



Reliable Moving Ltd. Moving & Storage

UNDERSTANDING VALUATION PROTECTION

We realize not everyone reads the fine print, but Reliable Moving Ltd. strives for transparency, and we want to ensure our clients are fully informed about all aspects of the moving process, which includes understanding Valuation Protection. This is important because we want you to be aware of the Valuation Protection options available and what is and isn't covered so that you can choose the best option for your circumstance.

What is Valuation Protection?

Valuation Protection is not the same thing as insurance. Valuation Protection is a type of (limited) liability coverage assumed by a moving company, which means, if your goods are lost or damaged during the move, the moving company agrees to pay a specified amount and will only pay on a claim directly caused by the movers. This includes such loss or damage occurring during transportation, packing, unpacking, handling or while in storage.

In Canada, this limited liability coverage is legislated through the Transportation Act and stipulates that the household furniture coverage limit is \$0.60 per pound per article. **An example of a valuation protection maximum calculation would be if the movers damaged a 100 lb item, the payout is 100 x .60 = \$60.00.**

Certain items are not covered for damages with any level of valuation protection coverage. Please read the Disclosure of Terms and Conditions of Cartage in the Contract for Service for clarification.

Valuation Protection Coverage Options

Reliable Moving Ltd. offers three levels of coverage: Released Rate Liability (Free), Deluxe Value Protection (\$5.00 per pound), or Premium Value Protection (\$10.00 per pound)

Examples of different valuation coverage options for an average one-bedroom house = 1000 cubic volume/7000 pounds

Valuation Protection Coverage Option	Coverage Amount (Total Loss Value of goods)	Price for Coverage
Option One: Released Rate Liability (\$0.60 per pound valuation)	\$4200.00	FREE Incl. in all moves
Option Two: Deluxe Value Protection (\$5.00 per pound valuation)	\$35,000.00	\$175.00 additional cost
Option Three: Premium Value Protection (\$10.00 per pound valuation)	\$70,000.00	\$560.00 additional cost

Option One: Released Rate Liability

This is the basic coverage included at no extra charge, as set by the Transportation Act, and is limited to \$0.60 per pound per article. Single items weighing 1000 lbs or more are limited to a maximum settlement amount of \$500 per item. Released Rate Liability is a good option when you have an alternate source of insurance, or you wish to self insure against loss or damages. It is always recommended to contact your home insurance provider to determine coverage for moving under your current insurance policy.

Option Two: Deluxe Value Protection

This option provides enhanced protection for your belongings based on the valuation of the estimated weight of belongings at \$5.00 per pound per article (\$250 deductible). You may increase the value but not decrease the minimum valuation that is determined by the estimated weight of your shipment.

Damage to a single item is limited to \$2500 CDN and must be identified to the movers prior to handling and itemized on the bill of lading under special instructions.

Items of Extraordinary Value

- Items valued much higher than \$5.00 per pound per article are considered "extraordinary value" and must be declared and indicated on the bill of lading under special instructions. Items of extraordinary value must be professionally packed and/or crated by the mover or his agent before moving.

Option Three: Premium Value Protection

This option provides enhanced protection for your belongings based on the valuation of the estimated weight of belongings at \$10.00 per pound per article (\$450 deductible). You may increase the value but not decrease the minimum valuation that is determined by the estimated weight of your shipment. Damage to a single item is limited to \$5000 CDN **and must be identified to the movers prior to handling and itemized on the bill of lading under special instructions.**

Items of Extraordinary Value

- Items valued much higher than \$10.00 per pound per article are considered "extraordinary value" and must be declared and indicated on the bill of lading under special instructions. Extraordinary value items must be professionally packed and/or crated by the mover or his agent before moving.

Disclosure of Terms and Conditions of Cartage

Reliable Moving Ltd. will not be held liable under any circumstances and regardless of released or extended protection valuation options chosen for the following:

1. Contents of Shipper packed Items, including but not limited to cartons, bags, dressers, suitcases, chests or other similar items, unless the contents of said Items are themselves Itemized and inventoried at the Origin and unpacked at the Destination by the Carrier or their agent at the time of delivery;
2. From an act, omission, or order of the Shipper;
3. For loss or damage caused after the Items have been delivered to or received for by the Shipper;

4. Loading Items from (or rendering any services at) a place or places at which the Shipper is not present, said Items shall be loaded at the risk of the Shipper before loading;
5. Fragile Items that are not professionally crated by the Carrier including but not limited to mirrors, marble, glass/crystal, ceramics, lamps, shades, televisions, artwork, statues and other similar items, unless agreed to in writing pursuant to this Contract for Moving Services under special instructions;
6. Damage to the mechanical, electronic, or other operations of televisions, radios, stereos, clocks, appliances, musical instruments, or any electronic equipment or similar Items, irrespective of who packed or unpacked such Items;
7. Damage of any kind to pressboard/particle/waterboard furniture, wicker furniture or to veneer/ lacquer finishes of furniture;
8. A defect or inherent vice of the Item, including structural integrity and susceptibility to damage because of atmospheric conditions such as changes in temperature, humidity or weather conditions;
9. Acts of God, including, but not limited to rain, wind, flood, hail and/or sun damage, terrorism, contamination, strikes, acts of war, riots;
10. Ordinary wear and tear, mold, mildew, termites, rodents, moths, bed bugs, and other insects;
11. Spoilage, deterioration, contamination, freezing, rusting, extremes of temperature, shrinkage, evaporation, loss of weight, changes in color, flavor, finish or texture;
12. Damage to any driveways or utility lines such as telephone lines, internet lines, fiber optics cables or any telecommunication lines when the Carrier is instructed to drive past the curb line by the Shipper, regardless of whether that is at the Origin or Destination;
13. Perishable Items including but not limited to foods and plants; and
14. Loss, death or injury of pets.

THE CARRIER'S LIABILITY IS LIMITED AS FOLLOWS FOR:

Items having a replacement cost of Five-Thousand Dollars (\$5,000) or more will be limited to the maximum valuation as per the coverage option chosen pursuant to this Contract for Moving Services, such items must be identified to the Carrier by the Shipper prior to handling and itemized under the special instructions section of this Contract for Moving Services;

This includes but is not limited to:

1. Any documents, tickets, deeds, manuscripts, blueprints, plans, specifications, or other valuable papers.
2. Any jewels, jewelry, gems, precious metals, gold, silver or platinum, watches, precious stones, furs or garments trimmed with fur, currency, money, bullion, bonds, notes stock, stock certificates, revenue or any other similar Items.
3. Sets or matched Items, the liability shall be limited to repair or replacement, whichever is less, of the lost or damaged items only, and shall not extend to repair, replacement, or recovering the entire set, but in no event to exceed the released or declared value as indicated.

Please refer to the official Terms and Conditions included in the Moving Contract.