



9201 Brown Lane, Suite 191
Austin, TX 78754
512-201-4777
Fax 512-519-1981

www.austinmovingforward.com

US DOT: 2418048 MC: 948102 TX DMV: 006739586C

Dear Valued Client,

Thank you for choosing Austin Moving Forward as your receiving, storage, delivery, and installation specialist. We are a team of professional experts who will give our full attention to all your needs and custom requests in order to provide the top level care needed for your items.

We appreciate the chance to work with you and look forward to building a partnership. We've included some new account forms as well as a fee sheet and details regarding our services. Please feel free to contact us at any time with questions or concerns.

Sincerely,

Your Austin Moving Forward Team

Initial ____



Menu of Quality Services

Exemplary Expectations

- **Elevated Quality and Efficient Delivery** – World Class Professional Transformation Specialists will accurately deliver and place furniture and items as directed by The Interior Design Lead. The Transition Specialists will also remove and dispose of any waste as instructed.
- **Receiving** – Act as a receiving company. We can inspect and ensure the quality condition of items before they are delivered to the respective location.
- **Storage** – Storage space available for furniture and items. Rather than arrange multiple small deliveries to a client’s location, we can safely and securely store the items until ready to be delivered with less trips needed.
- **Flexibility** – We work with you and your client to ensure the best time for delivery. We are happy to offer multiple payment options for you and your client. You have a choice between a per-piece rate or an hourly rate.
- **Customized Requests** – We welcome and consider all requests. We promise to do our absolute best to ensure and accommodate your needs with excellence, transparency, and integrity.
- **Personal Care from a Dedicated Professional Account Manager** – Receive hands on care from a dedicated just-for-you account manager. Have a single point of contact for any questions and concerns that arise throughout the transition and setup process.
- **Cleaning Services** - We can have our experienced and dedicated team stop by and ensure the pristine condition of your client’s house after delivery



Customer Information Form

Contact Information

Business Name: _____

Name: _____

Mailing Address: _____

Phone: _____ Fax: _____

Email: _____

Secondary Contact and Phone: _____

Secondary Contact Information

Business Name: _____

Name: _____

Mailing Address: _____

Phone: _____ Fax: _____

Email: _____

Billing Terms & Conditions

- Invoicing is performed when shipments are received and payment is due 5 days after the invoice is received. Recurring storage fees will be billed monthly and subject to a separate agreement.
- We can bill the end customer upon request or bill your company; depending on the best method. Ultimately, all balances are the responsibility of the account holder.

Signature: _____ Print: _____ Date: _____

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Credit Card Authorization Form

Please complete all fields. You may cancel this authorization at any time by contacting us. This authorization will remain in effect until cancelled.

Credit Card Information

Circle One

Card Type: MasterCard VISA Discover AMEX

Cardholder Name (as shown on card): _____

Card Number: _____

Expiration Date: _____ CVV: _____

Card Billing Address: _____

I, _____, authorize Austin Moving Forward to charge my credit card above for agreed upon services. I understand my information will be saved to file for future transactions on my account.

Client Signature: _____ Date: _____

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Notifying and Addressing Shipments for Austin Moving Forward

When shipping items to Austin Moving Forward, please follow the example below

Your Company (Your Client Name)
C/O Austin Moving Forward
9201 Brown Lane, Suite 191,
Austin TX, 78754

Example

Austin Interior Designer (Smith)
C/O Austin Moving Forward
9201 Brown Lane, Suite 191
Austin, TX 78754

Email Austin Moving Forward at annie@austinmovingforward.com with the Austin Moving Forward customer account number, your client's name, P.O., estimated delivery date, and size of shipment

Valuation Coverage

- All items are protected under limited liability protection of \$0.60 per pound
- Additional protection is available upon request. Please contact our office at 512-201-4777 for rates and options

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CONTRACT TERMS AND CONDITIONS

Section 1: (A) The household goods carrier or party in possession of any of the property herein described shall be liable at common law for any loss thereof or damage thereto, except as hereinafter provided.

(B) No household goods carrier of party in possession of all or any of the property herein described shall be liable for any loss thereof or damage thereto or delay caused by an act of God, the public enemy, the authority of law, or an act of default of the shipper or owner. The household goods carrier's liability shall be that of warehousemen only, for loss, damage, or delay caused by the fire occurring after the expiration of the free time (if any) allowed by tariffs lawfully on file after notice of the arrival of the property at destination has been duly sent or given, and after placement of the property for delivery at destination, or tender of delivery of the property to the party entitled to receive it, has been made. Except in case of negligence of the household goods carrier or party in possession (and the burden to prove freedom from such negligence shall be on the household goods carrier or party in possession), the household goods carrier or party in possession shall not be liable for loss, damage, or delay occurring while the property is stopped and held in transit upon the request of the shipper, owner, or party entitled to make such request, or resulting from a defect or inherent vice of the article, including susceptibility to damage because of atmospheric conditions such as temperature and humidity or changes therein, or from riots or strikes. Except in the case of household goods carrier's negligence, no household goods carrier, or party in possession of all or any of the property herein described, shall be liable for delay caused by highway obstruction, faulty or impassable highway, or lack of capacity of any highway, bridge, or ferry, and the burden to prove freedom from such negligence shall be on the household goods carrier or party in possession.

(C) In case of quarantine the property may be discharged at the risk and expense of the owner into quarantine depot or elsewhere, as required by quarantine regulations or authorities, or for the household goods carrier's dispatch at the nearest available point in the household goods carrier's judgement, and in any such case the household goods carrier's responsibility shall cease when property is so discharged, or property may be returned by the household goods carrier at the owner's expense to the shipping point, earning freight both ways. Quarantine expenses of whatever nature or of kind upon or in respect to property shall be borne by the owner of the property or the household goods carrier may file a lien. The household goods carrier shall not be liable for loss or damage occasioned by fumigation or disinfection or other acts required or done by quarantine regulations or authorities even though the same may have been done by the household goods carrier's officers, local agents, or employees, nor for detention, loss, or damage of any kind occasioned by the quarantine or its enforcement. A household goods carrier shall not be liable, except in the case of negligence, for any mistake or inaccuracy in any information furnished by the household goods carrier, its local agents, or officers, as to quarantine laws or regulations. The shipper shall hold the household goods carrier harmless from any expense it may incur, or damages it may be required to pay, by reason of the introduction of the property covered by this contract into any place against the quarantine laws or regulations in effect at such place.

Section 2 (A) A household goods carrier is not bound to transport property by any particular scheduled vehicle or in time for any particular market other than with reasonable dispatch. A household goods carrier shall have the right, in case of physical necessity, to forward the property by any household goods carrier or route between the point of shipment and the point of destination. In all cases not prohibited by law, where a lower value than actual value has been represented in writing by the shipper or has been agreed upon in writing as the released value of the property as determined by the classification or tariffs upon which the rate is based, such lower value plus freight charges, if paid, shall be the maximum amount recovered, whether or not such loss or damage occurs for negligence.

(B) AS A CONDITION PRECEDENT TO RECOVERY, A CLAIM MUST BE FILED IN WRITING WITH THE RECEIVING OR DELIVERING HOUSEHOLD GOODS CARRIER, OR THE HOUSEHOLD GOODS CARRIER ISSUING THE BILL OF LADING OR RECEIPT, OR THE HOUSEHOLD GOODS CARRIER ON WHOSE LINE THE LOSS, DAMAGE, INJURY, OR DELAY OCCURRED, OR THE HOUSEHOLD GOODS CARRIER IN POSSESSION OF THE PROPERTY WHEN THE LOSS, DAMAGE, INJURY, OR DELAY OCCURRED, WITHIN 90 DAYS AFTER DELIVERY OF THE PROPERTY OR, IN CASE OF FAILURE TO MAKE DELIVERY, THE WITHIN 90 DAYS AFTER A REASONABLE TIME FOR DELIVERY HAS ELAPSED; AND SUITS SHALL BE INSTITUTED AGAINST ANY HOUSEHOLD GOODS CARRIER ONLY WITHIN TWO YEARS AND ONE DAY FROM THE DAY WHEN NOTICE IN WRITING IS GIVEN BY THE HOUSEHOLD GOODS CARRIER TO THE CLAIMANT THAT THE HOUSEHOLD GOODS CARRIER HAS DISALLOWED THE CLAIM OR ANY OF ITS PART OF PARTS SPECIFIED IN THE NOTICE. WHERE A CLAIM IS NOT FILED OR SUITE IS NOT INSTITUTED IN ACCORDANCE WITH THE FOREGOING PROVISIONS, A HOUSEHOLD GOODS CARRIER HEREUNDER SHALL NOT BE HELD LIABLE, AND THE CLAIM WILL NOT BE PAID.

(C) Any household goods carrier, or party liable on account of loss of or damage to any of the property shall have the full benefit of any insurance that may have been effected, upon, or on account of, said property, so far as this shall not avoid the policies or contracts of insurances; provided, that the household goods carrier reimburses the claimant for the premium paid.

Section 3: Except where such service is required as the result of household goods carrier's negligence, all property shall be subject to necessary cooperation and baling at the owner's cost.

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Section 4: (A) Property not removed by the party entitled to receive it within the free time (if any) allowed by tariff lawfully on file (such free time to be computed as therein provided), after notice of arrival of the property at destination has been duly sent or given, and after tender of the property for delivery at destination has been made, or property not received, at time tender of delivery of the property to the party entitled to receive it has been made, may be kept in vehicle, warehouse, or place of business of the household goods carrier, subject to the tariff charge for storage and to household goods carrier's responsibility as warehousemen, only or at the option of the household goods carrier may be removed to and stored in a public or licensed warehouse at the point of delivery or other available point, or if no such warehouse is available at point of delivery or at other available storage facility, at the cost of the owner and there held without liability on part of the household goods carrier, and subject to a lien for all freight and other lawful charges, including a reasonable charge for storage. In the event consignee cannot be found at address given for delivery, notice of the placing of such goods in warehouse shall be mailed to the address given for delivery and mailed to any other address given on the bill of lading or receipt for notification, showing the warehouse in which the property has been placed.

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(B) If nonperishable property which has been transported to destination hereunder is refused by consignee or the property entitled to receive it upon tender of delivery, or said consignee or party entitled to receive it fails to receive or claim it within 15 days after notice of arrival shall have been duly sent or given, the household goods carrier may sell the same at public auction to the highest bidder, at such place as may be designated by the household goods carrier; provided, that the household goods carrier shall have first sent, or given to the consignor notice that the property has been refused or remains unclaimed, as the case may be, and that it will be subject to sale under the terms of the bill of lading or receipt if disposition be not arranged for, and shall have published notice containing a description of the property, the name of the party to whom consigned for or if shipped order notify, the name of party to be notified, and the time and place of sale, once a week for two successive weeks, in a newspaper of general circulation at the place of sale or nearest place where such newspaper is published. Thirty days must elapse after notice that the property was refused or remains claimed was mailed, sent or given before notice of sale may be published.

(C) If perishable property which has been transported is refused by the consignee or party entitled to receive it, or the consignee or party entitled to receive it shall fail to receive it promptly, the household goods carrier may, in its discretion, to prevent deteriorations, sell the same to the best advantage at private or public sale; provided, that if time serves for notification to the consignor or owner of the refusal of the property or the failure to receive it and request for disposition of the property, notification shall be given, in such manner as the exercise of due diligence requires before the property is sold.

(D) If the procedure provided for in this section is not possible, it is agreed that nothing contained in the section shall be construed to abridge the right of the household goods carrier at its option to sell the property under such circumstances and in such manner as may be authorized by law.

(E) The proceeds of the sale shall be applied to the household goods carrier to the payment of freight, demurrage, storage, and any other lawful charges and the expense of notice, advertisement, sale, and other necessary expense and of caring for and maintaining the property, if proper care requires special expense. If there is a balance it shall be paid to the owner of the property.

(F) If the household goods carrier is directed by the consignor or its agent to load property from (or render any services at) a place or places at which the consignor or its agent is not present, the property shall be at risk of the owner before loading.

(G) If the household goods carrier is directed by the consignee or its agent to unload or delivery property (or render any services) at the place or places at which the consignee or its agent is not present, the property shall be at the risk of the owner after unloading or delivery.

Section 5: A household goods carrier shall not carry or be liable in any way for documents, specie, or for articles of extraordinary value not specifically rated in the published classification or tariffs unless a special agreement to do so and a stipulated value of the articles are endorsed.

Section 6: Every party, whether the principal or local agent, shipping explosives or dangerous goods, without previous full written disclosure to the household goods carrier or their nature, shall be liable for and indemnify the household goods carrier against all loss or damage caused by the goods, and the goods be warehoused at the owner's risk and expense and expense or destroyed without compensation.

Section 7: (A) The owner and consignee shall pay the freight and all other lawful charges accruing on said property; but, except in those instances where it may lawfully be authorized to do so. No household goods carrier shall deliver or relinquish possession at destination of the property covered by this bill of lading or receipt until all rates and charges have been paid. The consignor shall be

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liable for the freight and all other lawful charges, except that if the consignor stipulates, by signature, in the space provided for that purpose on the face of this bill of lading or receipt that the household goods carrier shall not make delivery without requiring payment of the charges and the household goods carrier, contrary to such stipulation shall make delivery without requiring such payment, the consignor (except as hereinafter provided) shall not be liable for the charges. Where the household goods carrier has been instructed by the shipper or consignor to deliver the property to a consignee other than the shipper or consignor, the consignee shall not be legally liable for transportation charges in respect of the transportation of the property (beyond those billed against him at the time of delivery for which he is otherwise liable) which may be found to be due after the property has been delivered to him, if the consignee is an agent only and has no beneficial title in said property, and prior to delivery of said property has notified the delivering household goods carrier in writing of the fact of such agency and absence of beneficial title, and, in the case of a shipment reconsigned or diverted to a point other than that specified in the original bill of lading or receipt, has also notified the delivering household goods carrier in writing of the name and address of the beneficial owner of said property; and, in such cases the shipper or consignor, or, in the case of a shipment so reconsigned or diverted, the beneficial owner shall be liable for such additional charges.

(B) If the consignee has given to the household goods carrier erroneous information as to whom the beneficial owner is, such consignee shall be liable for the additional charges. Nothing herein shall limit the right of the household goods carrier to require at time of shipment the payment or guarantee of the charges. If upon inspection it is ascertained that the articles shipped are not those described in this bill of lading or receipt, the freight charges must be paid on the articles actually shipped.

Section 8: If this bill of lading or receipt is issued on the order of the shipper or his agent, in exchange or in substitution for another bill of lading or receipt, the shipper's signature to the prior bill of lading or receipt as to the statement of value or otherwise, or election of common law or bill of lading or receipt, in or in connection with such prior bill of lading or receipt, shall be considered a part of this bill of lading or receipt as fully as if the same were written or made in or in connection with this bill of lading or receipt.

Section 9: Any alterations, addition, or erasure in this bill of lading or receipt which shall be made without the special notation herein of the agent of the household goods carrier issuing this bill of lading or receipt, shall be without effect, and this bill of lading or receipt shall be enforceable according to its original tenor.

Signature: _____ Print: _____ Date: _____

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