



# *Information for your move*



**[www.HWCMD.com](http://www.HWCMD.com)**

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



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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](http://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](http://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



## Handle With Care Moving & Delivery Valuation Coverage

### Option 1:

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

### Option 2 & 3:

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

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

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

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

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

1. For a deductible of **\$250.00** on all repairs, replacements, cash settlements on repairs, or current market replacement value, 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).

## 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 [www.clutterhauler.com](http://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

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

*Adriana T. – March, 2024*

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“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*

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“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*

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“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*

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“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 [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](tel:(734)677-2000)

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

Email Address: [info@hwcmd.com](mailto: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.