

# E-Z Movers Inc.

## Privacy Policy/Terms & Conditions

### Intrastate Moves:

This is an estimated cost including labor plus a one time travel time fee. The actual cost may be affected by accessibility, traffic or weather conditions. This estimate is based on the inventory provided and services requested by the client. Total cost may vary based on actual volume and services required at the time of the move. **By agreeing to these terms and conditions you acknowledge that the inventory provided is true and accurate.**

**IMPORTANT:** In order to better serve all of our clients and make all of our appointments on time, we require you to confirm the inventory list. Your crew may be reserved for multiple jobs in the same day and are expected to arrive at all appointments on time. To avoid late arrivals to our appointments, **\*\*E-Z Movers reserves the right to move ONLY the items listed in the articles list\*\***. Feel free to contact us at least 72 hours in advance to make any changes necessary so that we may have an opportunity to coordinate your move accordingly and allow ample time to complete the relocation in its entirety.

For your convenience there will be no additional fees for flights of stairs (three story maximum) at origin or destination. Make sure that all your belongings are packed in appropriate boxes for safe handling (i.e. book, linen, china, etc.). The use of proper packing materials and methods is vital to ensure the safety of your goods during relocation. Cost for materials may vary depending on services required at time of pick up. Materials may be required for items such as glass, marble, electronics, artwork, and large upholstered and fabric items. EZ Movers will provide shrink wrap, bubble wrap, and tape free of charge at the time of your move.

E-Z Movers, Inc. will provide you with limited liability coverage for your household goods for no additional charge. For local moves this coverage is \$0.30 per pound, per article. Your renter's or homeowner's insurance agency may already provide comprehensive moving coverage for your household goods. You may purchase declared value protection through a third party insurance agency. E-Z Movers has working relationships with the following two insurance agencies to provide declared value protection:

You may contact Baker International Insurance Agency by calling toll free 1-800-356-0093 or you may inquire online at <http://www.movinginsurance.com>

**Important: You must purchase any additional coverage prior to the move. This additional valuation will not be offered at the time of the move. Only the limited liability coverage will be provided by E-Z Movers at the time of the move.**

### **ONE MONTH OF STORAGE PROVIDED FREE OF CHARGE**

\*Some restrictions apply; please contact your relocation consultant for details.

All payments should be in the form of: **Cash, cashier's check, money order, Visa, or MasterCard. No personal checks.** Company billing or checks must be arranged and approved by E-Z Movers prior to the move date.

**By agreeing to these terms and conditions, you acknowledge that you have received a copy of the publication, "Household Moves in Illinois - A Consumer Guide".**

**I understand that the deposit is non-refundable in case of cancellation less than 72 hours prior to my original moving date. I hereby give E-Z Movers, Inc. authorization to charge my account for the total cost of my move.**

### Long Distance:

#### **Long distance services include:**

- Loading, unloading and transportation of goods.
- Padding of all furniture with moving pads.
- Complete inventory and identification system.
- Up to one month of storage free of charge.
- Full value protection (with option of limited liability).
- Disassembly & reassembly of all basic furniture.
- Mileage, fuel, tolls.
- Punctual, professional crew for an effective move.
- No extra charge for walk-ups (up to three stories), elevators or appliances.

#### **Accessorial services:**

- All locations outside of the Chicagoland area must have trailer access to avoid additional shuttle charge.
- Shuttle fee is \$75.00 per 100 cubic feet of goods plus the truck rental fee (to be determined at time of move).
- In any case that the distance from the movers' vehicle to the door of your residence is more than 75 feet there will be an additional long carry charge of \$75.00 per 100 cubic feet of goods.

#### **Delivery Schedule:**

**\* Important:** Delivery spreads begin with your earliest possible date of delivery. **You will be provided with a delivery request form on the day of the pickup.** You may fill it out and provide us with the delivery address and earliest possible delivery date at that time or anytime thereafter. If you are not ready for delivery within 30 days of the pickup, storage charges may apply.

This binding estimate is based on the inventory provided and services requested by the client. **By agreeing to these terms and conditions you acknowledge that the inventory provided is true and accurate** Total cost may vary based on actual volume and services required at time of move. The rate per cubic foot will include loading, unloading, padding, disassembly, reassembly, transportation, and full value protection (with option of limited liability). For your convenience there will be no additional charge for flights of stairs (three story maximum) at origin or destination. Make sure that all your belongings are packed in appropriate boxes for safe handling (i.e. book, linen, china, etc.).

## **Protect your goods:**

You may purchase full replacement value protection through a third party insurance agency. E-Z Movers has a working relationship with the following two insurance agencies. You may contact Baker International Insurance Agency by calling toll free 1-800-356-0093 or you may inquire online at <http://www.movinginsurance.com>

## **ONE MONTH OF STORAGE PROVIDED FREE OF CHARGE**

\*Some restrictions apply. (Please call our certified moving specialists at 1-888.917.8300 now for more details.)

Schedule of payments: **Deposit 25% (Due at time of reservation) - Pickup 50% - Delivery 25%**. All payments should be in the form of: **Cash, cashier's check, money order, Visa, MasterCard or Discover. Credit card option may not be available for delivery portion of payment. To avoid delays have cash, money order, or cashier's check ready for delivery. No personal checks.** Company billing or checks must be arranged and approved by E-Z Movers prior to the move date.

**Dispute Resolution:** EZ Movers strives to provide the highest level of customer service. If at any time you are dissatisfied with the services provided please contact the Customer Relations department via phone at 888-917-8300 x 112, email at [CustomerRelations@E-ZMovers.Com](mailto:CustomerRelations@E-ZMovers.Com) or visit our website at <http://www.ezmovers.com/customer-service.html> to submit a service complaint. Per federal law EZ Movers participates with an arbitration program through the USMA. To request arbitration programs, please visit <http://www.usmoving.org/> for additional information. **By agreeing to these terms and conditions you acknowledge that you have received a copy of the publication, "Your Rights and Responsibilities When You Move"**

A copy of our tariff is available for review upon request.

Please review this document **"Your Rights and Responsibilities When You Move"**

**I understand that the deposit is non-refundable in case of cancellation less than 72 hours prior to my original moving date. I hereby give E-Z Movers, Inc. authorization to charge my account for the total cost of my move.**

## **Privacy Policy**

This Privacy Policy governs the manner in which E-Z Movers, Inc. collects, uses, maintains and discloses information collected from users (each, a "User") of the [www.e-zmovers.com](http://www.e-zmovers.com) website ("Site"). This privacy policy applies to the Site and all products and services offered by E-Z Movers, Inc.

### **Personal identification information**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, and credit card information. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

## **Non-personal identification information**

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service provider's utilized and other similar information.

## **Web browser cookies**

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

## **How we use collected information**

E-Z Movers, Inc. may collect and use Users personal information for the following purposes:

- *- To improve customer service*  
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- *- To personalize user experience*  
We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- *- To improve our Site*  
We may use feedback you provide to improve our products and services.
- *- To process payments*  
We may use the information Users provide about them when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- *- To run a promotion, contest, survey or other Site feature* To send Users information they agreed to receive about topics we think will be of interest to them.
- *- To send periodic emails*  
We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

## **How we protect your information**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site. Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.

## **Sharing your personal information**

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners or trusted affiliates for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

## **Third party websites**

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

## **Changes to this privacy policy**

E-Z Movers, Inc. has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

## **Your acceptance of these terms**

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

\* A copy of the movers tariff is available upon request.

## **Contacting us**

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

E-Z Movers, Inc.

[www.e-zmovers.com](http://www.e-zmovers.com)

3400 Oakton Street, Skokie, IL, 60076

888-917-8300

[office@e-zmovers.com](mailto:office@e-zmovers.com)

This document was last updated on February 10<sup>th</sup>, 2016