

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:

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- Your Rights & Responsibilities When You Move
- Claim & Acknowledgment Process
- Certificate of Liability Insurance
- Valuation Coverage
- Packing Materials
- Additional Services
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- Better Business Bureau Rating

Public Service Commission



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State of Michigan John Engler, Governor

28406

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

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.



PM-26 (Rev. 1/95)

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 And a start of the

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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 <u>www.protectyourmove.gov</u>, 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 <u>MUST</u> be filed in writing or emailed to <u>info@hwcmd.com.</u>
- 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



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

	-	/								01	/24/2024
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).											
		eld Insurance Group				NAME: 22201 PHONE (269) 679-4918 (A/C, No, Ext): (269) 679-2306					
452	N. G	rand				E-MAIL ADDRESS:					
PO Box 699							INSURER(S) AFFORDING COVERAGE NAIC #				
Schoolcraft MI 49087							INSURER A : Auto-Owners Insurance				18988
INSURED							INSURER B: Liberty Mutual				
A M R Industries Inc.							INSURER C: Citizens Insurance Co of Ameri				31534
DBA: Handle with Care Moving & Delivery						INSURER D :				-	
		4260 Varsity Dr Ann Arbor			MI 48108	INSURER E :				-	
			TIFIC		NUMBER: 2024-2025						
_					NOMDER.	REVISION NUMBER: 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		POLICY NUMBER		POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMIT	s	
	×	COMMERCIAL GENERAL LIABILITY							EACH OCCURRENCE	_{\$} 1,00	0,000
		CLAIMS-MADE 🗙 OCCUR							DAMAGE TO RENTED PREMISES (Ea occurrence)	_{\$} 50,0	00
									MED EXP (Any one person)	\$ 5,000	
A					16993742		01/17/2024	01/17/2025	PERSONAL & ADV INJURY	\$ 1,000,000	
	GEN	I'LAGGREGATE LIMIT APPLIES PER:							GENERAL AGGREGATE	\$ 2,000,000 \$ 2,000,000	
	^	POLICY JECT LOC							PRODUCTS - COMP/OP AGG	\$ 2,00	0,000
	AUT	OTHER: OMOBILE LIABILITY							COMBINED SINGLE LIMIT	\$ 1,000,000	
	×	ANY AUTO							(Ea accident) BODILY INJURY (Per person)	\$	
А		OWNED SCHEDULED AUTOS			5499374200		01/17/2024	01/17/2025	BODILY INJURY (Per accident)	\$	
	HIRED NON-OWNED AUTOS ONLY								PROPERTY DAMAGE (Per accident)	\$	
										\$	
	×				5 40007 4004		04/17/0004	04/47/0005	EACH OCCURRENCE	Ψ	0,000
A		EXCESS LIAB CLAIMS-MADE		5499374201		01/17/2024	01/17/2025	AGGREGATE	\$ 2,00	0,000	
	WOF	DED RETENTION \$ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE							PER OTH- STATUTE ER	\$	
10.00	AND									\$ 1,00	0.000
В	OFFI	DFFICER/MEMBER EXCLUDED?			WC533SB22923022		11/23/2023	11/23/2024	E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE	1.00	0,000
	If yes	If yes, describe under DESCRIPTION OF OPERATIONS below							E.L. DISEASE - POLICY LIMIT	\$ 1,0C	
	Wa	rehouse Legal Liability							Warehouse	\$50	0,000
С		tor Cargo Coverage			RHIJ627151		01/17/2024	01/17/2025	Motor Cargo	\$10	0,000
								Deductible	\$1,C	00	
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)											
CERTIFICATE HOLDER CANCELLATION											
									SCRIBED POLICIES BE CAN F, NOTICE WILL BE DELIVER		DBEFORE
AMR Industries DBA Handle with Care									PROVISIONS.		
Moving & Delivery											
4260 Varsity Dr						AUTHORIZED REPRESENTATIVE					
Ann Arbor MI 48108						Let A Singer					

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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:

- 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).
- 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).

Additional Information

- 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.
- Outside damage pertaining to low wires, fencing, mail boxes or roadways will NOT be the responsibility of Handle With Care. When hiring our company it is the homeowner/renters responsibility to ensure there is a clear pathway for our fleet of trucks.



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 <u>www.clutterhauler.com</u>.

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



Customer Reviews

"Such a great experience! Everyone was flexible and friendly. The movers were very careful with the furniture. I highly recommend!"

Adriana T. – March, 2024

"We have used Handle with Care movers several times and each time they are very professional, courteous, and they take great care of your belongings. They are also very helpful and attentive to your needs. I highly recommend them."

Lisa B. – April, 2024

"Awesome experience! The guys were friendly, professional, efficient, and careful with my stuff. I just moved two years ago and the company I used last time was twice as expensive and half as skilled. I wish I had known about Handle With Care back then! I would definitely recommend them to everyone I know."

Laura C. – May, 2024

"Great experience! Friendly, professional and ON TIME. Took care of my possessions and got me moved quickly even on a hot summer day. I'll definitely use them again."

Chuck H. – June, 2024

"They did a great job despite having to move me in the middle of a rainstorm. Wrapped everything well, very polite, very quick, and got everything set back up in the new place."

Gregory B. – July, 2024

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 <u>scale</u> 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.