

GLOSSARY OF TERMS

Accessorial (Additional) Services – Services such as packing, unpacking, extra stops or shuttles that can be requested be performed.

Addendum – An addendum changes or amends the original existing agreement (estimate/order for service). The additional services/charges are agreed to and charges are added to original agreement.

Advanced Charges – Payment received prior to a move for items like 3rd party services, deposits

Appliance Service – Prep of major appliances for moving. i.e. washer pack to secure agitator.

Bill of Lading – Customer's receipt for goods and contract transportation. The customer's signature acknowledges that the household goods can be loaded on the van and "released to the carrier."

Bulky Article – Typically larger items that to ensure safe transport require extra handling. Our tariffs provide an extra charge for such articles

Binding/Non-Binding Estimate – A binding estimate is an agreement made in advance between the customer and the moving company that guarantees the total cost of the move based on the quantities and services shown on estimate. A non-binding estimate is the carrier's approximation of the cost based on the estimated weight of the shipment and accessorial services requested. A non-binding estimate is not binding on the carrier and final charges will be based actual weight, hours and tariff provisions.

Claim – Damage to items or property that occur during a move.

Consignor – Person or persons releasing household goods at origin.

Consignee – Person or persons that receive shipment at destination.

Expedited Service – An agreement to perform transportation services outside the franchise general date guidelines, resulting in an additional charge.

Extra Labor – Hourly labor charge for requested services for which specific fees are not published.

Fuel Surcharge – Tariff charge by % adjustment to the transportation charge to aid in recovery of increased cost of fuel.

Full Packing & Unpacking – Packing & unpacking charges based on a hundredweight rate. The full packing service rates include cartons & packing labor.

Guaranteed Pickup/Delivery Service – Premium level of service whereby dates of service are guaranteed, with mover providing reimbursement for delays.

High-Value Article Inventory Form – Inventory form the customer fills out to declare items valued at more than \$100 per lb to ensure adequately protected, and alerting the carrier.

Insurance Related Revenue – Tariff charge by % adjustment to the transportation charge to aid in recovery of increased cost of liability insurance.

Interstate Move – A move that has origin in one state and the destination in a different state.

Intrastate Move – A move that occurs within one state, but is over a certain mileage criteria, set by the state tariff or regulatory authorities.

Inventory – Detailed descriptive list of items and their condition before carrier takes care, custody and control of items.

Linehaul/Transportation Charges – Charges for the transportation portion of the move. These charges are not part of the accessorial service charges.

Local Move – A move within a certain number of miles from origin to destination. The move distance is usually established by the state. The local move area is always within the same state, and a move over the established distance within the same state would be an intrastate move.

Long Carry – An added charge for carrying articles excessive distances between the residence and the moving truck.

Not-to-exceed Estimate – An agreement made in advance that guarantees the total cost of the move will not exceed a certain amount. If the actual price of the move is less the customer pays the lesser amount.

Pickup and Delivery Charges – Separate transportation charges applicable for transporting shipments between SIT warehouse and residence.

Storage-in-Transit – Temporary warehouse storage of the customer's shipment pending further transportation.

Non-Allowable – Items the carrier will not/prefer not accept for shipment (i.e. hazardous materials, personal and sentimental items).

Order for Service – Document authorizing carrier to transport household goods shipment for customer.

Origin & Destination Service Charge – A hundredweight charge based on weight of shipment, usually a % of transportation charges to compensate carrier for basic handling and servicing the shipment.

Shuttle – Use of a second smaller truck when original truck is unable to make normal pickup or delivery because of physical constraints.

PBO – (packed by owner) when items are packed by the customer in cartons for moving.

Tariff – A publication containing the carrier's rates, rules and regulations for services performed, applicable to customer's move, state or federal.

Third-Party Services – Performed by someone other than the carrier requested by customer or required by state, local or federal law. i.e. Grating, disassembly, etc.

Valuation – Customers declared level of liability placed on their shipment while the shipment is in the movers "care, custody and control". A level of minimum reimbursement is usually included in the cost of the move, full value replacement has a cost the customer pays. Valuation is insurance, we do not have a license to sell insurance, and valuation does not cover damage not caused by the moving company.

Weight Additive – Some articles (i.e. canoes, camper shells) of lighter weight but occupy space that is not commensurate with their weight, the tariff provides a schedule for additional weight for such articles.

Warehouse Handling – Service of taking household goods into warehouse, putting in vaults and putting vaults away. Warehouse handling is a onetime fee.