading. With any of these services we ask that you agree to a few Terms and Conditions. Before any work begins, please read carefully the following pages and then sign the final page. Your HogWild team member will also have you initial some items at different stages.

## PACKING

### HOGWILD PACKING

HogWild can help you with some - or all your packing needs. We can provide you with blankets, boxes, shrink wrap, and other common packing materials and help you secure your entire household. Most common, customers will pack their own boxes and then use our experienced team members to blanket and wrap larger items like furniture and appliances. We can also help you with disassembling any large furniture. Regardless of your needs, HogWild is here to help.

### CUSTOMER SELF PACKING

Many of our customers save time and money by performing their own packing when moving. If you decide this is the best route for you, please follow these important guidelines.

**MATERIALS:** The Customer is responsible for providing their own packaging materials when performing their own packing. Blankets, boxes, shrink wrap, and other common packing materials can be found at your local home center or local Uhaul Rental Center.

**BOXING:** All items that can be placed within a standard moving box must be so. All fragile items should be wrapped in paper or bubble wrap before being placed into a box. Boxes must be closed and secured with moving tape on both the front and top. Moving boxes should not exceed 50lb/25kg. TVs should ALWAYS be placed in appropriate boxes. Either the original box they came in, or a moving box made specifically for TVs. Plastic totes are always a good option for packing - especially for food items, cleaning products, or any other items that may be at risk of leaking. **NO PERISHABLE FOOD, FLAMABLE MATERIALS, CHEMICALS, PETS OR NEIGHBOR KIDS** should be packed with regular household items. Please collect these items to the side so that your HogWild team member can work with you on the best option for transporting.

**VALUABLES:** Please secure all cash, jewelry, heirlooms, or any other irreplaceable items. Please also make your HogWild team members aware of any such items so that their placement in the truck can be carefully considered. Ideally, such valuables should travel with the homeowner when possible. When reaching your new home, please quickly inspect these specific items to insure they have arrived safely.

**FURNITURE:** All items vulnerable to damage during the Load, Transport, or Unload must be wrapped with moving blankets and/or plastic shrink wrap. Please remove small or heavy items from all drawers. Please remove - and secure separately - all glass shelves and panels.

**OUTDOOR ITEMS:** Please make sure that all outdoor items are free of pest (insects, birds, and especially spiders). Please empty all gas-powered tools of fuel (oil is fine). Remove all debris from gas and charcoal grills. Carefully consider potted plants - they rarely travel well on out of town moves.

**PET ODORS:** We understand that pet odors are hard to avoid sometimes. But, it is critical that you isolate pet odors whenever possible. If you have rugs, pet beds, couches/chairs, etc, that have significant pet odors, please seal these items in plastic. Not doing so will transfer these odors to other items in the truck - and the truck itself.

\_\_\_\_\_  **I have collected all valuable items such as cash, jewelry, heirlooms, or other irreplaceable items and secured them properly for transport.**

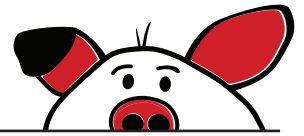
\_\_\_\_\_  **I have removed all small or heavy items from my furniture items.**

\_\_\_\_\_  **I have properly padded all items within the boxes that I have packed.**

\_\_\_\_\_  **I have removed and secured all glass shelves and panels.**

\_\_\_\_\_  **I have made my HogWild team member aware of any household items that are unusually fragile or heavy.**

\_\_\_\_\_  **I have properly sealed in plastic all items having significant pet odors.**



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### LOADING

Loading is the most important part of your move. A successful load is one where your items are properly packed and then secured in the moving truck in a way that minimizes any chance of harm. Please communicate all thoughts and concerns to your HogWild team member. The more they know and understand about your items, the better they can serve you. To avoid delay and additional cost, please make sure that all items are packed and ready in time for your loading.

**VEHICLES:** HogWild is happy to load your items into the vehicle of your choice. However, we cannot be responsible for any damage to your items caused in part or in whole by a vehicle that HogWild does not provide. This includes, but is not limited to: Water Damage, Chemical or Oil Stains, Pet Odors, Insects, or failure of the built-in tethering devices (rails, tie-downs).

**DISASSEMBLY:** It may be necessary to disassemble some of your items in order to safely load them on the truck. Your HogWild team member will consult with you before disassembling anything.

**SECURING YOUR ITEMS ON THE TRUCK:** All items should be protected in some way before placing them on the truck. HogWild is not responsible for damage to any item that the Customer chooses not to properly protect prior to loading. Your HogWild team member will load your items in a way that best protects each item. This means that the truck WILL NOT be loaded based on any other factors, such as room of origin. Your HogWild team member will use appropriate ropes as well as other means to secure items in the truck.

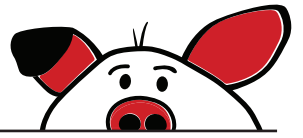
**FINAL WALKTHROUGH:** A final walkthrough should be performed once the truck is loaded. This is to ensure that all items are accounted for. Your HogWild team member will not close and secure the truck doors until this has been done and you have confirmed that the load is complete. HogWild is not responsible for any items that are left behind.

**A LITTLE HELP FROM YOUR FRIENDS:** You, your friends or your loved ones are always welcome to help with the move. However, we ask that ONLY your Hogwild team members occupy the cargo space of the truck during load. This will ensure a level of safety for all involved while also ensuring that the team member is fully aware of what is on the truck. HogWild is not responsible for any damages caused by anyone NOT an agent of HogWild.

**INVENTORY:** If needed, your HogWild team member can mark and inventory all your items. However, be mindful that this process can add significantly to your load time and should be planned before your load date.

**SECURITY:** HogWild recommends that a lock be placed on the cargo area overhead door once loading is complete. HogWild is not responsible for items being lost or stolen once the door is closed. At no time will HogWild access the cargo area once it has been secured.

- |       |       |   |
|-------|-------|---|
| _____ | _____ | <b>I have provided a vehicle for loading my items and am responsible for any damage that may occur to my items due in part or in whole to the vehicle itself.</b> |
| _____ | _____ | <b>I have performed a final walkthrough and can confirm that all items have been placed securely on the truck.</b>  |
| _____ | _____ | <b>I have supplied and installed a lock on the cargo overhead door.</b>   |



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### TRANSPORTING

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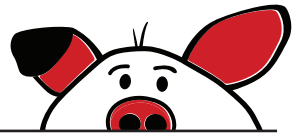
Whether you are moving across town or to another state, HogWild can provide you with the perfect truck for your needs - as well as a qualified driver.

**VEHICLE/TRUCK:** HogWild utilizes popular rental services such as Uhaul, Budget, and Penske to supply you with the best truck for your needs. This guarantees HogWild a large supply of well-maintained vehicles that are the right style and size for your household.

**DRIVERS:** If you need a driver, HogWild can supply a licensed and experienced driver to safely transport your items to your new home – with a few simple rules. Customer items cannot be placed in the front cab of the truck (including pets and neighbor kids). Customers cannot ride at any time in the cab of the truck. At no time will the driver open the cargo area of the truck without the customer being present. However, there may be occasion when state departments of transportation require access to the cargo area for routine inspection. You will be notified immediately if this happens and given the opportunity to resecure the load.

\_\_\_\_\_ I have supplied HogWild with the proper destination address and have confirmed a safe route.

\_\_\_\_\_ I have not knowingly put anything on the truck that is considered a hazardous material by the Federal Hazardous Materials Regulations of the Federal Motor Carrier Safety Administration.



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## UNLOADING

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You're almost done with your move, but we still need to get you unloaded. Hogwild can unload your items and place them safely in the rooms they belong. We can also reassemble your beds, sectionals, etc. Here are a few general rules.

**UNLOAD ONLY:** In cases where HogWild is providing ONLY unloading services (IE: HogWild did not pack or load the household), HogWild is NOT responsible to any damaged that occurred during the load or transport of your items. Please closely inspect your items as they come off the truck to identify any damage that may have occur and document that damage as needed.

**ACCESS:** Your HogWild team members will need suitable access to the interior of your new home. Please make sure that the moving truck can access the property safely, and that the truck can be parked in a way that insures the safety of both your items and your team members. Please make sure there is clear access to doorways that can accommodate your larger items (couches, appliances, etc).

**STAIRS:** If your new home has stairs, please make sure that they are both sturdy enough and wide enough to accommodate your larger items. Please also be aware that stairs (especially multiple flights) can greatly slow the pace at which the truck is unloaded. Plan for additional time.

**DIRECTIONS PLEASE:** You HogWild team member will rely on your direction for where items are to be placed in the house. Please make yourself available during the entire unload.

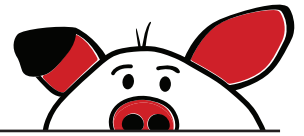
**ASSEMBLY:** HogWild team members will gladly assemble all furniture items that where unassembled during the load. It is the customer's responsibility to account for any hardware needed. If HogWild loaded your truck, the hardware will always be secured to some part of the furniture piece.

**APPLIANCES:** Although your HogWild team members are great at handling your household items, they are not plumbers. Hooking up appliances such as washer/dryers and refrigerators are the responsibility of the customer. This doesn't mean that your team members can't help you. But, you are ultimately responsible for it being done correctly. HogWild is not responsible for any damages that occur due to the improper installation of household appliances.

**A LITTLE HELP FROM YOUR FRIENDS:** As always, you are more than welcome to help with the unload. However, we ask that ONLY your Hogwild team member occupy the cargo space of the truck during unload. As well, HogWild is not responsible for any damages caused by anyone NOT an agent of HogWild.

\_\_\_\_\_ I confirm that my items were unloaded and that all items were accounted for.

\_\_\_\_\_ I have inspected my items for damaged and documented any damage that occurred.



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### UNIVERSAL TERMS

**CANCELLATIONS and RESCHEDULING:** We understand that sometimes things don't go perfectly during moves. But, it is important that you notify us right away if you need to cancel or reschedule so that we can book your team for another job. Any scheduled times that cancel or change with less than 24 hours notice will be charged the 2 hour minimum for the services booked. If rescheduled, we will credit you 1/2 the 2 hour minimum on your final billing.

**ARRIVAL TIMES:** Arrival times are estimated within an hour range (IE: between 1pm and 2pm). Since we can never guarantee how long a job will take, we cannot guarantee an exact arrival time. The only instance we can guarantee an exact arrival time would be for first of the day bookings or all day bookings.

**STAND BY FEE:** Sometimes there are delays in starting your Load or Unload. Sometimes even during the load or unload. You will never be charged for delays if it is our fault. However, If the delay is on your part, we simply ask that you pay a Stand By fee. This fee is equal to \$12.50 per hour, per helper booked. This fee ensures that your helpers are ready and waiting to resume when you are. You will NOT be charged the full hourly rate during these times. **TRAVEL TIMES:** Billing time begins when your HogWild crew arrives. However, an additional travel fee may be required for locations outside of the Fayetteville, Springdale, Rogers and Bentonville metro areas.

**JOB TIMES:** All load and unload bookings are made based on the estimated time it will take to perform the task. Weather, heat, stairs, equipment delays, etc, can all effect the actual time it takes.

**BAD WEATHER:** HogWild reserves the right to delay or reschedule services when weather makes it unsafe to proceed.

**IKEA:** "Ikea" style furniture; dry fit home assembled furniture does not travel well. HogWild cannot be responsible for any damage to furniture items that are not factory built. It is recommended that these types of items be unassembled and loaded flat.

**ATTICS:** HogWild team members are not allowed to access any attic space that DOES NOT have access stairs and a complete and sturdy subfloor.

**APPLIANCE HOOK-UP:** HogWild team members are not allowed to perform any task that involves plumbing; whether water or gas. In addition, they are not allowed to perform any task involving electricity other than plugging an item into a standard electrical outlet.

**PETS:** Hogwild cannot Load, Unload, or otherwise transport any living creature.

**LITTLE TOES:** Please keep pets and children away from the working area, especially the load vehicle.

**HEADS UP:** Please make us aware of the following conditions that we may need to be prepare for: Stairs, reclining couches, medical beds, glass cabinets, items over 160lb that may take special dollies or more than 2 people to carry.

**PIANOS AND SAFES:** Your Hog Wild team members are not equipped to move pianos and large safes (over 250lbs). Please inform your HogWild representative about pianos and safes so that we can plan ahead.

**DAMAGE CLAIMS:** HogWild will not be liable for any loss thereof or damage thereto or delay caused by an act of God/weather, the public enemy, acts of terrorism, the authority of law, or any act or default of the shipper or owner, or its vendors and /or agents. All damage claims must be filed within 90 days of completion of your job, and notice of damages must be provided to HogWild as provided herein when the damage occurs or is discovered. Customer further acknowledges that if any damage occurs during the loading and/or unloading process, Customer shall immediately notify the lead HogWild team member, and require that the damage be noted by the lead team member in writing with a full description of the damage and how it occurred. Failure to document property damage prior to their departure will forfeit any claim of damage to the property against HogWild. HogWild's valuation ends immediately upon crew jobsite departure. If damage occurs to your household goods while a HogWild crew is actively loading/unloading your items, HogWild's valuation coverage is limited to a rate schedule of \$0.60 per pound per item. Damage which occurs during transit is not covered for any reason. Items which are part of a pair or set will be valued as individual items. Customer hereby acknowledges that the team member is not responsible for unsealed cartons or item(s) not packed by HogWild. Customer further acknowledges that the HogWild team member is not responsible for ceramic, granite, or marble and does not warrant the mechanical condition of appliances, or electronics, as there is no way for the hogWild team member to know the operational ability of each item prior to the move. Pressed Board, particle or compressed wood is excluded from our coverage due to the nature of the material. (We advise Customers to check with their home or renter's insurance for coverage terms.) Customer further acknowledges that the HogWild team member is not responsible for any damage to pool/billiard tables, pianos or grandfather clocks. Be advised that stock, bonds, fur, jewelry, prescription drugs, paper money, coins and collectibles of any kind will not be covered for any reason. Customer further warrants and represents that Customer will not pack items of this nature, and that Customer, or its designated agent, will be present at all times during the load/unload of Customer's household goods. Customer hereby further represents and warrants that Customer will inspect the goods prior to HogWild commencing loading of Customer's goods, and immediately after unloading. In no event, shall HogWild be liable for indirect, consequential, incidental, exemplary, punitive or special damages, income, including lost profits, use of other benefits, arising out of or in connection with the performance of HogWild's obligations under this Agreement or any failure of such performance, even if the possibility of such damages had been foreseen by or communicated to HogWild by Customer. HogWild reserves the right to refuse performing any task that is found to be a concern of health, safety, legality, or otherwise at HogWild sole discretion.

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I have read, understand and agree to the Terms and Conditions in this document.

Customer Name

Date

Phone Number

Service Address

Signed