

Abba Movers LLC Terms & Conditions

Note: By booking a move with us, you are agreeing to our terms and conditions. Please read and print for your records.

Terms and Conditions

Abba Movers LLC

Abba Movers LLC, a Louisiana limited liability company (the "Company"), owns and operates AbbaMovers.com (the "Website"). Any general uses of "we," "us," or "our" refers to the Company. Any general uses of "you," "user," or "visitor" refers to a provider (as defined below) or user (as defined below), a visitor, or a reader of the Website.

The following are the Terms and Conditions for the Website (the "Terms") and its use. The Terms define the services that the Company provides to you, and the rules by which you may use these services. If you do not agree to these Terms, you must discontinue your use of the Website.

Description of Services:

We make various services available on this Website, including but not limited to describing, booking, and scheduling moving and relocation services for commercial and residential relocations. A user of this website ("User") may be a viewer of this site and/or a customer or purchaser of the Company's moving services.

We reserve the sole right to either modify or discontinue the Website, including any of the Website's features, at any time with or without notice to you. We will not be liable to you or any third party should we exercise such right. Any new features that augment or enhance the then-current services on this Website shall also be subject to these Terms and Conditions.

These Terms and Conditions all apply in conjunction with any statement of work, approved estimate, work order, or other agreement describing the actual services to be performed as envisioned and engaged by the User or the Customer with the Company.

Payments:

Users may book services with the Company via the Website, Phone, or Email with no deposit required at the time of booking. In the event a User schedules services, such User shall become a customer of the Company ("Customer" or "Customers"). A Customer hereby agrees to pay for all services per the terms of any authorized work orders or other written agreements between the Customer and the Company. Payment is due in full upon completion of the job, and your crew leader will take payment on-site. We accept cash, check, debit, or credit card.

In the event a Customer pays for services by check and the check does not clear for any reason, that Customer hereby agrees to pay a \$50.00 late fee. Furthermore, if that Customer does not make full payment of all delinquent or otherwise unpaid charges within seven (7) days of receiving notice from the Company, the Customer hereby agrees to pay an additional \$55.00 service fee. If that Customer does not make full payment of all

delinquent or otherwise unpaid charges within fourteen (14) days of receiving notice from the Company, the check and Customer info will be forwarded to our collection agency.

Any work order or statement of work shall contain an estimate of hours required to perform the relocation services. The Customer acknowledges that the more information the Customer provides to the Company, the more accurate the estimate of hours shall be.

All relocation services shall be billed on a per hour charge as stated in a separate statement of work, estimate, or work order. At the end of the services provided, the billing shall be rounded to the nearest quarter hour and billed accordingly.

In the event that additional work is requested beyond the estimates or agreements provided in any work order or statement of work, and the Company provides such additional services, either on the day the original services are performed or at a later date, then the Customer shall pay a per hour rate for each hour required to perform such requested additional services, and such rate shall be defined in a separate statement of work, estimate, or work order.

Insurance (Full-Service Moves):

- Valuation Insurance Coverage, which reimburses \$.60 cents per pound of a Customer's item that may be damaged during the move, will be provided to Abba's customers free of charge, and is valid for the duration of the moving process.
- Full Value Insurance Coverage, which covers repair or replacement of a Customer's item that may be damaged during the move, is available to Abba's customers for an additional premium, and is valid for the duration of the moving process.
- Please contact us at [\(504\) 450-4959](tel:5044504959) for the pricing of Full Value Insurance Coverage during the entire moving process.

Insurance (Labor-Only Moves):

- Valuation Insurance Coverage, which reimburses \$.60 cents per pound of a Customer's item that may be damaged during the load and/or unload, will be provided to Abba's customers free of charge, and is valid for the duration of the loading and/or unloading process ONLY. *Damages that occur during transit are NOT covered under our Insurance Policy, and we are NOT responsible for reimbursement of ANY such damages. These include, but are not limited to, damages that occur during transit in: U-Haul Trucks and/or Trailers, Penske Trucks, Budget Trucks, PODS, Pack Rat Containers, Go Mini Containers, Zippy Shell Containers, ABF Trucks, ABF Relocubes, Old Dominion Trailers, or any other rental truck or portable storage container or trailer that the Customer provides.
- Full Value Insurance Coverage, which covers repair or replacement of a Customer's item that may be damaged during the load and/or unload, is available to Abba's customers for an additional premium, and is valid for the duration of the loading and/or unloading process ONLY. *Damages that occur during transit are NOT covered under our Insurance Policy, and we are NOT responsible for reimbursement of ANY such damages. These include, but are not limited to, damages that occur during transit in: U-Haul Trucks and/or Trailers, Penske Trucks, Budget Trucks, PODS, Pack Rat Containers, Go Mini Containers, Zippy Shell Containers, ABF Trucks, ABF Relocubes, Old Dominion Trailers, or any other rental truck or portable storage container or trailer that the Customer provides.

- Please contact us at [\(504\) 450-4959](tel:5044504959) for the pricing of Full Value Insurance Coverage during the loading and/or unloading process.

Cancellations:

We request that a User or a Customer contacts us more than three (3) days prior to when the services are scheduled to be performed. If the User or Customer fails to cancel scheduled services less than three (3) days prior to when the services are scheduled to be performed, we have the right to refuse service to that User or Customer in the future.

All cancellations of scheduled services must occur via email to info@abbamovers.com or telephone at [\(504\) 450-4959](tel:5044504959).

Privacy Policy:

The Website shall keep private any credit card, banking, and account information collected in order to process payments between Users and Providers.

No Liabilities For The Website:

You, the User or the Customer, explicitly agree that the Website is not responsible for any liabilities whatsoever, either criminal or civil, that may arise out of the use of the information posted within the Website. You explicitly agree that the Website, its owners, agents, and assigns are not responsible for any harm of any kind that may occur, whether such harm is of a contractual, tortious, monetary, civil or criminal nature. If you are not comfortable making this agreement, you must cease using the Website immediately.

BY USING THIS SITE, YOU AGREE TO BE BOUND BY THESE TERMS OF SERVICE. IF YOU DO NOT WISH TO BE BOUND BY THE THESE TERMS OF SERVICE, PLEASE LEAVE THE WEBSITE NOW AND DO NOT SCHEDULE YOUR SERVICES WITH THE COMPANY. YOUR REMEDY FOR DISSATISFACTION WITH THIS WEBSITE, OR ANY PRODUCTS, SERVICES, CONTENT, OR OTHER INFORMATION AVAILABLE ON OR THROUGH THIS WEBSITE, IS TO STOP USING THIS WEBSITE AND/OR THOSE PARTICULAR PRODUCTS OR SERVICES. YOUR AGREEMENT WITH US REGARDING COMPLIANCE WITH THESE TERMS OF SERVICE BECOMES EFFECTIVE IMMEDIATELY UPON COMMENCEMENT OF YOUR USE OF THIS WEBSITE.

Exceptions:

This Disclaimer shall not limit any warranty implied by law that would be unlawful to exclude or limit. By using this Website, you agree that the limitations of liability and the exceptions are reasonable. If you do not think they are reasonable, you must stop using this Website.

Acceptance of Terms and Conditions:

By Booking Your Move Online using this Website or booking services via phone or email from the Company, a User or a Customer agrees to all the Terms and Conditions contained herein. This Acceptance shall not limit any protections implied by law that would be unlawful to exclude or limit.

Parties:

You accept that the Company, as a limited liability company, has an interest in limiting the personal liability of its officers and employees. Therefore, you agree that you will not bring any claim personally against the Company's officers or employees with respect to any losses you suffer in connection with this Website or any services rendered.

Unenforceable Provisions:

If any provision in these Terms is unenforceable, that provision may be struck, but the rest of these Terms shall not be invalidated.

Right to Change without Notice:

We reserve the right to make changes to this Terms and Conditions statement as it applies to the Website and booking, payment, and fee policies, at our sole discretion with or without notice to you. Your continued use of this Website shall constitute acceptance and continued agreement to be bound by these terms of services as the terms are updated. You agree that it is your responsibility to refer to this document periodically to note any changes. Any changes to payment or penalty policies shall apply only to scheduling of services after such changes have been published. The date of publication and effectiveness of this Terms and Conditions statement is March 9, 2016.

Abba Movers LLC
abbamovers.com