

Dominant Moving Company

Company Policy (Terms and Conditions)

(Last Updated: December 1st, 2023.)

Please print or download a copy for your records.

By confirming your move on your account page, you agree with all terms and condition of service provided by Dominant Moving Company and stated in company's policy. If you are scheduling the service for someone other than yourself, please forward them a copy of our policy.

Local Moves.

- All local moves are billed hourly at a set hourly rate and have a minimum number of chargeable hours. In addition to Hourly rates there may be a separate fuel surcharge. You can find all rates and fees listed in on your account page.
- All jobs are subject to 3-hour minimum charge. After 3 hours, time is calculated based on 15-minute increments at the prorated hourly rate indicated in your quote / estimate. *(For Example: If hourly rate is \$120/hr, each additional 15 minutes will cost \$30.)*
- According to California Public Utilities Commission's regulations, customers are billed for the DOUBLE DRIVING TIME between the point of origin (location you are moving from) to the point of destination (location you are moving to). This means we calculate the time it takes for the truck to travel from point origin to point of destination and multiply it by two (2). Double driving is a part of 3-Hour minimum charge. *(Example: Loading – 1.5 hours, unloading - 1 hour, Driving between your old and new place – 15 minutes = 30 Minutes of Double Driving. Total charge is for 3 hours, NOT for 3.5 hours.)*

Customers are not billed for the time it takes to drive from location of our branch to the point of origin or from point of destination back to our branch. The exception will apply in case when customer's goods are transported from point of origin to our branch/on site storage or from our branch/onsite storage to point of destination.

- Per state and federal labor regulations, movers are legally allowed to take a 5 Minute Break every hour, not excludable from the final bill.
- Dominant Moving Company is not responsible for any delays of pick up and/or delivery, additional billed time of the move caused by weather conditions, heavy traffic or any technical difficulties that may affect time duration of the move.

Arrival Time.

- Please keep in mind that we do not provide the specific time of arrival of moving crew. We offer 2-hour arrival time window for all jobs scheduled in the AM and 3-hour arrival time window for all the jobs scheduled in the PM (afternoon).
- Billing time starts when our movers arrive to the point of origin. Please be available at the scheduled time, if there is an excessive delay due to your absence waiting time charges will be assessed. In case if our crew arrives at your location as agreed, but you're not ready for us to start the job, you'll be billed for our waiting time.

Truck Parking.

- A client is responsible for providing parking spaces and obtaining all necessary parking permits. Not reserving the proper parking space can result in a significant increase of labor time due to longer carrying/walking distance.
- If no parking space is provided and/or no parking permits is obtained, Dominant Moving Company's employees will attempt to park the truck to have the least carrying distance between truck and the entrance of client's living place to minimize the labor time. While parking inside the apartment communities even on the red zones in not usually penalized, an illegal parking on the street can result in parking violation. **Please note that customer will be fully liable for paying the parking ticket. The amount of the violation will be passed to the customer and added to the bill.**

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- A customer is responsible for watching the unattended truck, while movers carrying items during the loading and unloading process. If customer is not able to watch the truck, please request at least 3 movers in case of moves when truck can left unattended.

Payment.

- **Payment must be received after completion of services provided.** Methods of payment accepted: cash, money order, cashier's check, VISA, Master Card, AMEX, and Discovery. For payment with any credit/debit card there is 5.0% surcharge. **WE DO NOT ACCEPT PERSONAL OR BUSINESS CHECKS.**
- Credit / Debit card and cardholder must be present at the time of payment. If payment is not received in full, Dominant Moving Company has a legal right of lien on customer's belongings to secure the payment of the bill. Additional fees for storage and delivery of held item(s) will be assessed.
- **TIPS.** If you would like to give tips to your movers, please use cash for tips. Tips are not mandatory to give but will be highly appreciated by movers. Giving the reality of moving industry, tips is the major part of a mover's earning. There is no certain standard for tipping movers.

Insurance / Valuation.

In accordance with State and Federal regulations of household goods moving, any moving company must offer you a valuation of your goods. Valuation is not an insurance, as other moving companies may present it. Legal term "Valuation" refers to amount of liability a moving company takes for relocation of your belongings. There are 3 types of valuation options moving companies MUST provide in accordance with Regulations of CPUC and US DOT: (Dominant Moving Company provides all 3 valuation options)

- Basic Valuation - 60 cents per pound per item. Minimum valuation that is required and is provided at no additional cost. In case of damage of 100-pound item the reimbursement for that item will be \$60. (\$100 x 0.6).
- Actual Value protection option. Valuation option that will guarantee recovery of all articles lost or damaged, while in Dominant Moving Company's possession at the actual cash value up to declared value. The rate for this option is \$0.75 for each \$100 declared, (\$75 for \$10,000 declared / \$150 for \$20,000 declared)
- Full Value protection option. Valuation option that will guarantee replacement, reimbursement for replacement cost, or repairs of article(s), lost or damaged while in Dominant Moving Company's possession. There are 3 deductible options:
 1. \$0 deductible (Rate: \$1.70 for each \$100 declared, (\$170 for \$10,000 declared / \$340 for \$20,000 declared))
 2. \$250 deductible (Rate: \$0.45 for each \$100 declared, (\$45 for \$10,000 declared / \$90 for \$20,000 declared))
 3. \$500 deductible (Rate: \$0.25 for each \$100 declared, (\$25 for \$10,000 declared / \$50 for \$20,000 declared))
- **3rd party insurance.** You have an option to purchase third party insurance for certain items. You can purchase additional insurance from **Relocation Insurance Group, LLC**. Please visit www.MovingInsurance.com. Certificates must be purchased not later than 2 days before scheduled moving day.

Dominant Moving Company will require a full descriptive inventory during the loading / pick up process and at the delivery / unloading of all items that will be transported by Dominant Moving Company in case of actual value or full value valuation options. Additional billed time / fee for inventory process will apply. In case of full packing service performed by Dominant Moving Company, unpacking service must be ordered, otherwise. Order for Actual Value and Full Value Valuation options must be placed at least 2 full business days before moving date or pick up date.

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Limited Liability Terms.

1. Dominant Moving Company will not be responsible for damages to Particle Board Furniture.
(We will still move it with the most care, but Dominant Moving Company will not responsible for any damages)
*Here is why. Particle board or pressed wood is an engineered wood product manufactured from wood chips, sawmill shavings, or even sawdust. Most particle board furniture comes in a box when purchased and it needs to be built inside your home or office. This process happens for a reason, manufacture knows that furniture is safer when delivered disassembled and packed inside the box. Moving particle board furniture without disassembling it will weaken the it and make it less sturdy. On the other hand, multiple disassembling/reassembling may weaken the structure of particle board and furniture may become less sturdy than when you first assembled it. The conclusion: particle board furniture is not designed to be moved. The best example of particle board furniture is **IKEA.*
2. Dominant Moving Company will not be responsible for damages that is a result of leakage, combustion, explosion of packed by shipper liquids and items that are not acceptable by the carrier, listed in the table in "Items that cannot be moved by Dominant Moving Company"
3. Dominant Moving Company will not be responsible for damages for any leaks from water or gas lines, when connecting or disconnecting appliances. Dominant Moving can detach and hook up some appliances as a courtesy to Shipper. However, Dominant Moving Company's employees are not professional appliance installers, nor can Carrier verify that Shipper's origin and destination water and/or gas lines and attachments and hoses are in proper working condition. Should there be an issue with either water and/or gas supply, attachments, or hoses, it will be Shipper's (Client) responsibility to contact a plumber or repair professional immediately and at Shipper's own expense.
We strongly recommend disconnecting all appliances on your own or hiring the proper professional.
4. Dominant Moving Company will not be responsible for damages to plants and pots. Dominant Moving Company will attempt to safely move your plants on local moves, but we will not be liable for damages.
5. Dominant Moving Company will not be responsible for damages to mechanical, electric, or electronic disassemblies of Appliances, Electronics, Musical Instruments, and other Mechanical Devices unless evidenced by external damage to such equipment made by Dominant Moving Company.
6. Dominant Moving Company will not be responsible for damages that are caused by rain, flood, and excessive heat. (We will do our best to protect your items from the mother nature, but we are not responsible for any damages) If it rains, we will excessively wrap your items with plastic stretch wrap to cover your belongings from rain.)
7. Dominant Moving Company will not be responsible for damages, that are result not of Dominant Moving Companies fault.
8. Dominant Moving Company will not be responsible for damages caused by non-routine moving including but not limited to the following: standing furniture on end, sharp turns, over-crowded work areas and tight squeezes, difficult & narrow stairways, snags and sharp edges in work areas and doorways, hoisting over balconies, railings, or other obstacles, moving items in unsafe environment such as dark environment without bright lighting, on slippery floor, etc.

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Items that cannot be moved by Dominant Moving Company.

To avoid the damage that can be caused by combustion, leakage, and explosion, please do not pack the following items in boxes. Please transport on your own: all items that listed below and any other items that can cause a damage to your other belongings.

Acids Adhesives Aerosol Cans Alcohol Cleaning supplies and other products that contains Ammonia Ammunition and guns Batteries (any batteries) Charcoal Briquettes Charcoal Lighter Fluid Dynamite, Fireworks, and any kind of explosives	Fertilizer Fire extinguishers Gasoline, Kerosene, Diesel, other petroleum products. Motor Oil, Lamp Oil Liquid Bleach and other Liquid Household Cleaners & Disinfectants Nail Polish/Remover Paint Removers Pesticides Poisons Pool Chemicals	Scuba Diving Tanks / Oxygen Tanks Solvents Toxic/Corrosive Substances Turpentine Welding Gases/Fuels Windshield solvents Wood Filler Perishable items that are not allowed: Frozen Foods or food that requires refrigeration Opened jars or packages with food Fresh vegetables or fruits.
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Items Not Recommended for Moving.

We suggest transporting the following items on in your car. If you are using our packing service, please transport the following before the packing service.

* Cash, Credit Cards, Check Books Family Photos * Furs, Gold, Silver, Precious Stones. * Stamp or coin collections.	* Passports and other Identification Documents, Schools Records. Medicine, Drugs * Jewelries and Watches Extra Valuable, Fragile Accessories
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*According to the CPUC & US DOT regulations, moving companies provide no liability for the listed items.