

LVV SERVICES CO LLC

MASTER TERMS AND CONDITIONS

VERSION 1.6

Effective Date: October 2, 2026

These Terms and Conditions are incorporated by reference into applicable estimates, Orders for Service, Bills of Lading, moving services contracts, storage agreements, warehouse receipts, and related transportation documents issued by LVV Services Co LLC.

These Terms and Conditions govern household-goods transportation, packing, loading, unloading, handling, storage, and related services performed by LVV Services Co LLC ("Carrier"). They supplement, but do not replace, any estimate, Order for Service, Bill of Lading, moving services contract, valuation election, tariff, required consumer notice, arbitration notice, warehouse receipt, or other shipment-specific document required by law. Nonwaivable law and the applicable shipment-specific Governing Documents control over any inconsistent provision in these Terms and Conditions.

1 DEFINITIONS

For purposes of these Terms and Conditions:

- **Carrier:** LVV Services Co LLC and any disclosed agent or authorized service provider acting within the scope of its authority.
- **Shipper:** the person identified as the customer, consignor, consignee, or owner of the household goods, or that person's authorized representative.
- **Shipment:** the household goods and other property that Carrier accepts under a shipment-specific transportation or storage document.
- **Governing Documents:** the applicable estimate, Order for Service, Bill of Lading, moving services contract, valuation election, tariff, inventory, change order, storage agreement, warehouse receipt, relocation or van-line agreement, government bill of lading, military tender, and any written amendment signed or electronically accepted by the parties.
- **Bill of Lading:** the transportation contract and receipt issued by Carrier for a Shipment.
- **Interstate Shipment:** a Shipment transported in interstate commerce and subject to applicable federal household-goods law, including 49 U.S.C. 14706 and 49 CFR Part 375.
- **Texas Intrastate Shipment:** a Shipment transported wholly between points in Texas and subject to applicable Texas law and TxDMV rules.
- **Full Value Protection:** the interstate tariff level of carrier liability that applies unless the Shipper validly waives it in writing. Full Value Protection is not a policy of insurance sold to the Shipper.
- **Released Value:** a reduced carrier-liability level of \$0.60 per pound per article that applies to an Interstate Shipment only when the Shipper signs the required written waiver and election.
- **Article of Extraordinary Value:** for an Interstate Shipment, an article valued at more than \$100 per pound per article.

- **Storage in Transit:** temporary storage of a Shipment while it remains in transit under a transportation document, for the period stated in the applicable tariff or Governing Documents and never longer than permitted by law or the applicable insurance program.
- **Permanent Storage:** warehouse storage after transportation has ended or a Shipment has been converted from Storage in Transit under an applicable warehouse receipt or storage agreement.
- **Self Storage:** property packed by the Shipper and kept in a locked or otherwise secured container, vault, trailer, or storage unit controlled by the Shipper, as described in the applicable Governing Documents.

2 GOVERNING DOCUMENTS AND ORDER OF PRECEDENCE

Carrier will perform services under the Governing Documents and applicable law. Carrier will make an applicable tariff available as required by law.

Some Shipments may be performed under a van-line agreement, relocation management agreement, corporate account contract, government bill of lading, military tender, or another transportation agreement. The applicable agreement controls to the extent it lawfully governs the Shipment.

If Governing Documents conflict, they control in the following order to the extent permitted by law:

1. Nonwaivable federal or state law and regulation.
2. The applicable tariff or controlling third-party transportation agreement.
3. The signed valuation election, Bill of Lading, moving services contract, Order for Service, estimate, and written change orders.
4. These Terms and Conditions.

A provision that cannot lawfully apply to a particular Shipment will not change the remaining provisions that can lawfully apply.

3 ESTIMATES AND PRICING

Every estimate is based on the information supplied by the Shipper and any physical or virtual survey required by law. The estimate will state whether it is binding, nonbinding, not to exceed, or another type permitted by the law governing the Shipment.

Additional charges may apply only when authorized by the Governing Documents and applicable law. Circumstances that may affect charges include:

- Additional articles or pickup and delivery locations.
- Additional labor, packing, unpacking, crating, disassembly, or assembly.
- Long carries, stairs, elevators, shuttles, or access restrictions.
- Storage, waiting time, redelivery, or impracticable operations.
- Services requested by the Shipper after the estimate was issued.

Carrier will not increase charges merely because the Shipment is in Carrier's possession. For a Texas Intrastate Shipment, the proposal and written amendments will state the maximum amount due as required by Texas law. For an Interstate Shipment, the estimate, tariff, and federal collection rules govern the amount Carrier may collect at delivery.

4 CHANGE ORDERS

A material change in the Shipment or requested services must be documented before the additional service is performed whenever applicable law requires advance written agreement.

A change order may be recorded by a signed amendment, electronic signature, email, text message, or other written authorization that identifies the added or changed service and the applicable charge. A person authorizing a change represents that the person is authorized to act for the Shipper.

Carrier may take reasonable measures without advance authorization when necessary to protect persons or property from an immediate safety hazard, but any resulting charge remains subject to the Governing Documents and applicable law.

5 PAYMENT TERMS

Payment is due at the time and in the form stated in the applicable proposal, estimate, Bill of Lading, moving services contract, storage agreement, or warehouse receipt.

Carrier will disclose accepted payment methods. Any credit-card processing fee must be disclosed before authorization and may be charged only to the extent permitted by applicable law and payment-network rules.

A payment is not final until it is received and honored. Any reversed, rejected, dishonored, charged-back, or returned payment remains due. Carrier may assess only lawful and disclosed returned-payment, collection, storage, redelivery, or administrative charges.

Carrier's acceptance or processing of a partial payment does not create an accord and satisfaction or release an undisputed balance unless an authorized representative of Carrier agrees in a signed writing.

At delivery, Carrier will not demand more than the amount permitted by the applicable estimate, tariff, Governing Documents, and law. For a nonbinding Interstate Shipment, Carrier will release the Shipment upon payment of the lawful delivery amount, including the federal 110 percent limit when it applies, and may bill any lawful remainder as permitted by federal law.

Nothing in these Terms and Conditions authorizes Carrier to withhold a Shipment, demand additional payment, or impose a charge in violation of federal or state household-goods consumer-protection law.

6 POSSESSORY AND WAREHOUSE LIENS

Carrier may assert a possessory or warehouse lien for lawful charges only as authorized by the Governing Documents and applicable law.

If delivery cannot lawfully be completed because of nonpayment, refusal of delivery, inability to contact the Shipper, or unsafe or inaccessible conditions, Carrier may place the Shipment into lawful storage and assess charges authorized by the Governing Documents.

Carrier will comply with all required notices, delivery-payment limits, storage-conversion procedures, lien-enforcement procedures, and prohibitions against improperly withholding household goods.

7 VALUATION AND CARRIER LIABILITY

7.1 GENERAL RULE

Carrier is not an insurer. Valuation establishes Carrier's contractual liability for loss or damage; it is not the same as a policy of insurance purchased by the Shipper. The signed shipment documents must clearly state the valuation or liability level applicable to the Shipment.

Carrier's own cargo-liability insurance protects Carrier subject to that policy's limits, conditions, deductibles, and exclusions. The existence or amount of Carrier's insurance does not give the Shipper direct rights under the policy and does not change Carrier's liability under a valid valuation election, Governing Document, or applicable law.

7.2 INTERSTATE FULL VALUE PROTECTION

An Interstate Shipment will move under Full Value Protection unless the Shipper validly waives Full Value Protection in writing and elects Released Value using the required valuation statement.

Under Full Value Protection, and subject to lawful tariff provisions and the declared value of the Shipment, Carrier may choose to:

1. Repair a damaged article to the extent necessary to restore it to substantially the same condition in which Carrier received it, or pay the reasonable cost of that repair.
2. Replace a lost, destroyed, or irreparably damaged article with an article of like kind and quality.
3. Pay the current market replacement cost of a like-kind-and-quality article.

Carrier's maximum liability under Full Value Protection is the declared value of the Shipment. Unless the Shipper declares and Carrier accepts a higher value, the valuation used to determine the Full Value Protection charge will be the greater of \$6,000 or \$6.00 per pound multiplied by the actual weight of the Shipment. The applicable valuation will be rounded up to the next \$1,000 for purposes of calculating the valuation charge.

Subject to the effective tariff and the signed shipment documents, Carrier offers the following Interstate Full Value Protection rate options:

- Full Value Protection with a \$0 Shipper deductible: \$20 for each \$1,000, or fraction thereof, of the applicable Shipment valuation.
- Full Value Protection with a \$500 Shipper deductible: \$15 for each \$1,000, or fraction thereof, of the applicable Shipment valuation.
- Full Value Protection with a \$1,000 Shipper deductible: \$12 for each \$1,000, or fraction thereof, of the applicable Shipment valuation.

No separate minimum valuation charge applies to any Full Value Protection option. The \$6,000 minimum Shipment valuation remains part of determining the applicable valuation and is not an additional charge.

If the Shipper does not complete a deductible selection, the \$0-deductible Full Value Protection option and the corresponding charge included in the estimate will apply. Carrier's operating policy is to obtain a completed valuation and deductible selection before loading whenever reasonably possible.

Carrier will not accept a declared Shipment value above \$100,000 without prior written management approval and written confirmation that sufficient cargo-liability capacity has been arranged for the

Shipment. A requested value above that amount does not become effective merely because it appears on a customer-supplied document.

These valuation charges and options must be published in Carrier's effective interstate tariff, disclosed in the estimate and required valuation statement, and applied consistently to similarly situated Shipments, subject to applicable law and any controlling third-party transportation agreement.

7.3 INTERSTATE RELEASED VALUE

Released Value is available for an Interstate Shipment at no additional valuation charge. It limits Carrier's liability to no more than \$0.60 per pound per lost or damaged article, subject to applicable law.

Released Value applies only if the Shipper signs the specific written waiver of Full Value Protection and election required by federal law. A reference to third-party insurance, a general acknowledgment of these Terms and Conditions, or an incomplete valuation selection does not by itself waive Full Value Protection.

7.4 ARTICLES OF EXTRAORDINARY VALUE

For an Interstate Shipment moving under Full Value Protection, the Shipper must identify in writing, before loading, every Article of Extraordinary Value that Carrier has agreed to accept. Carrier may limit liability for an undisclosed Article of Extraordinary Value to \$100 per pound per article to the extent allowed by 49 CFR 375.203, the applicable tariff, and the shipment's declared value.

Disclosure does not increase the declared value of the Shipment or require Carrier to accept property that Carrier has excluded or declined in writing.

7.5 TEXAS INTRASTATE SHIPMENTS

For a Texas Intrastate Shipment, Carrier and the Shipper will state in the written moving services contract the agreed amount of Carrier liability, if any, for loss or damage. If the signed contract limits liability to \$0.60 per pound per article, that agreed limitation applies to the extent permitted by Texas law. If the parties select a higher declared-value or replacement-value level, the written contract and any applicable tariff will state the charge, maximum liability, exclusions, and deductible, if any.

A Texas liability election is contractual carrier liability and is not transit insurance. Any transit-insurance policy purchased by the Shipper is separate from Carrier's liability and must be documented as required by Texas law.

7.6 SEPARATE INSURANCE

The Shipper may obtain separate insurance from an independent insurer. If Carrier sells or procures such insurance, Carrier will provide the policy or other written evidence of coverage before loading as required by law. A separate policy does not replace the interstate requirement to offer Full Value Protection and Released Value.

8 CLAIMS AND DISPUTE RESOLUTION

8.1 CLAIM CONTENTS AND INSPECTION

A written claim should identify the Shipment, describe the loss, damage, shortage, or delay, assert Carrier liability, and demand a specified or determinable amount of money or other stated remedy. The Shipper should provide available photographs, repair or replacement estimates, proof of ownership, proof of value, and other relevant records.

The Shipper must take reasonable steps to prevent further damage and preserve claimed articles and packing materials for a reasonable inspection opportunity. Failure to preserve material evidence may affect a claim only to the extent Carrier is materially prejudiced and applicable law permits.

Submission or investigation of a claim is not an admission of liability. Carrier may investigate and resolve a covered claim by repair, replacement, payment, or another lawful settlement consistent with the valuation level and Governing Documents.

8.2 INTERSTATE CLAIM DEADLINES

A claim concerning an Interstate Shipment must be filed within nine months after delivery or, if delivery did not occur, within nine months after a reasonable time for delivery elapsed. Any civil action must be filed within two years after Carrier gives written notice disallowing all or part of the claim. Carrier will not apply a shorter period to an Interstate Shipment.

8.3 TEXAS INTRASTATE CLAIM DEADLINES

A claim concerning a Texas Intrastate Shipment must be filed in writing within 90 days after delivery or, if delivery did not occur, within 90 days after a reasonable time for delivery elapsed. Carrier will acknowledge the claim within 23 days unless the claim is resolved within that period, and will pay, deny, or make a firm written settlement offer within 90 days after receipt, as required by applicable TxDMV rules.

The claimant may request TxDMV mediation within the period provided by Texas law, including the applicable 35-day period following an unsatisfactory offer or denial, or after 90 days without resolution.

8.4 INTERSTATE ARBITRATION

Carrier will maintain the neutral arbitration program required for Interstate Shipments and will provide the Shipper a separate concise summary before execution of the Bill of Lading. The Shipper is not required to agree to arbitration before a dispute arises.

If the Shipper requests arbitration for an eligible claim of \$10,000 or less, Carrier will participate and the decision will be binding. For a claim over \$10,000, arbitration will be binding only if the Shipper requests it and Carrier agrees. The applicable arbitration summary controls procedural details and costs.

8.5 CAUSES THAT MAY LIMIT RECOVERY

Carrier liability may be reduced or excluded only to the extent permitted by the applicable valuation election, tariff, Governing Documents, and law. Relevant causes may include an act or omission of the Shipper, improper owner packing, an undisclosed hazardous article, inherent vice, pre-existing damage, ordinary wear, or mechanical or electrical malfunction without external physical damage. No listed cause eliminates liability for loss or damage that applicable law attributes to Carrier.

Carrier's cargo-liability policy excludes causes of loss including nuclear hazard; war or military action; spoilage; deterioration; corrosion; shrinkage; evaporation; insects or animals; environmental contamination; mold; smoke or ash contamination from an external cause; changes in temperature or humidity; loss of weight; and change in color or flavor of perishable articles. These policy exclusions describe limitations on Carrier's insurance and apply to a limitation or exclusion of Carrier liability only to the extent permitted by the applicable valuation election, tariff, Governing Documents, and law. An insurance exclusion alone does not eliminate liability imposed on Carrier by applicable law.

9 SHIPPER RESPONSIBILITIES

The Shipper or an authorized representative must be available at loading and delivery unless the parties agree otherwise in writing. The Shipper is responsible for:

- Identifying all goods and requested services before the estimate is finalized.
- Reviewing and correcting inventories, condition reports, estimates, and transportation documents before signing.
- Conducting a final walkthrough at origin and a reasonable inspection at delivery.
- Disclosing Articles of Extraordinary Value and items requiring special handling, rigging, hoisting, crating, climate control, or other specialized services.
- Removing property that Carrier does not accept and securing valuables, medicines, documents, data, and irreplaceable items that remain in the Shipper's custody.
- Providing accurate access, parking, elevator, building, and contact information.

The Shipper is responsible for additional loss or expense to the extent caused by materially inaccurate or incomplete information supplied by the Shipper.

10 SHIPPER CAUSED LOSS OR DAMAGE

Carrier is not liable to the extent the Shipper's act, omission, instruction, negligence, or unauthorized handling caused the claimed loss, damage, delay, or additional expense. This provision also applies to persons acting under the Shipper's direction at origin, destination, or storage.

Examples include Shipper-directed loading or placement, refusal of recommended protective services, unsafe access instructions, improper preparation, customer handling, and failure to disclose special requirements. Carrier remains liable to the extent applicable law assigns responsibility to Carrier.

11 PACKED BY OWNER ARTICLES

The Shipper is responsible for packing owner-packed cartons, totes, trunks, and other containers so they can withstand ordinary transportation and handling.

Carrier is not liable to the extent loss or damage was caused by improper packing, overloading, a deteriorated or improperly sealed container, an undisclosed fragile item, or another act of the Shipper. The absence of visible exterior damage may be considered in the investigation of concealed damage, but it is not an automatic waiver of liability imposed by law.

Carrier does not verify the quantity, identity, condition, or value of contents in an owner-packed container unless Carrier opens and inventories the container with the Shipper's authorization.

12 EXTRAORDINARY VALUE AND PROPERTY NOT ACCEPTED

Before loading, the Shipper must list each Article of Extraordinary Value on Carrier's high-value inventory and provide a reasonable description and value. Carrier may require proof of value, special packing, additional charges, or a written acceptance addendum.

Jewelry, furs, pearls, and precious or semiprecious stones may be accepted if specifically listed on Carrier's high-value inventory before loading, with a reasonable description and value. Carrier's cargo-liability policy may cover such inventoried property up to \$5,000, subject to the policy's terms, conditions, exclusions, deductibles, and applicable sublimits. Inventory listing does not guarantee payment or increase the

Shipment's declared value. The policy controls how the \$5,000 limit applies; this provision does not represent that the limit is per article or per Shipment. Carrier may require proof of value, special packing, additional charges, or written acceptance before loading. This insurance provision does not alter Carrier's liability under Section 7, the Governing Documents, or applicable law.

Unless Carrier expressly accepts an item in a written addendum that states the applicable handling and liability terms, Carrier does not accept:

- Bills of exchange, bonds, bullion, currency, cash, credit cards, evidence of debt, stock certificates, securities, negotiable instruments, or stamp collections.
- Deeds, passports, birth certificates, titles, legal papers, letters, manuscripts, or other irreplaceable documents.
- Watches or precious metals, unless separately accepted in writing after confirmation of applicable insurance coverage; this restriction does not include jewelry accepted under the inventoried-property provision above.
- Tobacco or tobacco products, live plants, perishable property, medicines, or property requiring continuous temperature or humidity control.
- Digital data, software, account credentials, or the intangible value of photographs, media, or electronic records.

Listing otherwise excluded property on an inventory or accepting it in a written addendum does not create insurance coverage. Any proposed acceptance of policy-excluded property requires prior written management approval and confirmation of any separately arranged coverage; Carrier's liability remains governed by the Governing Documents and applicable law.

The Shipper should keep these items in personal custody. If an item is tendered without disclosure or written acceptance, Carrier may refuse it, return it, or handle it as required for safety. Any limitation of liability remains subject to applicable law and does not authorize Carrier to avoid liability that cannot lawfully be waived.

Sentimental or personal value is not included in replacement value unless a Governing Document and applicable law expressly provide otherwise.

13 FIREARMS HAZARDOUS MATERIALS AND RESTRICTED ARTICLES

Carrier will transport a firearm only if Carrier gives advance written approval and the firearm may lawfully be possessed, transported, and received at origin and destination. An accepted firearm must be unloaded, secured, inventoried, and free of ammunition. Carrier does not provide legal advice concerning firearm possession or transfer.

Carrier does not accept:

- Ammunition, explosives, black powder, primers, fireworks, or weapons prohibited by law.
- Propane cylinders, gasoline, diesel fuel, kerosene, compressed-gas cylinders, or flammable liquids.
- Hazardous chemicals, corrosive materials, toxic substances, illegal drugs, or controlled substances not lawfully possessed and accepted in writing.
- Any article prohibited by applicable law, regulation, the Governing Documents, or Carrier's disclosed safety policy.

Carrier may stop work, isolate an article, refuse transportation, or notify authorities when reasonably necessary to protect persons, property, or legal compliance. The Shipper is responsible for loss and expense to the extent caused by including a prohibited or undisclosed hazardous article.

14 INVENTORY AND CONDITION RECORDS

Carrier may prepare a written or electronic inventory and note visible pre-existing conditions at pickup. Carrier may use recognized condition codes, photographs, video, barcodes, and electronic records.

The Shipper must review the inventory and identify disagreements or omissions before signing when reasonably possible. At delivery, the Shipper should verify item counts and note visible loss or damage. A delivery signature confirms receipt but does not by itself release a timely claim.

An inventory is evidence of the apparent identity and condition of articles when tendered, but it is not conclusive as to a concealed defect or an item not reasonably observable. Carrier's failure to note every visible condition is not an admission that an article was free from damage.

15 DECLINED PROTECTIVE SERVICES

Carrier may recommend cartons, crating, stretch wrap, cushioning, padding, specialty containers, or other protection. If the Shipper declines a recommended service, Carrier may require a separate written, item-specific acknowledgment before transporting the affected article.

A declined-protection acknowledgment allocates only the risk caused by the absence of the recommended protection. It does not waive liability for loss or damage caused by Carrier to the extent that liability cannot lawfully be waived.

16 MATTRESS PROTECTION

Mattresses and upholstered bedding are susceptible to tears, punctures, abrasion, moisture, dirt, and staining. Carrier may require a mattress carton, bag, or equivalent protection.

If the Shipper declines recommended mattress protection, Carrier may require a separate written acknowledgment. Carrier is not liable to the extent damage was caused by transporting the item without that protection, subject to applicable law.

17 APPLIANCES AND UTILITY CONNECTIONS

Carrier is not acting as a licensed plumber, electrician, gas contractor, appliance technician, or utility provider. Unless Carrier agrees otherwise in writing, the Shipper must have qualified personnel disconnect, prepare, reconnect, install, and test appliances.

Carrier is not liable for water or gas leaks, drain or electrical failures, improper utility connections, food spoilage, refrigeration failure, or internal mechanical failure except to the extent directly caused by covered physical damage for which Carrier is liable under applicable law.

18 ELECTRONICS AND DATA

The Shipper must back up electronic data and remove credentials, removable media, and confidential information before transportation. Carrier does not undertake to test or preserve programming, configuration, calibration, connectivity, software, firmware, data, or the internal operating condition of an electronic device.

Carrier is not liable for data loss, software corruption, incompatibility, programming issues, or internal malfunction except to the extent directly caused by covered physical damage for which Carrier is liable under applicable law.

19 DELAYED OR UNDELIVERABLE SHIPMENTS

The Shipper must accept delivery at the agreed destination and provide lawful, safe, and reasonably accessible conditions for unloading.

Carrier may suspend delivery if conditions are unsafe, unlawful, inaccessible, unsecured, exposed to severe weather, or reasonably likely to cause injury or property damage. If lawful delivery cannot be completed because of the Shipper's act or omission, Carrier may assess authorized waiting, shuttle, redelivery, labor, transportation, and storage charges.

Carrier may place the Shipment into Storage in Transit or other lawful storage, subject to required notice and conversion procedures. Carrier will release the Shipment when the lawful delivery amount and applicable delivery requirements have been satisfied. Nothing in this section authorizes conduct prohibited by federal or state household-goods law.

19.1 TEXAS INTRASTATE CHARGE SCHEDULE

For Texas Intrastate Shipments governed by SMA MAX 4, the following LVV rates apply only when the relevant tariff item authorizes the service and charge. These are Carrier's rates, not the tariff maximums. A lower shipment-specific agreed rate controls. No charge may exceed the effective applicable tariff maximum or the lawful maximum in the written proposal and amendments. Interstate Shipments and Shipments governed by a controlling third-party agreement remain subject to their applicable Governing Documents.

Service	LVV rate	Application
Waiting time for a standard vehicle	\$60.00 per vehicle per hour	Item 140; after the applicable free waiting allowance. Driver/helper time is separate as permitted by the tariff.
Driver or helper waiting and additional labor	\$50.00 per person per hour	Item 120; waiting labor only as allowed by Item 140. Charge only for personnel and time properly chargeable.
Overtime additional labor	\$75.00 per person per hour	Item 120; only during tariff-defined overtime periods when authorized.
Attempted residential pickup or delivery	\$60.00 per vehicle per hour, plus applicable labor	Item 172; excludes attempted delivery from Storage in Transit, which is governed by Item 171.
Shuttle service	\$10.00 per cwt (100 pounds); \$250.00 minimum per shuttle service at each location	Item 125; includes shuttle vehicle and labor. Subject to tariff weight, distance, application rules, and maximums. Any additional distance charge requires a separately disclosed lawful price.
Storage in Transit first day	\$3.00 per 100 pounds	Item 185; apply the tariff's weight calculation and minimum-weight rules.
Storage in Transit additional days	\$0.20 per 100 pounds per day	Item 185; apply the tariff's day-counting and weight rules.
Warehouse handling	\$6.00 per 100 pounds	Item 185; only for an authorized handling event actually performed. Do not assess another handling charge while goods remain on the vehicle.
Overnight hold on van	\$200.00 per truck per night	Only where expressly authorized by Carrier's effective governing tariff or valid supplement and the shipment documents.
Redelivery from Storage in Transit and additional transportation	Shipment-specific written price	Apply Items 171 and 210 or Section 3, as applicable. State the applicable rate and calculation in the proposal or lawful amendment; no automatic flat redelivery penalty.

19.2 APPLICATION AND BILLING SAFEGUARDS

Carrier will document the cause of the delivery interruption, the services required, the applicable rates, crew and vehicle count, chargeable time, shipment weight, and any free allowance. Carrier will obtain the written agreement or amendment required by law before additional services are performed, except as otherwise lawfully permitted for immediate protective measures. A safety-related suspension alone does not establish that the Shipper owes additional charges; the charge must be authorized by the Governing Documents and applicable law.

Under Item 140 for standard equipment, the published destination waiting allowance is one hour when origin-to-destination distance is less than 200 miles and two hours when it is 200 miles or more, subject to the effective tariff's exceptions, service hours, and application rules. For delivery from Storage in Transit, use the warehouse-to-destination distance as required. Helper waiting is chargeable only under the conditions permitted by Item 140. Time fractions, minimum weights, rounding, overtime, Sundays, and holidays remain subject to the effective tariff.

Carrier will not duplicate charges for the same vehicle, personnel, time, storage period, or included service. Waiting already charged within an hourly crew-and-vehicle rate will not also receive separate vehicle and labor waiting charges. Shuttle vehicle and labor included in the shuttle price will not receive duplicate labor charges. Overnight holding and warehouse storage will not both be charged for the same goods and period. An unsuccessful return to Storage in Transit does not restart the first-day storage charge where Item 171 requires the additional daily rate.

20 STORAGE AND WAREHOUSE PROVISIONS

20.1 STORAGE CATEGORIES AND LIABILITY

Storage in Transit remains part of the transportation covered by the applicable Bill of Lading for the period stated in the tariff and Governing Documents. For insurance-program purposes, Carrier will not represent a Shipment as Storage in Transit for more than 180 days. A shorter legal, tariff, or policy period controls.

When Storage in Transit converts to Permanent Storage, Carrier will provide any notice required by law or tariff. Transportation valuation does not automatically continue after conversion. The warehouse receipt or storage agreement must state the liability level, charges, access terms, and claim requirements for Permanent Storage.

For Self Storage or mobile Self Storage, Carrier's liability is the amount lawfully stated in the signed self-storage document. A limitation for partial loss, including a limitation of \$0.60 per pound per article, applies only when it is stated in the Governing Documents and enforceable under applicable law.

20.2 CHARGES ACCESS AND LIENS

Storage charges are due as stated in the storage agreement or warehouse receipt and continue until the goods are removed and lawful charges are paid. Access and partial release may be conditioned on payment only to the extent allowed by law and the Governing Documents.

Carrier may enforce a warehouse lien, sell stored goods, or dispose of property only after following all applicable notice, waiting-period, sale, accounting, and surplus-return requirements. Notices will be sent by the method and to the address required by law; telephone or text contact alone will not replace a legally required written notice.

Carrier may take reasonable action concerning hazardous, perishable, illegal, or dangerous property to protect persons, property, or operations. Liability for deterioration, mold, humidity, temperature change, insects, vermin, rust, or power interruption will be determined under the storage agreement and applicable law, including whether Carrier failed to exercise required care.

20.3 RECURRING STORAGE PAYMENT AUTHORIZATION

If the Shipper separately authorizes recurring charges, Carrier may keep an approved payment method on file and charge only the storage, handling, access, redelivery, administrative, and other amounts authorized in the storage agreement. Revocation of recurring-payment authorization does not eliminate accrued payment obligations.

21 EVENTS BEYOND REASONABLE CONTROL

Carrier is not liable for delay or nonperformance caused solely by an event beyond Carrier's reasonable control, including severe weather, flood, fire, civil unrest, labor disruption, road closure, government action, public emergency, utility interruption, or mechanical failure despite reasonable maintenance.

Carrier will use commercially reasonable efforts to protect the Shipment and resume performance. This section does not eliminate liability for cargo loss or damage to the extent applicable law imposes liability on Carrier despite the event or Carrier failed to exercise required care.

22 CONSEQUENTIAL DAMAGES

To the fullest extent permitted by applicable law, Carrier is not liable for indirect, incidental, consequential, special, exemplary, punitive, or enhanced damages, including lost profits, lost wages, business interruption, loss of use, lodging, travel, financing costs, closing delay, emotional distress, mental anguish, inconvenience, or similar loss.

This section does not exclude a remedy that cannot lawfully be waived, a tariff-based delay payment, or liability expressly assumed in a signed Governing Document.

23 COLLECTION COSTS

The Shipper is responsible for reasonable and lawful costs incurred to collect an unpaid balance, including disclosed administrative costs, collection-agency fees, court costs, filing fees, and service fees, to the extent permitted by law and the Governing Documents.

24 ATTORNEY FEES

In an action arising from the services, the prevailing party may recover reasonable attorney fees and court costs only when a statute, tariff, Governing Document, or other applicable law authorizes the recovery.

25 ELECTRONIC SIGNATURES AND COMMUNICATIONS

Electronic and scanned signatures may be used to the extent permitted by law. An electronic communication changes a Governing Document only when it clearly identifies the change and is sent or accepted by a person authorized to bind the affected party.

26 PHOTOGRAPHIC AND VIDEO DOCUMENTATION

Carrier may photograph or video-record articles, packing, property conditions, access conditions, inventories, loading, delivery, and completed work for operational records, claim investigation, dispute resolution, training, safety, quality assurance, or legal compliance.

Carrier will use and retain such records in accordance with applicable privacy law and reasonable security practices. Carrier will not use a customer's image or identifiable household contents for advertising or public marketing without a separate written media release.

27 GOVERNING LAW JURISDICTION AND VENUE

Interstate Shipments are governed by applicable federal law, including the Carmack Amendment, 49 U.S.C. 14706, and applicable federal regulations and tariff rules. Nothing in these Terms and Conditions restricts a venue, limitation period, arbitration right, or remedy that federal law does not permit Carrier to restrict.

Texas Intrastate Shipments and storage services are governed by applicable Texas law and TxDMV rules, except to the extent another law or controlling agreement applies.

Subject to the preceding provisions and to the extent permitted by law, the parties consent to personal jurisdiction and venue in Tarrant County, Texas.

28 SEVERABILITY

If a provision is invalid, illegal, or unenforceable as applied to a Shipment, the provision will be enforced to the maximum lawful extent or disregarded without invalidating the remaining provisions.

29 ENTIRE AGREEMENT AND PRESERVATION OF RIGHTS

These Terms and Conditions and the applicable Governing Documents constitute the parties' agreement concerning the services. An oral statement does not amend that agreement unless the amendment is confirmed in a writing accepted by authorized representatives of both parties.

No provision waives a nonwaivable consumer right or relieves Carrier of a duty imposed by applicable law. Carrier's failure to enforce a provision on one occasion does not waive the provision on another occasion.

Provisions concerning payment, claims, valuation, liability, liens, dispute resolution, records, governing law, and other rights that by their nature continue after delivery or storage will survive completion of the services.