

company will collect from the customer a minimum amount of money established by the original booking (company will be paid at least the amount that pertains to the amount of hours booked) evidenced by a cash payment, or any release of funds to the company as they pertain to the particular marketplace (surrender of a payment code or calling a marketplace service line to enact release of funds). The customer understands and acknowledges that unless a written agreement has been made between the customer and the company to hold back funds or to make a later payment, he or she must surrender or release funds to the company upon completion of the job even in the event that damages occurred.

Where no pre-paid booking fee has been paid by the customer (as with an on-line marketplace booking), and where no other hourly minimum has been set by the company and: (a) shown in the booking confirmation email, or (b) verbally or otherwise conveyed to and agreed to by the customer, the minimum hours payable to the company by the customer will be two (2) hours at the rate agreed upon between the two parties.

Invoice Statement: Full payment is expected on completion of the job, prior to releasing the movers. Returned checks may be additionally processed electronically by Check Velocity, who may make several attempts to process a single check. Their number is 1-800-496-7105 for questions or concerns with returned check processing. Credit transactions are processed by outside booking agencies, questions or concerns should be directed to the independent marketplaces.

Marketplace Relationship: the company is not an employee, subsidiary, or department of any moving labor marketplace or on-line moving bid site. This said, by the term of the "Non-Contest Clause", the customer acknowledges and agrees that any and all complaints, concerns and questions regarding scheduling, job performance, damage issue and the like should first addressed at the company level, and preferably at the crew level when possible. The terms of the company's agreements with these marketplaces dictates that we must attempt to solve all issues at the company level first.

Documentation Requirements: certain forms in addition to the Service Agreement may need to be signed by the customer to ensure the company receives prompt payment for services rendered where the company has secured the booking through some particular third-party booking agencies such as XXXX or YYYY. The customer understands, acknowledges and agrees to complete and sign these required forms as a part of the company's terms of service.

To be completed prior to the onset of labor.

Customer Name: _____ Telephone: _____

Meeting Location: _____ Start Time: _____ Laborers: _____

Travel: _____ Hourly Rate: _____

Customer Signature: _____ Date: _____

To be completed after labor is completed.

Customer: Please take a few moments to inspect the job-site and your personal household goods and please indicate any and all damages. All claims must be submitted in writing, on this document, prior to releasing the movers. No other claims will be honored.

Damage (If none, please indicate "no damage"): _____

Customer Signature: _____

Invoice Statement:

Number of Hours: _____ Labor Fees: _____ Travel: _____ Total Cost: _____

Payment Received: (y / n) Payment type: _____ Mover's notes: _____

Mover Signature: _____