



Work: 639-480-6683
Email: info@lessstressmoving.ca
Website: www.lessstressmoving.ca

LESS STRESS MOVING SOLUTIONS

MOVING POLICIES

We know...it's a lot to read. But it is very important that you understand the terms and conditions of your move. **Less Stress Moving Solutions**, is dedicated to providing safe and efficient moves to each of its valued customers. The following information and policies will let you know what you can expect from us during and after your move and are for your protection as well as ours.

When we are on the clock, we work for you and will make every effort to do what you ask. However, please be advised that certain things you ask us to do may come with some risk, and we will not be responsible if something gets damaged. Over the years, we have had people have ask us to do things that really weren't a good idea. So, please put yourself in our shoes as you read this, or imagine what circumstances might have motivated us to add the policies and information below.

1. Estimates and Scheduling

- 1.1. Our moving estimates are based on the information you provide and our experience and expertise. Job cost is directly correlated to access and quantity of goods to be moved. Actual move times can vary for a variety of reasons, including: poor access at job site, unpacked or improperly packed items, and additional items to be moved not originally accounted for in the bid. **This is only an estimate and actual move times may vary. We do our best to accurately estimate the cost of your move but due to variables out of our control, Less Stress Moving Solutions does not guarantee estimates or completion times.**
- 1.2. You must notify us of any elevator restrictions prior to confirming your move. This will ensure that we can meet those restrictions to the best of our ability. If we are not notified of the elevator restrictions prior to confirming your job we will not be held responsible for meeting elevator time restrictions. We may not be able to fit your job within the scheduled window and may need to schedule at a different time so not to impact our next scheduled move. Any additional costs or trips as a result of elevator times will be added to your final bill.
- 1.3. Due to scheduling constraints less Stress Moving Solutions reserves the right to **send more or less personnel than what was specified in your estimate** depending on scheduling, availability and need **and you will be billed accordingly.**

2. Long Distance Moves

- 2.1. For all moves outside of a 100KM radius of Saskatoon, we require a deposit of 30% of the estimate (includes travel, load/unload costs) upon booking to confirm your date/time. Prior to unloading, 40% of the estimate is due and then the remaining balance due at the end of the move and prior to the movers leaving the drop-off location.
- 2.2. If you decide to cancel your long haul move and give us more than 48 hours notice, we will happily refund your deposit. If you give us less than 48 hours notice, we won't refund you your deposit since we had to turn work away to hold your move time.

3. Billing & Payment

- 3.1. Less Stress moving Solutions bills out a two (2) hour minimum plus a \$65 travel fee unless otherwise specified in your estimate. Move rates depend on the type of move, number of movers and supplies requested.
- 3.2. Our billed time starts when we arrive at the pickup location and includes any time required to find parking and position the truck. Our time runs continuously until all tools and equipment are back in the truck and payment is completed.



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- 3.3. Please make sure you have your payment ready to go at the end of the job to avoid paying for any extra time. We accept the following: Cash, debit, business checks and e-transfers. We accept credit card VISA/MC but charge 3.0% on the total cost of the bill, including tax.
- 3.4. Full payment is due at the end of the move and prior to our team leaving your drop-off site.
- 3.5. Any claims for damage are required to go through our damage claim process and will not be applied to your bill. (See the Less Stress Moving Solutions Loss and Damage Claims policy)

4. Re-scheduling & Cancellations

- 4.1. We know stuff happens and we will do our best to accommodate, but if you need to re-schedule or cancel, please give us a heads-up as soon as possible.
- 4.2. See section 2 for information on refunds for long-haul moves.

5. Weather Conditions

- 5.1. We reserve the right to reschedule the move if there is inclement weather, including, but not limited to heavy/ freezing rain, snow emergency, weather travel ban etc. You will have the option of being re-scheduled to our next available day. We will do our best to reschedule you as soon as possible.

6. Last Minute Change of Service

- 6.1. If the move requires work above and beyond what was estimated based on the information provided or if on the day of the move you add additional items or additional pick-ups/drop offs Less Stress Moving Solutions reserves the right to postpone additionally requested services till our next availability and/or after completion of other jobs that day.
- 6.2. As per Section 1, we may decide to send and bill for more or less personnel if needed.

Prior to Moving Day

7. How to Save Money - The more prepared you are the more efficient we can be and the quicker the job can be completed.

- 7.1. Pack everything into uniform sized boxes with lids and mark them with the destination room. Open boxes or boxes with bulging items make it difficult to efficiently stack and move your items.
- 7.2. Disassemble your furniture before we arrive.
- 7.3. Stay close to the action and be as clear as possible with your directions to our team.
- 7.4. Move delicate items in your car prior to our arrival.

8. Parking Arrangements

- 8.1. In most cases we require 40 feet to park the truck. If there are permits or reserved parking required for the moving truck(s), you will need to arrange and pay for parking arrangements.
- 8.2. If there is nowhere to park at the time of mover's arrival, billing will include time spent searching for parking.

9. Driveways, Pathways and Access

- 9.1. Less Stress Moving Solutions will not drive our truck off of the street surface or on very steep surfaces unless approved by the property owner and safe to do so. If you do not own the property, we require permission from the property manager. Less Stress Moving Solutions is not responsible for any damage to your driveway, lawn, trees, ect.
- 9.2. Please ensure your walkways are clear of mud, snow, loose gravel and any other debris that may pose a hazard for our team or moving equipment.



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10. Elevators

- 10.1. If you have an elevator in your building, you will need to make arrangements with your property manager to book the elevator and communicate any restrictions to us.

11. Things with Shelves and Drawers

- 11.1. Please empty all items on shelves and in drawers. Navigating through challenging obstacles, like a winding staircase, may require us to flip the furniture on its side or upside-down to get it through. We also don't want to lose or break anything left in the drawers.

12. Electrical and Plumbing Connection & Dis-connection

- 12.1. Any items that hold water should be drained prior to the move.
- 12.2. Less Stress Moving Solutions movers are not licensed plumbers or electricians. We cannot disconnect, disassemble or re-assemble any water, electrical, or gas lines from any appliance or item. We will connect washer/dryer but any assistance we give is as a courtesy only, any lines should be checked by a licensed professional.

13. Removal of Doors/Casings

- 13.1. If the pick-up or drop-off site is not owned by the customer, and doors, strike plates, hardware or casings need to be removed to get an item into the property, either the property manager or the customer will be responsible for removal and re-installation.

Things We Won't Move and Things We Will – But won't be responsible for if they get damaged.

14. Valuable, Personal and Special Care Items

- 14.1. On moving day please make sure you have all the following items removed and placed in your vehicle or in a secure & locked area: All medications, checks, passports, documents, precious stones, jewelry, cash, coins, expensive china & glassware, credit cards, firearms, statuary, flammables, stocks & bonds, furs, fine art, collectibles, computers, laptops, gaming consoles and games or other similar valuables.
- 14.2. Less Stress does not cover damage or loss claims for any of the items listed in 14.1. Note that you will be asked to sign off on your pre-move inspection that these items have been removed and are in your possession.

15. Flammables and Combustibles

- 15.1. All flammable, hazardous, corrosive or combustible materials are strictly prohibited from being transported by Less Stress moving vehicles.
 - 15.1.1. Items we can't transport include: Sterno (jelled fuel), Fire Extinguishers, Household Batteries, Matches, Aerosols, Chemistry Sets, Kerosene, Cleaning Solvents, Darkroom Chemicals, Gasoline, Ammonia, Pool Chemicals, Propane/Propane Tanks, Nail Polish, Nail Polish Remover, Motor Oil, Fireworks, Car Batteries, Charcoal, Charcoal Lighter, Liquid Bleach, Fertilizer, Paints (latex & oil-based), Paint Thinner, Pesticides, Firearms, Ammunition, Poisons (such as weed killer), Lamp Oils, alcohol, and fuels. Customers must make other arrangements to transport these items.
- 15.2. Barbecue grills, dryers, water heaters, and anything else connected to gas lines need to be disconnected from all gas valves and tanks prior to our arrival. All compressed fuel tanks must be transported by the owner.
- 15.3. Lawnmowers and other power lawn tools must be emptied of fuel or can't be transported.



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16. Items That Age and Deteriorate

- 16.1. Many household items can deteriorate over time due to age, warming/cooling, and dry rotting. Wood dowels and furniture can shrink and come loose easily, mattresses when moved can lump and disfigure, lampshades and wiring can become brittle and rotten, and fragile items like porcelain, ceramics, stone, and concrete may crack, break or crumble. If you wish, we will move them carefully, but will not be responsible for damage of deteriorated items.

17. Refrigerators and Freezers

- 17.1. We only move empty freezers/refrigerators. Please empty all contents before moving. We are happy to load these last and unload them first to best preserve your food items.

18. Potted Plants

- 18.1. Plants are fragile and difficult to secure and transport. We will move your plants, but they are not eligible for damage claims.
- 18.2. In the winter, we highly recommend you move your plants. Our trucks are not heated and plants will freeze.
- 18.3. Vibrations from the truck can sometimes cause pots to crack. Less Stress Moving Solutions will not be responsible for any damages to any potted plants or the pot/container they are planted in.

19. Pianos & Safe Moving

- 19.1. Less Stress Moving Solutions will move safes, pianos and other heavy items as long as safe to do so. We may require a site visit prior to giving an estimate.
- 19.2. If the item is very large or heavy and there is a high risk of damage to the item or property (doors, floors, walls, stairs, etc.) and there is minimal safety risk to our staff, we may proceed with the move but will require you to sign off on a liability waiver that waives our responsibility for any damage or loss associated with move.
- 19.3. Piano tuning or other mechanical issues with the piano after the move are not eligible for damage claims.

20. Grandfather Clocks

- 20.1. You are responsible for removing the pendulum, chimes and weights. Clocks are very delicate to and may need to be re-tuned or adjusted after you move has been completed by a professional.
- 20.2. Mechanical issues with the clock after the move are not eligible for damage claims.

21. Simulated Wood Products and Pressed Board

- 21.1. These products have poor structural integrity which make moving or repairing these items difficult. We will move these items carefully but cannot be responsible for damage of simulated wood or pressed board furniture. Simulated wood and pressed board products are not eligible for damage claims.

22. Porcelain, Ceramic, Marble, Stone and Concrete

- 22.1. Less Stress Moving Solutions will not be responsible for porcelain, ceramic, marble, stone and concrete items. These items may have hairline cracks that make them more fragile and may break even with extreme care. We recommend that you place these in your personal vehicles for safe transportation.



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22.2. These items are not eligible for damage claims.

23. Flat Screen TVs

- 23.1. These items are susceptible to damage from extreme temperatures, slight bumps, and altitude changes. We are not responsible for TVs functioning after delivery unless there is evidence we physically damaged the TV.
- 23.2. We recommend that tvs are transported in their original boxes or in an appropriately sized tv box. TV boxes can be supplied upon request.

On Move Day

24. Customer Presence/Representative

- 24.1. You or a designated representative must be present during the move at all times to provide guidance and instructions to our team.
- 24.2. You or your representative will need to do inspections and walk throughs at the pick-up and drop-off locations and sign paperwork prior to the move starting and ending.
- 24.3. You or your representative are responsible to pay in full prior to our movers leaving the site.

25. Right of Refusal

- 25.1. Less Stress Moving Solutions reserves the right not to provide services under dangerous, unsanitary, dangerous or abusive conditions. Determination of the right to refuse is at the sole discretion of our staff and we will not be liable to you or any other entity for direct or consequential damages or costs.

26. Kids and Pets

- 26.1. For safety reasons and their protection, small children and pets must be out of work area.
- 26.2. We do not transport people or pets. In certain circumstances, people and accompanied small pets may be permitted to ride in the moving vehicle with our staff.

27. Helping with Your Move

- 27.1. Insurance regulations prohibit us from allowing you on the truck or using any of our moving equipment. If you choose to help with any part of the move, you do so at your own risk and any items handled by anyone other than the moving team are not eligible for damage claims.

28. Unsafe/Unique Moving Circumstances

- 28.1. We are often asked to perform tasks that border on the impossible. Less Stress Moving Solutions will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, overcrowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather.
- 28.2. Our crew will do their best, but we cannot be held responsible if an item does not fit in or out of the pick up and drop off locations. Less Stress Moving Solutions will not be responsible for damage as a result of moving an item through a tight space.
- 28.3. Less Stress Moving Solutions is not responsible for any direct or indirect damage to items or surroundings, as a result of a specific customer request.
- 28.4. You will be asked to sign a waiver if we agree to attempt a move that we deem risky and has the potential to damage items or property.



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29. Disassembling & Re-assembling

- 29.1. Less Stress Moving Solutions will not assemble or take apart anything that is too complex or requires a manual. Please ask us prior to the move if you have questions.
- 29.2. We can disassemble simple items like bed frames; take legs off of tables, etc.
- 29.3. We do not re-assemble any item that we did not disassemble unless we feel it is safe and that we won't damage the item.
- 29.4. We cannot disassemble or assemble any cribs. All cribs must be disassembled prior to moving day unless you have requested disassembly of this item.