



Information for your move



www.HWCMD.com

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Contents:

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State of Michigan
John Engler, Governor

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

Public Service Commission

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.



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-1

OP ID: GK

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/17/2020

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).

PRODUCER EUGENE BENES & CO., INC. 41 W. ROOSEVELT ROAD VILLA PARK, IL 60181 William P. Benes	630-629-3000	CONTACT NAME: William P. Benes PHONE (A/C, No, Ext): 630-629-3000 FAX (A/C, No): 630-629-3013 E-MAIL ADDRESS: billbenes@eugenebenesco.com
INSURED AMR Industries, Inc. DBA &Luxury Auto Vault Handle With Care Moving & Deli 4260 Varsity Drive Ann Arbor, MI 48108		INSURER(S) AFFORDING COVERAGE INSURER A : TransGuard Ins Co ofAmericaInc INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :
		NAIC # 28886

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD 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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER			TCP011655-09	01/17/2020	01/17/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			TCP011655-09	01/17/2020	01/17/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10000			TCU011656-09	01/17/2020	01/17/2021	EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 3,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	WhseLegalLiability			TCP011655-09	01/17/2020	01/17/2021	Location2 \$1,000,000*
A	Cargo			TCP011655-09	01/17/2020	01/17/2021	Any1Loss \$100,000*

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

*The amount of coverage for any one customer is determined by the amount shown on the bill of lading or warehouse receipt, up to policy limits.

CERTIFICATE HOLDER

TOWHOMI

To Whom It May Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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:

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, you will pay a premium of \$1.50 per \$100.00 value 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, you will pay a premium of \$2.00 per \$100.00 value that you declare below (Monetary value of shipment).

Handle with Care Moving & Delivery **is not responsible for** torch lights, unpacked lamp shades, or plastic casing of televisions, due to the brittleness and fragileness of the items after exposure to heat for long periods of time. HWC is also **not responsible for** unpacked glass furniture, picture frames, or the glass inside them.

Please initial: _____

Handle With Care Moving & Delivery **is not responsible for** loss of data in computers, interior damage to or malfunction of any type of electronic equipment, or any forms of plants, particle board furniture, polyester finished pianos, grandfather clocks, or customer packed boxes during loading, transit, and unloading.

Please initial: _____

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.

Please initial: _____

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.

Please Initial: _____

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

Signature: _____



Packing Material & Boxes Rate Chart

Item	Size	New	Recycled
Small (book) Box	17" x 12" x 12"	\$2.00	Call for availability
Medium Box	18" x 18" x 16"	\$3.00	Call for availability
Large Box	18" x 18" x 24"	\$4.00	Call for availability
Dish Pack	18" x 18" x 28"	\$5.00	Call for availability
Wardrobe Box	24" x 21" x 48"	\$15.00	Call for availability
Mirror Carton (1 piece)	32" x 4" x 22"	\$2.50	Call for availability
Paper Wrap	18" x 36" 500 sheets per bundle	\$50.00	Call for availability
Bubble Wrap	4' x 1' perforated sheets	\$0.60/ft.	Not available
Packing Tape	2" x 150 yards	\$1.50	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.

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

"Handle With Care was excellent to work with during our move. They packed and moved us with zero issues. Everyone was professional and courteous. Even the professional organizers who helped to unpack us commented on how good of a job HWC did with our packing. We had no damaged items. They even moved our commercial treadmill and elliptical machine without a problem! Highly recommend. :)"

Lindsay E. – October, 2019

"Like finding a needle in a hay stack! Handle with Care moved my house of furniture from Michigan to Nevada. Great communication throughout process. Kudos to Heather, Ray and Andy. Book your move today you will be glad you did. Thanks a million!"

Aretha K. – November, 2019

"Handle With Care has provided moving and storage services for us for the past 2.5 years. Within that amount of time, Handle With Care has moved, stored, and delivered seasonal patio furniture. They have moved an entire home of furniture. Everyone through the company has always been very respectful and professional. Not one item has ever been broken or damaged. They've also moved the utmost heaviest items with a smile on their faces. You cannot go wrong with using Handle With Care!"

Jessica D. – December 2019

"This was the first time I used Handle With Care. I chose them because of the great reviews they had received. I had packing and moving services performed by them, and both were excellent. The team was on time, efficient, friendly, and extremely professional. I would use them again for sure. I highly recommend them."

Lisa F. – December 2019

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 [BBB accreditation standards](#).

[BBB Standards for Trust](#) 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: [\(734\) 677-2000](#)

Fax Number: [\(734\) 975-5360](#)

Email Address: info@hwcmd.com

BBB Accreditation: This business is a BBB Accredited Business

Date Accredited by BBB: [8/4/2000](#)

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.