



Information for your move



Hwcmd.com

Phone: (734) 677-2000

Toll free: (877) 866-6838



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Scan the QR code to
check out our website,
get a free quote, and
social media pages!





Your Rights & Responsibilities

We want you to feel informed and confident throughout your move. The Federal Motor Carrier Safety Administration (FMCSA) provides helpful resources to explain your rights and responsibilities when hiring a moving company.

You can visit www.protectyourmove.gov to access:

- Helpful guides and booklets about the moving process.
- Clear explanations of common moving terms.
- Tips for preparing for your move.
- A general moving checklist.

These resources are designed to help you understand what to expect and how to prepare for your move. If you have general questions about federal moving regulations, you may also contact:

- **Federal Motor Carrier Safety Administration (FMCSA)**
- Phone: 1-800-832-5660
- TTY: 1-800-877-8339

Additional information and resources are also available on or website at Hwcmd.com



Claim Process

Our goal is to make every move smooth and worry-free. In the rare event that you need to report a concern, the process below explains exactly how we will assist you.

1. Start by contacting our office:

Call us at (734) 677-2000 and we will be happy to walk you through the next steps.

2. Submit your claim in writing:

Claims can be emailed to info@hwcmd.com or submitted in writing—whatever is easiest for you. Send all written correspondence to:

Handle With Care Moving & Delivery
4260 Varsity Dr., Ste A
Ann Arbor, MI 48108

3. What happens next:

- We will confirm we have received your claim within 30 days.
- A written response is typically provided within 120 days.
- Occasionally, additional time may be needed for review (60 days), in which case we will keep you informed and may request an extension as allowed by regulations.

Handle With Care Moving & Delivery Valuation Coverage

Coverage Option	What It Covers	Cost	Best For
Option 1: Limited Value Protection <i>(Included)</i>	This means that your property is only covered for a minimum agreed value. This protection is included in the basic moving or storage charges, at no cost to you. This means you will be paid 60 cents per pound for the weight of the lost or damaged item, regardless of the actual value of the item	Included at no charge	Customers who want basic, no-cost protection
Option 2: Actual Cash Value Protection	This means that your property is covered up to the total value declared. Any item lost or damaged can be repaired or settled if it is damaged beyond repair. A deduction will be applied to any settlement based on the age and condition of any lost or damaged item. There is an extra charge for this option, with a <u>\$250 deductible</u> on all repairs, replacements, cash settlements on repairs, or current market replacement value.	\$1.50 per \$100 of declared shipment value	Balanced protection with lower monthly cost
Option 3: Replacement Cost Protection	This means that your property is covered up to the total value declared. Any item lost or damaged can be repaired or replaced with a new item. Items will. not. be replaced if satisfactory repairs can be made at a lower cost. There is an extra charge for this option, with a <u>\$150 deductible</u> on all repairs, replacements, cash settlements on repairs, or current market replacement value	\$2.00 per \$100 of declared shipment value	Maximum peace of mind with lower out-of-pocket expense

Valuation coverage further explained on the next page



If an item is lost or damaged while in our care, Handle With Care Moving & Delivery (HWCMD) may, at its discretion, offer to do one 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 marketplace value.

HWCMD 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 per pound (i.e., jewelry, silverware, China, furs, and antiques). Please contact our office for questions.

- HWCMD is **not responsible for** torch lights, unpacked lamp shades, unpacked glass tops, glass furniture, picture frames, its glass or art work inside them, particle board furniture, wicker furniture, polyester finished pianos, grandfather clocks, Big Green Egg Grill, or customer packed boxes during loading, transit, and/or unloading.
- HWCMD 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.
- **Hazardous, chemicals, explosives, or illegal goods** cannot be transported under any circumstances due to safety reasons. HWCMD will not be liable for delivery of shipment. Responsibility for such items remains with the shipper (you).
- **Medications or otherwise** will **not be packed, handled, or moved by HWCMD under any circumstances**. These personal items should always remain with you and are your sole responsibility.



Packing Material Rates

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.	N/A
Packing Tape	2" x 150 yards	\$3.00	N/A



Additional Services

Designed to make your move even easier

Storage

We offer indoor, climate-controlled storage using a vaulted system. Furniture and household items are carefully wrapped and protected before being placed into individual vaults, where it will stay until they are ready for delivery.

Car Transportation

Transporting cars and SUVs can be included as part of your household move. Depending on size and logistics, vehicles may be placed inside the moving truck with your items, or transported using a separate vehicle trailer. This service allows you to coordinate your move and vehicle transport together for added convenience.

Customers must maintain their own vehicle insurance during transport

Pre-Move & Post-Move Cleaning

To help you leave one space spotless—or arrive to a fresh start—we offer pre-move and post-move cleaning services through a trusted local partner known for quality and attention to detail. Please contact our office for more information.

Clutter Hauler

We had an extremely efficient, considerate, friendly crew of 4 who helped move us today for 8 hours. They did an amazing job protecting and disassembling/reassembling all the furniture. They put boxes down on the floors to minimize dirt and put all the items into their respective rooms. I would absolutely use them again and recommend to anyone! Downsizing or simply starting fresh? Our clutter hauler service is here to rid you of your unwanted household items and furniture. Items are taken to a local recycling facility for responsible disposal. Upon request, eligible items can be delivered to a local donation center of the customer's choice.

- Kellie B. December, 2025

We are unable to remove hazardous materials, paint, flammable substances, or vehicles

This group was OUTSTANDING! I couldn't be more satisfied with ALEXANDER, and YONATHAN were extremely polite and took belongings. Reasonably priced and very conscientious. I would definitely recommend them for your move.



- Jan W. November, 2025

We had an amazing experience with Handle With Care from the initial quote all the way through the move. I called with tons of questions before signing the quote and the office was so helpful. On moving day, the crew showed up right on time and moved everything really quickly and carefully. The communication was great and they were mindful of our cat (who we tried to keep out of the way but cats are unpredictable). Once we got to our destination, they moved everything again so quickly and cheerfully. Like, their attitudes made a process I hate (moving) almost enjoyable. They even managed to get our washer and dryer down the narrow basement steps, which to me looked impossible but they managed it. Hopefully we don't have to move again too soon, but when we do, we will use Handle With Care again!

- Carolyn A. November 2025

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
eight principles
summarize



for Trust are
that
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, Ste A
Ann Arbor, MI 48108

Original Business Start
Date: 8/1/1992

Principal: Anthony Denha, 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



HANDL-2

OP ID: WI

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
04/09/2026

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 H.J. Spier Co., Inc. 8250 Woodfield X-ing Blvd #175 Indianapolis, IN 46240 William Leppert/Benes	317-815-2823	CONTACT NAME: Nancy Deer PHONE (A/C, No, Ext): 317-815-2823 FAX (A/C, No): 317-815-2857 E-MAIL: ndeer@hjspier.com ADDRESS:
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: Milford Casualty Ins. Company		28886
INSURER B: CorePointe Insurance Co		19879
INSURER C:		
INSURER D:		
INSURER E:		
INSURER F:		

INSURED HWC Moving LLC 4260 Varsity Dr Ann Arbor, MI 48108

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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC OTHER:			10619601	04/13/2026	04/13/2027	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPI/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☒ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY			10631862	04/13/2026	04/13/2027	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
	WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in MI) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B	CARGO LIAB			10647865	04/13/2026	04/13/2027	ANY LOSS 100,000
B	WHSE LIAB			10647865	04/13/2026	04/13/2027	LOC 1 2,000,000

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

see attached for vehicle schedule

CERTIFICATE HOLDER

CANCELLATION

Citizens State Bank a Michigan banking corporation ISAOA/ATIMA 32500 Woodward Ave Royal Oak, MI 48073	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 <i>William Leppert</i>
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**MICHIGAN
INTERNATIONAL FUEL TAX AGREEMENT**

Michigan Department of Treasury
Special Taxes Division, IFTA Unit
PO Box 30474

Lansing, MI 48909-7974

**2026 IFTA LICENSE
NOT TRANSFERABLE**

IFTA License Number
MI41408453600

HWC MOVING LLC
HANDLE WITH CARE MOVING & DELIVERY
4260 VARSITY DR STE A
ANN ARBOR, MI 48108

Effective Date

06/12/2026

Expiration Date

12/31/2026

Motor Carrier Account: 41534

Control Number: 00CZUNH

Additional Identifier

414084536

THIS LICENSE IS ISSUED UNDER THE TERMS OF THE INTERNATIONAL FUEL TAX AGREEMENT AND IS VALID FOR VEHICLES OPERATED BY THE LICENSEE IN ALL IFTA JURISDICTIONS

A COPY OF THIS LICENSE MUST APPEAR IN EACH MOTOR VEHICLE

CERTIFICATE of MEMBERSHIP

THIS ACKNOWLEDGES THAT

**HWC Moving LLC
CVED # 51420**

IS AUTHORIZED TO MAKE LOCAL AND INTRASTATE MOVES WITHIN MICHIGAN
AS A MEMBER IN GOOD STANDING WITH THE MICHIGAN MOVERS ASSOCIATION

2026
AUTHORIZED
INTRASTATE
MOVER

EXPIRES 12/31/2026

TRACI RIEHL, EXECUTIVE DIRECTOR





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