

Casey Movers
379 Liberty Street
Rockland, MA 02370

4/28/15

To: All Associates & Shippers

CARRIER LIABILITY & MOVING INSURANCE

Please note that moves within Massachusetts are regulated by the Massachusetts Department of Public Utilities. Inter-state moves are regulated by the Federal Motor Carrier Safety Administration. In both instances, carrier liability is limited to \$.60/lb/item. Damage to furniture or other shipped goods is a risk of transport. Moving these items within the home is a risk of damage to real property within the home (wall scratches/gouges/etc). Operating heavy equipment such as moving trucks and tractor-trailers on property is a risk to the real property outside of the home (lawn marks, driveway damage, etc). Carrier is not liable for these risks. In the event that goods are damaged, please mark the damage on your bill of lading before the movers leave. Carrier will refund \$.60/lb/item. (Example 100lb dresser = \$60 refund).

If items are not marked on the bill of lading, there is a 15 day window for moves occurring within Massachusetts to complete and post-mark the claim submission form found at <http://www.caseymovers.com/casey-movers-claim-submission-form.pdf>. After this window, employees and/or agents of this carrier are unable to assist you. For inter-state moves, the window is 9 months. After this time, the employees or agents of the carrier are unable to assist you.

If the liability described above is not suitable, coverage should be purchased through an insurance company (especially when it comes to high value items such as electronics, artwork, etc). Please note that movers cannot provide insurance and can only play middle man between the customer and its own insurance company. You should make an itemized inventory list with actual replacement values and submit to your insurance company for a competitive quote on "Goods In Transit Insurance." Please note that some movers may offer full value protection insurance, however in our experience, these policies have high deductibles, many exceptions, and we are encouraged to up-mark on the pricing so there is a profit on the sale of the policy. Experience has taught us that customers are much better off to get a quote through their own insurance company.

Sincerely,

Casey Movers
1-800-482-8828

As always, find the full terms and conditions of your move at:
<http://www.caseymovers.com/moving-tariff.pdf>.