

Important Terms You May Encounter Along The Way

Accessorial (Additional) Services – Services such as packing, appliance servicing, carrying a piano up stairs, or unpacking that you request to be performed (or are necessary because of landlord requirements or other special circumstances). Charges for these services are in addition to the transportation charges.

Advanced Charges – Charges performed by a professional, craftsman or other third party, at your request. The charges for these services if paid for by the mover are added to your bill of lading charges. For example, specialized handling of a pool table.

Agent – A local moving company authorized to act on behalf of a larger, national company.

Appliance Service – preparation of major electrical appliances to make them safe for shipment.

Bill of Lading – A contract issued by the carrier of household goods, provided to the shipper before the move, which describes the property that the motor carrier has received for transportation from the shipper, and other details concerning the household goods shipment.

C.O.D. (Cash on Delivery) – Payment to the mover upon delivery of your goods.

Commercial Zone – A zone in and at least two miles around every incorporated city within which movers can operate without authority from the State. In this area, movers are not subject to many of the rules in this brochure including fees and services.

Exclusive Use – A guarantee that your household goods will be the only ones on the moving truck. The mover can charge an extra fee for this service.

Expedited Service – A specific delivery date that you and the mover agree to, whereby the mover can charge for up to 5,000 lbs., even if the actual weight of your goods is less. If the goods are not delivered on the agreed to date, the mover may only charge you for the actual weight.

Fair Market Value – The amount of money that a willing buyer would pay, in cash, to a willing seller for the purchase of the article in its present location and condition, when neither party is acting under compulsion.

Flight Service – An extra charge for carrying items up or down flights of stairs.

Linehaul charges – Charges for the vehicle transportation portion of your move. These charges apply in addition to the additional service charges.

Long Carry – An added charge for carrying articles excessive distances between the mover's vehicle and your residence.

Released Value – The valuation of the property tendered to the carrier for shipment, when the shipper has released the shipment to the carrier upon an express agreement that the carrier's maximum liability for loss of or damage shall be limited to the released value of sixty cents (\$0.60) per pound per article, times the actual weight, if known, or the estimated weight of any lost or damaged articles, in pounds.

Shuttle Service – Use of a smaller vehicle to provide service to residences that are not accessible to the mover’s normal, larger linehaul equipment.

Space Reservation –A guarantee for a specific amount of space on the moving truck. The mover can charge a fee for this service.

Storage-in-Transit (SIT) – Temporary warehouse storage of your shipment (for example, if your new home is not ready to occupy). You must specifically request SIT service, which may not exceed a total of six months of storage. You will be responsible for the added charges of SIT service, as well as pickup and delivery charges, which are separate transportation charges for each time your goods are moved between the SIT warehouse and your residence.

Tariff – The mover’s required, published list of rules, regulations, rates and charges for the performance of Missouri intrastate moving services. Customers may look at the carrier’s tariff schedules posted at the carrier’s place of business.

Valuation – Potential compensation value for items that are damaged or lost.

Warehouse Handling – An additional charge applicable each time SIT service is provided. This charge compensates the mover for the physical placement and removal of items within the warehouse.

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