

Firefighting's Finest Moving and Delivery

Company Policies

Booking and Contract

Firefighting's Finest Moving and Delivery, INC. will provide the customer with a free estimate. The estimate will not be considered a booking until the customer verbally or in writing states that they would like to schedule or book a move with Firefighting's Finest. All unbooked or schedule estimates are good for 30 calendar days, including the rate quote. After 30 days, the rate may be subject to change. The move will then be booked and a job number assigned. Firefighting's Finest will attempt to affirm the move 2 days prior to the move. The move will not be considered confirmed until the written contract is signed and dated by both the customer and a representative of Firefighting's Finest. If the job will exceed the original written terms of the contract, the contract will be amended. The amended portion of the contract must be signed again by both the customer and a representative of Firefighting's Finest. The contract will need to be signed and dated in at least 4 places by the customer. If the customer is not present, a representative of the customer can sign and date the form. If a representative of the customer is not available or will not sign and date the contract, a representative of Firefighting's Finest will sign and date the contract after receiving a verbal agreement given to at least two people (one of which must be a representative of Firefighting's Finest). Firefighting's Finest will do everything possible to explain the terms of the contract as clearly as possible.

General Work Performance

Firefighting's Finest employees will work as fast as possible in order to expedite the move in a timely manner. A crew leader will be assigned to every job. The crew leader will introduce himself and the crew to the customer. The crew will request a walk-through of all buildings where work will be performed. Please point out items that will go, stay, and any items that need special attention. Firefighting's Finest will only work as fast as safety allows. This includes, but is not limited to, the safety of the employees, customer, customer's belongings and the building. Variable factors out of Firefighting's Finest control will dictate how efficiently the move can be done. Slow or lazy work will not be tolerated and any concerns should be immediately addressed with the crew leader. If the customer does not feel his/her concerns are being adequately addressed by the crew, the customer should call Firefighting's Finest management by calling the business line at 817-737-7800. Firefighting's Finest

management or a representative of Firefighting's Finest management will always be available at this number during normal business hours and will immediately address the concerns of the customer. Firefighting's Finest demands that all employees are prepared for each work day in a high state of both physical and mental fitness. Employees are required to be dressed in company issued shirts and clean shaven. All attire shall be in good condition, clean and appropriate for the tasks with which the employees will be asked to perform. All Firefighting's Finest movers will introduce themselves to the customer, treat each customer with dignity, respect and with a high degree courtesy throughout the move. Any employee not following these strict guidelines will be subject to the necessary and appropriate disciplinary measures deemed proper by Firefighting's Finest management. If, during the move, an employee of Firefighting's Finest is discourteous, rude or impatient with the customer, please direct any concerns to the crew leader. If the customer does not feel the crew leader has appropriately addressed the situation, the customer is encouraged to call Firefighting's Finest management at 817-737-7800. Management will immediately address the concerns of the customer and take any appropriate actions to remedy the situation.

Inclement Weather

In the event of inclement weather, Firefighting's Finest reserves the right to start or stop work as safety dictates. Safety factors that will be considered include, but are not limited to, the safety of the crew, customer, customer's belongings and the building where the moving is being done. The crew leader assigned to the job will have the primary authority to start or stop work. The customer has the right to address any concerns with the crew leader. The crew leader, upon request of the customer, may consult with a representative of Firefighting's Finest management. Firefighting's Finest management has the ultimate authority in deciding when work will start and/or stop in the case of inclement weather.

Tipping

The customer may tip the crew if they feel the work performed warrants a tip. Tipping is not mandatory and the customer should not feel as though they must tip the crew. The crew will not, under any circumstances, whether directly or indirectly attempt to unduly influence the customer into tipping the crew. If this occurs, please call Firefighting's Finest management at 817-737-7800. Corrective measures

will be immediately taken and addressed with the crew. If the customer so chooses, the tip may be added to the overall bill. Each contract will contain an area where the tip will be added. This provision has been added to the contract at the request of previous customers.

Disassemble and Reassemble of Goods

Firefighting's Finest will perform, without charge, basic disassemble and reassemble of standard furniture items. Firefighting's Finest, at the request of the customer, will perform basic disassemble and reassemble of water lines to washers and refrigerators. Firefighting's Finest will not be held liable for any damages occurred during the disassemble or reassemble of any water lines. This includes, but is not limited to, damage to the appliance, water lines, plumbing or the building in general. Firefighting's Finest strongly encourages customers to have the water lines disconnected prior to crew arrival and to reconnect them. Under no circumstances will Firefighting's Finest perform any advanced electrical work (changing power cords to dryers, etc.) Firefighting's Finest encourages customers to disassemble all wiring to electronic devices prior to the crew arriving. Firefighting's Finest will provide basic disassemble of wiring (unhooking plug in type wires) to computers, TV's, etc. solely at the request of the customer. Firefighting's Finest will not provide reassemble of plug in type electronic wiring to electronic devices. Firefighting's Finest will provide basic shrink wrap of items such as couches, chairs, etc. Customers may, of course, choose to do all disassemble and reassemble as needed. Firefighting's Finest will make every effort to point out any damages or defects to furniture and belongings prior to employees moving them. Please point out any major damages or defects to the crew during the initial walk through.

Moving Trucks and Equipment

Firefighting's Finest operates only 24' and 26' trucks. All Firefighting's Finest trucks are fully enclosed and protected from the weather. All Firefighting's Finest trucks are equipped with 50 to 60 heavy duty moving pads. Each truck will have 2 - 2 wheel dollies, an appliance dolly, a 4 wheel dolly, an appropriate amount of webbing, moving bands and shrink wrap. Wardrobe boxes can be provided at the request of the customer. Each wardrobe box will be charged \$4 to rent or \$13 to purchase. Wardrobes are not normally carried on Firefighting's Finest trucks and must be requested prior to the day of the move by calling the company at 817-737-7800. Firefighting's Finest cannot guarantee the availability of

wardrobes however we will do our best to ensure that the requested number of wardrobes will be available on the day of the move. All wardrobes charged at the rental rate must be returned to the crew, broken down, prior to the completion of the move.

Employee Hiring Guidelines and Ongoing Evaluations

Firefighting's Finest employees may be subject to drug tests and background checks prior to hire and at any time during employment. These checks may be performed by either Firefighting's Finest or by independent parties. Firefighting's Finest employees mostly off-duty firefighters and all employees are hired after been referred to the company by current or former employees of Firefighting's Finest. A strict interview and application process is performed prior to hire. All employees are continually held accountable for their work and are closely supervised by both crew leaders and Firefighting's Finest management.

Driving Guidelines of Firefighting's Finest Moving Trucks

Firefighting's Finest moving trucks will only be driven by competent and properly trained employees with the knowledge to safely operate large vehicles. Firefighting's Finest drivers will as closely as possible obey all traffic laws. Firefighting's Finest drivers have the right and responsibility to only drive the vehicle as fast as conditions allow. Firefighting's Finest encourages all drivers to drive with the flow of traffic provided the driver feels an adequate level of safety. Conditions such as inclement weather, traffic congestion and road conditions will have a major influence on how the driver will operate the vehicle. Firefighting's Finest vehicles require at least 13'6" of clearance. Please inform Firefighting's Finest of any potential vehicle clearance concerns prior to the day of the move. Fully loaded and even empty trucks weigh considerably more than the standard over the road vehicle. Please make Firefighting's Finest aware of any potential soft road conditions prior to the day of the move (i.e. dirt or caliche roads.) Firefighting's Finest crew leader has the primary authority to allow or disallow a Firefighting's Finest truck to drive over a potentially soft road. Firefighting's Finest takes all reasonable measure to ensure that all moving trucks are in peak operational state. All measures are taken to ensure that the vehicles do not break down. Unfortunately, break downs do occur and in such cases Firefighting's Finest will do everything reasonably possible to get the vehicle on back on the road or a replacement vehicle delivered as promptly as possible.

Payment

For standard moves, Firefighting's Finest accepts payment for moving services in cash or check. Payment must be made at the end of the services each day, even if there are multiple move dates. Firefighting's Finest will only accept payment in a cash form (cash, cashier's check, money order) in cases of moves into a short or long term storage facility, load only jobs and any job farther than 1 hour drive outside the immediate Fort Worth vicinity. For business or commercial moves, Firefighting's Finest can bill the business however arrangements must be made at least 2 business days (Monday through Friday, excluding Holidays) in advance. In the cases of cash payment for moving services, correct change cannot be made the Firefighting's Finest crew. If change is necessary, it should be noted on the contract along with the appropriate mailing address. Firefighting's Finest shall do everything possible to get a check sent to the customer within 15 business days in the correct change amount. All personal checks are verified through Check Scan. In the event the check is declined, immediate payment in full in a cash form will be necessary. All checks returned marked NSF will be charged a \$25 fee. Firefighting's Finest will make every reasonable effort to contact the customer and arrange for payment. Payment for all NSF marked checks must be made in a cash form for the original move balance plus the \$25 NSF fee. Upon receipt of the NSF check, Firefighting's Finest will immediately call the customer at every known number. Cash payment of the balance and fee must be made within 15 business days of our receipt of the check and calling the customer to inform them of the NSF check. If we are unable to receive the payment in full within 15 business days, Firefighting's Finest shall take all actions necessary to receive the payment in full, up to and including, filing a criminal complaint with the appropriate County District Attorney's Office. Any checks that have a stop payment put on them or come from a closed account will be immediately referred to the appropriate District Attorney and a criminal complaint filed. In such cases, Firefighting's Finest is not required to contact the customer in regards to the check although Firefighting's Finest may choose to make one attempt to contact the customer.

Compliance

Firefighting's Finest Moving and Delivery, INC. (TxDOT 006279747C) meets or exceeds all applicable State of Texas requirements for a moving company. In cases of moves into commercial or residential building where the management of the building requires insurance documentation, Firefighting's Finest can have such documentation provided to the appropriate building management. Arrangements for such

documentation must, if at all possible, be made at least 2 business days (Monday through Friday excluding Holidays) in advance. Firefighting's Finest cannot discuss or divulge exact insurance information to the general public or customers. If a booked customer would like documentation of our coverage, an email can be sent verifying that we meet State minimums by our insurance carrier. Under no circumstances will exact coverage amounts, policy details, etc. be divulged.

Customer's Assisting with Move

Customers frequently ask if they may assist the crew with the move. Customers are free to assist the crew, provided they do not unduly impede the crew or create a dangerous or unsafe moving condition for the customer or the crew. The customer is not allowed, under any circumstances, to go into the moving truck (including the ramp), get in the cab or ride on the vehicle while it is in motion. Customers may bring items to the vicinity of the ramp and may also place items near the back of the truck. When an item requires two people to move it, only 2 Firefighting's Finest employees will be allowed to move such items. A customer and an employee of Firefighting's Finest will not be allowed to move an item under any circumstances. Firefighting's Finest cannot, and will not, be held liable for damages to a customer's belonging that the customer moved himself or herself. If a customer is assisting with the move and is creating problems for the crew, the customer will immediately cease all moving if so asked by the crew. If the customer refuses, the crew will immediately cease all moving until such time that the customer ceases moving items and complies with the crew instructions.

Damage Claims

Firefighting's Finest employees strive to take the utmost care while moving our customers belongings. Unfortunately accidents do happen. If there is damage and it is noted prior to the crew leaving, the damage must be noted on the contract prior to being filled out and completed with all applicable signatures. Any damage noted after the crew leaves must be reported to Firefighting's Finest within 60 (sixty) calendar days. Any damage claim after 60 (sixty) calendar days may be disregarded at the discretion of Firefighting's Finest management. When making a claim, the initial report must be made by phone, even if damages are noted on the completed contract. If damages are noted on the contract Firefighting's Finest will not contact the customer, the customer must contact Firefighting's Finest by phone at 817-737-7800. When the initial damage claim is reported, a representative of Firefighting's

Finest will then instruct the claimant how to proceed with the claim. All claims must be writing and must be either emailed or sent in via regular mail. A representative of Firefighting's Finest can give the claimant the appropriate email address or mailing address. The USPS mailing address is also located at the top of the moving contract. After the initial phone call, the damage claim must be made in writing and should include pictures when possible of the item both before the move and after the move. Pictures should also be included of the overall state of the damaged item, not solely the damaged area if the damage is to a small portion of the item. The claim should include all applicable paperwork from the time of purchase, including the receipt. The State of Texas requires all damage claims to be thoroughly documented and as such, after the initial damage report, under no circumstances will damage reports be discussed over the phone. Under no circumstances will a customer be credited or will money be taken off the sum of the overall bill at the end of the move unless specifically approved by a Vice President or the President of Firefighting's Finest Moving and Delivery, INC. Firefighting's Finest will not proceed with any damage claim until the move has been paid in full. In the cases of a check payment, the check must have cleared before Firefighting's Finest will proceed with any damage claim. Any unpaid balance of the move will be pursued by all means possible, up to and including filing a criminal complaint with the appropriate District Attorney's Office.