

# Information for your move



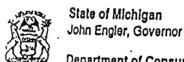
4260 Varsity Dr. Suite A | Ann Arbor, MI | 48108

phone: (734) 677-2000 | toll free: (877) 866-6838 | fax: (734) 975-5360



# **Contents:**

- Motor Carrier Certificate
- Federal Highway Admin. Certificate
- Your Rights & Responsibilities When You Move
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- Valuation Coverage
- Packing Materials
- Additional Services
- Reviews
- Better Business Bureau Rating



Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

6545 Mercantile Way P.O. Box 30221 Lansing, MI 48909-7721

Commissioners

John G. Strand David A. Svanda Robert B. Nelson

28406

AMR Industries Inc., d/b/a
HANDLE WITH CARE MOVING & DELIVERY
4646 Freedom Drive
Ann Arbor, MI 48108



At the August 31, 1999 meeting of the Michigan Public Service Commission of Lansing, Michigan.

PRESENT: Hon. John G. Strand, Chairman

Hon. John C. Shea, Commissioner. Hon. David A. Svanda, Commissioner

#### MOTOR CARRIER CERTIFICATE

The above application having come before the Commission, it finds:

- 1. That the character and condition of the vehicles proposed to be operated are such that they may be operated safely upon the public highways:
- . 2. That the applicant is fit, has the ability to operate safely, and is able to comply with the Motor Carrier Act, rules, and regulations of the Commission.
- 3. That the granting of this certificate is consistent with the transportation policy set forth in section 2 of article 1 of the Motor Carrier Act.

IT IS ORDERED, in accordance with the provisions of Act 254 of 1933, as amended, that the applicant is granted an intrastate Motor Carrier Certificate. The Certificate includes the transportation of household goods as follows:

HOUSEHOLD GOODS, STORE FIXTURES and OFFICE FURNITURE, between all points in the state of Michigan.

This Certificate may be suspended or revoked if the motor carrier fails to maintain insurance in compliance with statutory requirements.

A COPY OF THIS DOCUMENT MUST BE CARRIED IN EACH VEHICLE OPERATED UNDER THIS CERTIFICATE.

SERVICE DATE June 24, 1999

#### FEDERAL HIGHWAY ADMINISTRATION

CERTIFICATE

MC 359936 C

AMR INDUSTRIES, INC.
D/B/A HANDLE WITH CARE MOVING & DELIVERY
ANN ARBOR, MI, US

This Certificate is evidence of the carrier's authority to engage in transportation as a common carrier of property, including household goods, by motor vehicle in interstate or foreign commerce.

This authority will be effective as long as the carrier maintains compliance with the requirements pertaining to insurance coverage for the protection of the public (49 CFR 387); the designation of agents upon whom process may be served (49 CFR 366); tariffs or schedules (49 CFR 1312); and arbitration of loss and damage disputes (49 U.S.C. 14708). The carrier shall also render reasonably continuous and adequate service to the public. Failure to maintain compliance will constitute sufficient grounds for revocation of this authority.

Thomas T. Vining Chief, Licensing and Insurance Division

NOTE: Willful and persistent noncompliance with applicable safety fitness regulations as evidenced by a DOT safety fitness rating of "Unsatisfactory" or by other indicators, could result in a proceeding requiring the holder of this certificate or permit to show cause why this authority should not be suspended or revoked.

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### **Your Rights & Responsibilities When You** Move:

Visit **www.protectyourmove.gov**, a helpful website that explains your Rights and Responsibilities when you move. There you can download important booklets, learn key definitions, and get information on protecting your move and belongings from "rogue" movers.

#### Items covered on their site:

- Know your Rights & Responsibilities before selecting a mover
- Read & understand all information provided by the mover
- Key definitions
- Moving Checklist
- Frequently asked questions

Federal Motor Carrier Safety Administration

1-800-832-5660

TTY: 1-800-877-8339

You can also download important information for your move from our website at www.HWCMD.com.



# Claim Acknowledgment & Process

- 1. To report a claim, you may contact the office at (734) 677-2000.
- 2. All claims **MUST** be filed in writing or emailed to **info@hwcmd.com**.
- 3. Handle With Care Moving & Delivery has 30 days to acknowledge receipt of it. HWC then has 120 days to provide you with a disposition. HWC might be entitled to 60-day extensions if the claim cannot be processed or disposed of within 120 days.
- 4. All written correspondence must be sent to the address below: Handle With Care Moving & Delivery P.O. Box 7605 Ann Arbor, MI 48107



**HANDL-2** 

OP ID: PAM DATE (MM/DD/YYYY)

#### CERTIFICATE OF LIABILITY INSURANCE

01/18/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

this certificate does not contentifying to the certificate notice in fled of such endorsement(s).						
PRODUCER	317-815-2800	CONTACT William Leppert/Benes				
H.J. Spier Co., Inc. 8250 Woodfield X-ing Blvd #330				317-815-2857		
Indianapolis, IN 46240 William Leppert/Benes		E-MAIL ADDRESS: billbenes@icloud.ocm				
		INSURER(S) AFFORDING C	OVERAGE	NAIC#		
		INSURER A: TransGuard Ins. Compa	ny			
INSURED Handle With Care Moving & Delivery AMR Industries Inc dba		INSURER B:				
		INSURER C:				
4260 Varsity Dr Ann Arbor, MI 48108		INSURER D :				
		INSURER E :				
		INSURER F:				

Į	COVERAGES	CERTIFICATE NUMBER:	REVISION NUMBER:
	THIS IS TO C	ERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED	TO THE INSURED NAMED ABOVE FOR THE POLICY
	INDICATED	NOTWITHSTANDING ANY DECLIDEMENT TERM OF CONDITION OF ANY CONTRA	ACT OF OTHER DOCUMENT WITH RESPECT TO WH

PERIOD WHICH THIS INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUI	BR POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP	LIMIT	s
Α	X COMMERCIAL GENERAL LIABILITY					EACH OCCURRENCE	\$ 1,000,000
	CLAIMS-MADE X OCCUR		TCP0111655-12	01/17/2023	01/17/2024	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
						MED EXP (Any one person)	\$ 5,000
						PERSONAL & ADV INJURY	ş 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:					GENERAL AGGREGATE	\$ 2,000,000
	X POLICY PRO-					PRODUCTS - COMP/OP AGG	\$ 2,000,000
	OTHER:						\$
Α	AUTOMOBILE LIABILITY					COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
	X ANY AUTO		TCP0111655-12	01/17/2023	01/17/2024	BODILY INJURY (Per person)	S
	OWNED SCHEDULED AUTOS					BODILY INJURY (Per accident)	\$
	HIRED AUTOS ONLY NON-OWNED AUTOS ONLY					PROPERTY DAMAGE (Per accident)	\$
							\$
Α	X UMBRELLA LIAB X OCCUR		0.0000000000000000000000000000000000000	er samme and reaching the		EACH OCCURRENCE	\$ 3,000,000
	EXCESS LIAB CLAIMS-MADE		TCU011165612	01/17/2023	01/17/2024	AGGREGATE	\$ 3,000,000
	DED X RETENTION\$ 10,000			2			S
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY					PER OTH- STATUTE ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE	N/A				E.L. EACH ACCIDENT	\$
	(Mandatory in NH)					E.L. DISEASE - EA EMPLOYEE	\$
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - POLICY LIMIT	
Α	CARGO LIAB		TCP0111655-12	01/17/2023	01/17/2024	ANY1LOSS	100,000
Α	WHSE LIAB		TCP0111655-12	01/17/2023	01/17/2024	LOC2	2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
For Informational Purposes	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
Only	AUTHORIZED REPRESENTATIVE William Leppert/Benes

#### Handle With Care Moving & Delivery Valuation Coverage

#### Option 1:

**Released Value Protection** — Handle with Care Moving & Delivery (HWC) assumes liability for *no more than 60 cents (\$0.60)* per pound per article. For example, if HWC damages a 50-pound TV valued at \$1,000.00, you would only receive \$30.00 in compensation (\$0.60 x 50 pounds). This is the most economical protection available since there are no fees for you (no premiums or deductibles). You *must* sign a specific statement on the bill of lading or valuation coverage agreeing to it.

#### **Option 2 & 3:**

**Full Value Protection** – Handle with Care Moving & Delivery (HWC) assumes liability for the replacement value of lost or damaged goods in your \*entire shipment. If any article is lost, destroyed, or damaged while in HWC's custody, HWC will, at its discretion, offer to do *one* (1) of the following for each item:

- Repair the item;
- Replace with a similar item; or
- Make a cash settlement for the cost of the repair or the current market replacement value

You *must* write an estimated monetary value for your entire shipment and choose which level of deductible and premium you wish you use. You *must* indicate any articles of extraordinary value before the move begins.

\*Under this option, HWC is permitted to limit our liability for loss and damage to articles of extraordinary value, unless you specifically list these articles on the shipping documents. An article of extraordinary value is any item whose value exceeds \$100.00 per pound (i.e., jewelry, silverware, China, furs, and antiques). Please feel free to contact our office for more information.

#### You *must* choose *one* (1) deductible and premium level of liability:

- 1. For a deductible of **\$250.00** on all repairs, replacements, cash settlements on repairs, or current market replacement value, <u>you will pay a premium of \$1.50 per \$100.00 value</u> that you declare below (Monetary value of shipment).
- 2. For a deductible of **\$150.00** on all repairs, replacements, cash settlements on repairs, or current market replacement value, <u>you will pay a premium of \$2.00 per \$100.00 value</u> that you declare below (Monetary value of shipment).
- Handle with Care Moving & Delivery is not responsible for torch lights, unpacked lamp shades, unpacked glass tops, glass furniture, picture frames, its glass or art work inside them, particle boards furniture, wicker furniture, polyester finished pianos, grandfather clocks, Big Green Egg Grill, or customer packed boxes during loading, transit, and/or unloading.
- Handle With Care Moving & Delivery is not responsible for loss of data in computers, and/or interior damage to or malfunction of any type of electronic equipment, including but not limited to TVs, monitors, and/or items falls in this category, plastic casing of television, due to brittleness & fragileness of the items after exposure to heat for long periods of times.
- **Explosives and other dangerous or illegal goods** will not be accepted for shipment. Every party whether principal or agents, shipping such goods shall be liable for any indemnity to the carrier against all loss or damages and/or legal ramifications caused by such goods. Carrier (HWC) will not be liable for delivery of shipment. Shipper (you) and/or shipper's representative are fully responsible.
- **Medications, prescription or otherwise** will not be packed, handled or moved by Handle with Care under any circumstance. These personal items are your sole responsibility.
- **Customer Acknowledgement:** I approve all items received and acknowledge that they are in good condition upon delivery. I hereby release Handle with Care Moving & Delivery from all responsibilities upon completion of the move.



# Packing Material & Boxes Rate Chart

Item	Size	New	Recycled
Small Book Box	17" x 12" x 12"	\$3.00	Call for availability
Medium Box	18" x 18" x 16"	\$5.00	Call for availability
Large Box	18" x 18" x 24"	\$7.00	Call for availability
Dish Pack	18" x 18" x 28"	\$8.00	Call for availability
Wardrobe Box	24" x 21" x 48"	\$20.00	Call for availability
Mirror Carton (1 piece)	32" x 4" x 22"	\$3.50	Call for availability
Paper Wrap	18" x 36" 500 sheets per bundle	\$75.00	Call for availability
Bubble Wrap	4' x 1' perforated sheets	\$0.90/ft.	Not available
Packing Tape	2" x 150 yards	\$3.00	Not available



### **Additional Services**

**Storage:** Upon availability we offer in-transit storage. We can store your items anywhere between a few hours to a few weeks.

**Car Transportation:** Transporting cars and SUVs can be included in your household moving services. Depending on the size, they will be placed in the truck along with your items or in a separate vehicle trailer if needed. You must carry your own vehicle insurance.

**After- Move Cleaning:** Vacuuming and mopping your floors, dusting your surfaces, wiping down your kitchen and bathrooms, and more!

**Clutter Hauler:** Hauling away furniture, appliances, books, clothing, bikes, billiard tables, and pianos. HWC cannot take away paint, hazardous chemicals, flammable substances or cars. Learn more at **www.clutterhauler.com**.

**Sharp Shredders:** Shredding service specializing in papers, notebooks, binders, books, CDs and more. Certificates of destruction are available upon request.



## **Customer Reviews**

"The movers were very respectful of my furniture and careful to move it out and back in without any damage. There was a minor hiccup with one mover in the move back in, but it was corrected and handled very professionally. I would use them again"

Alexander B. – November, 2022

"Outstanding team moved us into a new house extremely efficiently with tremendous care. I highly recommend this company."

Danny E. – December, 2022

"This is my go-to company for decluttering and moving between houses or just moving furniture between floors of the house. They are always super helpful, very professional, careful and kind."

Kathryn L. – January, 2023

"We used Handle With Care for a move across the state of Michigan. They were excellent, all the way from the office, the owner and the movers. We would highly recommend them."

Dennis M. – February, 2023

"Wonderful experience! Right on time, took care with fragile items, packed and moved efficiently, and everything arrived perfectly! The office was professional and responsive, too.

Would definitely recommend!"

Allyson M. – March, 2023

# BBB Business Review Reliability Report for Handle with Care Moving & Delivery

A BBB Accredited business since 8/4/2000



#### Rating: A+

BBB issues Reliability Reports on all businesses, whether or not they are BBB accredited. If a business is a BBB Accredited Business, it is stated in this report.

#### **BBB Accreditation**

This business has been a BBB Accredited Business since August 2000. This means it supports BBB's services to the public and meets our <u>BBB accreditation standards</u>.

<u>BBB Standards for Trust</u> are eight principles that summarize important elements of creating and maintaining trust in business. This business has affirmed to meet and abide by BBB Standards for Trust.

#### **BBB Rating**

Based on BBB files, this business has a BBB Rating of A+ on a scale from A+ to F.

#### **Business Contact & Profile**

Business Name: Handle With Care Moving & Delivery

Business Address: 4260 Varsity Drive

Ann Arbor, MI 48108

Original Business Start Date: 8/1/1992

Principal: Ray Astani, Owner Phone Number: <u>(734) 677-2000</u> Fax Number: <u>(734) 975-5360</u>

Email Address: info@hwcmd.com

BBB Accreditation: This business is a BBB Accredited Business

Date Accredited by BBB: <u>8/4/2000</u>

Type of Business: MOVERS

#### **Customer Complaint History**

When considering complaint information, please take into account the business's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 0 complaint(s) about this business in the last 36 months, our standard reporting period. Of the total 0 complaint(s) closed in the last 36 months, 0 were closed in the last 12 months.