



Limit Of Liability Moving & Delivery Protection Coverage

Released Value Protection (Maximum \$20,000 Claim payout)

Release Value Protection is a limited amount of coverage for your belongings being moved. This protection plan is offered without additional fees. This agreement only offers a minimal amount coverage.

Hour Movers is legally responsible for any damage that occurs during your move that is caused by our team directly and our legal obligation is set at \$0.60 per pound per article moved. **It is implied you are aware of our limit of liability before scheduling your move with our company.**

Released Value Protection Coverage

The liability for loss or damaged items is \$0.60 per pound per article moved. The customer assumes the remainder of the risk. Hour Movers are not liable for loss of or damage to contents of customer-packed boxes unless there is negligence by the mover where packaging is visibly crushed or destroyed.

Our team offers free touch ups on site with a selection of professional tools for any minor marks or scratches to walls or furniture. These touch ups are offered for free and include, flooring, drywall and wooden furniture, at no extra charge.

Please note that any damage to interior walls or exterior walls will be filled and sanded to the best of our ability, with the limited supplies we offer without charge.

Hour Movers hold the right to refuse performing strenuous maneuvers with items thought to be potentially dangerous to the condition of the item.

You have 14 days to report any damage found under Released Value Protection.

Home & Surrounding Property Damage

The liability for damage to your home and surrounding property is limited to \$100.00 and the customer assumes the remainder of the risk. Hour Movers is not responsible for any damage to property caused due to unreasonable access or unavoidable challenging maneuvers. This includes light fixtures, drive way lights, low over hanging obstacles or any other items or fixtures obstructing the path of our movers or our company vehicle.

Please ensure the path is clear prior to our arrival and inform our team of any obstacles you are unable to clear.

What is not covered?

Hour Movers are not liable for loss of or damage to contents of customer-packed boxes unless there is negligence by the mover where packaging is visibly crushed or destroyed.

Not Covered: glass, ceramics, cement, porcelain, clay, art work, all types of flooring and electronics.

Released Value protection does not cover glass, cement, porcelain, clay, art work, all types of flooring and electronics under no circumstances.

How Is a Claim Pay-Out Calculated?

The way we determine the value of items is we multiply the weight of the item times \$0.60 per pound. This gives us the amount we pay for compensation for any damaged items covered by this coverage during your move.

Example: Bedframe weighs 250lbs. We multiply the weight of the bed (250lbs x \$0.60) = \$150.00 will be paid in this case. Once a value of the damaged item has been determined you will receive compensation after the original invoice for your move has been paid in full.