

**NORTH CAROLINA UTILITIES COMMISSION**

**MAXIMUM RATE TARIFF NO. 1**

**INTRASTATE RATES AND CHARGES**

Applying on

**HOUSEHOLD GOODS**

as described in

**NCUC Rule R2-37**

Between

**POINTS IN NORTH CAROLINA**

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**MAXIMUM RATE TARIFF NO. 1**

---

**ISSUED: November 1, 2002**

**EFFECTIVE: January 1, 2003**

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**ISSUED BY**

**NORTH CAROLINA UTILITIES COMMISSION**

**430 N. Salisbury Street**

**4325 Mail Service Center**

**Raleigh, North Carolina 27699-4300**

*Telephone - 919/733-4036*

**[www.ncuc.net](http://www.ncuc.net)**

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**LIST OF CARRIERS ISSUED A CERTIFICATE OF EXEMPTION**

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4AAAA's Exclusive Moving & Freight Services, LLC, Charlotte NC	C-3037
485 Movers Charlotte, LLC, Charlotte, NC	C-2980
<b>A+ Moving and More, A+ Labor Solutions, LLC, d/b/a Graham, NC (Name changed from A+ Labor Solutions, LLC, 04-01-25)</b>	<b>C-3058</b>
A+ Moving and Storage, A+ Relocation Services, Inc., d/b/a, Fayetteville, NC	C-2340
A 1 Pack Load and Moving, A 1 Pack and Load, Inc., Raleigh, NC	C-2481
AAA Moving & Storage, LLC, Hickory, NC	C-2909
A & D Relocation, Inc., Goldsboro, NC	C-2296
<b>A &amp; M Friendly Movers, LLC, Calabash, NC (Certificate reactivated 04-02-25)</b>	<b>C-2969</b>
A Cut Above Moving and Relocation Service, RJ Square, LLC, d/b/a, Wilmington, NC	C-3017
Absolute Moving & Storage, Inc., Holly Ridge, NC	C-2432
Accelerated Deliveries, AJ Enterprises of the Piedmont, LLC, d/b/a, Cornelius, NC	C-2919
Ackley Enterprises, Inc., Trenton, NC	C-3045
Acme Movers & Storage Company, Inc., Morehead City, NC	C-613
Advanced Moving, LLC, Belmont, NC	C-2964
Advanced Relocation & Cleaning Services, LLC	C-3056
Affordable Moving and Storage, LLC, Newton, NC	C-2923
Ahlgren's Transport, LLC, Madison, NC	C-2529

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**ISSUED: May 5, 2025**

**EFFECTIVE: May 5, 2025**

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Alamance Moving, LLC, Burlington, NC	C-3050
Alextransportation, LLC, Indian Trail, NC	C-3100
All American Moving & Storage of Fayetteville, Inc., Fayetteville, NC	C-2354
All American Relocation, Inc., Raleigh, NC	C-1590
<b>Allen's Moving Service of Fayetteville, Inc., Fayetteville, NC (Certified 04-30-25)</b>	<b>C-3112</b>
All In Movers, Inc., Winston-Salem, NC	C-2903
AllMoves, LLC, Brevard, NC	C-2959
All My Sons Moving and Storage, Bournias, LLC, d/b/a, Charlotte, NC	C-601
All My Sons Moving and Storage of Raleigh, SG of Raleigh, LLC, d/b/a, Raleigh, NC	C-2661
All My Sons of Charlotte South, LLC, Pineville, NC	C-2653
All My Sons of Chattanooga I, LLC, Chattanooga, TN	C-3034
All My Sons of Greensboro, LLC, Greensboro, NC	C-2883
All My Sons of Myrtle Beach, LLC, Myrtle Beach, SC	C-3033
All My Sons of South Raleigh, LLC, Garner, NC	C-2644
All Ways Moving, AWM EST 2009 Inc., d/b/a, Jacksonville, NC	C-2623
Allstar Moving & Storage Co., Inc., Fayetteville, NC	C-2365
American Moving & Hauling, Inc., Winston-Salem, NC	C-2411
American Van Lines, Inc., Greensboro, NC	C-1588
Anderson, Andy, Moving Company, Craig M. Anderson, d/b/a, Fayetteville, NC	C-2042
Apartment Movers of the Carolinas, LLC, Charlotte, NC	C-2652
Apartment Movers Plus, Derric Pearce Fozard, d/b/a, Durham, NC	C-2595
Apple Moving, Harrison's Moving & Storage Co., Inc., d/b/a, Chesapeake, VA	C-2455
Appalachian Movers Transport, Douglas Tracy Carpenter, d/b/a, Hendersonville, NC	C-2536
Appalachian Moving & Storage, LLC, Deep Gap, NC	C-2462
Armor Bearer Discount Movers, LLC, Greensboro, NC	C-2353
Armstrong Relocation, Armstrong Relocation Co., Inc., d/b/a, Morrisville, NC	C-641
Armstrong Transfer & Storage Co., Inc./Armstrong Relocation Company, Charlotte, NC	C-760
Ashe Van Lines, LLC, Hickory, NC	C-2627
<b>Asheville Area Movers, LLC, Asheville, NC (Certificate reactivated 04-03-25)</b>	<b>C-2655</b>
Athens Moving Experts, Inc., Raleigh, NC	C-2657
Atlantic Moving Systems, LLC, Wilmington, NC	C-2664

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B&R Moving and Delivery, LLC, Concord, NC	C-3028
Ballantyne & Beyond Moving, Inc., Fort Mill, SC	C-2468
Barringer Moving & Storage, LLC, Newton, NC	C-2509
Beaty Brothers Moving, LLC, Hendersonville, NC	C-2948
Bellhop Moving, BHH Services, LLC, d/b/a, Chattanooga, TN	C-2968
<i>Bells Moving Service, LLC, Middlesex, NC</i>	<i>C-3101</i>
Beltmann Group Incorporated, Roseville, Minnesota	C-2527
Best American Movers, United Pro Movers, LLC, d/b/a, Charlotte, NC	C-3064
Best Movers US Inc., Charlotte, NC (At carrier's request, certificate is temporarily suspended until 07-15-25. Authority has not yet been reinstated. Therefore, carrier currently is not authorized to perform North Carolina intrastate household goods moves.)	C-2539
<b><i>BMS Moving &amp; Storage, Gayla Lynch Black, d/b/a, Hendersonville, NC (Certificate reactivated 04-15-25)</i></b>	<b><i>C-2449</i></b>
Boundless Moving & Storage, LLC, Cleveland, TN	C-3053
Box and Dolly, LLC, Fayetteville, NC	C-2897
Box Turtle Moving Co., LLC, Raleigh, NC	C-3049
Boxt Moving, LLC, Charlotte, NC	C-3082
Branch Out Delivery, Inc., Clayton, NC	C-2640
Brazosmovers.com., LLC, Weatherford, TX,	C-2891
Bread's Moving & Hauling, LLC, Winston-Salem, NC (At carrier's request, certificate is temporarily suspended until 10-01-24. Authority has not yet been reinstated. Therefore, carrier currently is not authorized to perform North Carolina intrastate household goods moves)	C-3047
Brightleaf Moving, LLC, Durham, NC	C-3019
Brooks Coast to Coast Transport, Floyd Allen Brooks, Jr., d/b/a, Washington, NC	C-2379
Buckeye Moving & Storage, LLC, Winston-Salem, NC	C-3039
Building Blocks Moving, QC Tech Installers, LLC, d/b/a Charlotte, NC	C-2927
Bulldog Moving, LLC, Charlotte, NC	C-2424
Byers, Sam A., & Sons Moving Service, Inc., Troutman, NC	C-2302

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CJ Moving Services, LLC, Durham, NC	C-3073
Cameron & Cameron, Assembly, Moving and Storage, Inc., Durham, NC (At carrier's request, certificate is temporarily suspended until 06-21-25. Therefore, carrier currently is not authorized to perform North Carolina intrastate household goods moves.)	C-2323
Capital Moving & Storage, LLC, Raleigh, NC	C-2952
Capital Relocation Group, LLC, Garner, NC	C-2942
Captain Delivery, LLC, Lumberton, NC	C-3029
Caraway Moving, Inc., Monroe, NC	C-2305
Carey Moving & Storage of Asheville, Inc., Arden, NC	C-64
Carey Moving & Storage of Charlotte, Inc., Rock Hill, South Carolina	C-2565
Carolinas All-Star Movers, LLC, Charlotte, NC	C-3003
Carolina Moving & Storage Solutions, LLC, Greensboro, NC	C-3060
Cary Moving, 4 Sons, Inc., d/b/a, Cary, NC	C-2589
Central Moving & Storage, Inc., Sanford, NC	C-2277
Chapel Hill Moving Company, Inc., Chapel Hill, NC	C-2288
Charlie Powell's Model Moves, Inc., Fuquay-Varina, NC	C-2591
Chief Dale's Moving, LLC, Trent Woods, NC	C-3044
City Transfer & Storage Co., High Point, NC	C-131
Clark Transfer & Storage Co., Chesapeake, VA	C-3097
Citywide Moving Systems, Inc., Matthews, NC	C-2235
Cli-Co Moving, RWW Enterprises, Inc., d/b/a Washington, NC	C-2547
Cliff Harvel's Moving Company, Inc., Winston-Salem, NC	C-634
Clockwork Moving, LLC, Matthews, NC	C-3085
Coastal Carrier Moving & Storage Company, Coastal Carriers, Inc., d/b/a, Wilmington, NC	C-2286
Coastal Carrier Moving & Storage of Greenville, LLC, Bath, NC	C-3089
Coastal Moving Company, Inc., Jacksonville, NC	C-617
Coastline Relocation, Bekins A-1 Movers, Inc., d/b/a, Goldsboro, NC	C-2480
Coleman American Moving Services, Inc., Midland City, AL	C-2355
College Hunks Hauling Junk & Moving, Prosperity Reality Relocations Co., d/b/a, Fort Mill, SC	C-3086
College Hunks Hauling Junk and Moving, CHHJ NC Raleigh, LLC, d/b/a	C-3083
College Hunks Hauling Junk & Moving of Asheville, Venture 2134, Inc., d/b/a, Arden, NC	C-2956
College Hunks Hauling Junk & Moving, SeaDawgs Enterprises, Inc., d/b/a, Leland, NC	C-2896
College Hunks Hauling Junk & Moving, Inc., d/b/a Race City Hauling, Southport, NC	C-3000
College Hunks Hauling Junk & Moving, d/b/a Rudraksh Enterprise, LLC, Macclesfield, NC	C-3022
College Hunks Moving, Triad Expeditors, Inc., d/b/a, Asheboro, NC	C-2525
Compass Moving Solutions, Moving Forward Shipping Company, LLC, d/b/a, Raleigh, NC	C-3087
Covan World-Wide Moving, Incorporated, Fayetteville, NC	C-473
Crabtree Family Moving, LLC, Raleigh, NC	C-2533
Crown Moving & Storage, Inc., Fayetteville, NC	C-1011
<b>Custom Moving and Storage, Inc., Fayetteville, NC (Certified 04-30-25)</b>	<b>C-777</b>
CWTC Moving & Storage, LLC, Greensboro, NC	C-2779

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D C Movers LLC, Durham, NC	C-2336
Dedmon, A. V., Trucking, Inc., Shelby, NC	C-146
Dedmon Moving and Storage, Inc., Shelby, NC	C-2409
DeHaven's Transfer & Storage, Inc., Durham, NC	C-347
Dexteready Moving & Delivery, LLC, Raleigh, NC	C-2662
<b><i>Dillard's Moving &amp; Transport, LLC, Concord, NC (Per carrier's request, certificate canceled 05-01-25)</i></b>	<b>C-2778</b>
Distinctive Moving and Storage, LLC, Cary, NC	C-2945
DK Love Movers, LLC, Linden, NC	C-2487
Dogwood Moving, LLC, Raleigh, NC	C-2944
Dry Ridge Moving and Transportation, LLC, Asheville, NC	C-2490
Dukes Enterprises, LLC, Charlotte, NC	C-3078
E.E. Ward Moving & Storage Co., LLC, Grove City, OH	C-2774
ENC Moving and Hauling, LLC, New Bern, NC	C-3052
East Coast Moving, East Coast Move Lady, Inc., d/b/a, Ocean Isle Beach, NC	C-2332
Easy Movers, Inc., Pineville, NC	C-2225
Elephant Movers, LLC, Franklinton, NC	C-2973
Elizabeth City Delivery & Moving Services, Scott Allen Gurganus, d/b/a, Elizabeth City, NC	C-2915
Everyday Moving & Storage, LLC, Angier, NC	C-2537
Excel Moving and Storage, Inc., Raleigh, NC	C-731
Excel Moving & Storage of Greensboro, Inc., Greensboro, NC	C-2311
Exclusive Moving and Delivery, LLC, Charlotte, NC	C-2619
Exodus Works, Exodus Outreach Foundation, Inc., d/b/a, Hickory, NC	C-2458

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Faithful Moves, LLC, Hendersonville, NC	C-3057
Family Movers Express, Family Movers Express, LLC, d/b/a, Raleigh, NC	C-2566
Fast Lane Moving and Logistics, LLC, Robersonville, NC	C-3036
Fayetteville Moving & Storage, Inc., Fayetteville, NC	C-704
Fidelity Moving & Storage Co., Inc., Fayetteville, NC	C-869
Fire Logistics, Scott Andrew Carter, d/b/a, Mebane, NC	C-2911
First Choice Moving & Storage, Inc., Jacksonville, NC	C-200
Flash Moving Company, Inc., Cary, NC	C-3076
Fox Moving and Storage, Fox Moving and Storage of Charlotte, LLC, d/b/a, Charlotte	C-2947
Gasperson Transfer, WNC Moving & Storage, Inc., d/b/a, Asheville, NC	C-664
Gene Ferguson Moving Co., Inc., Waynesville, NC	C-2338
Gentle Giant Moving Company (NC), LLC, Matthews, NC	C-2406
<b>Gillespie's Local Moving Service, James Felton Gillespie, d/b/a, West End, NC</b>	<b>C-2511</b>
<i>(Certificate canceled for failure to file 2022 Annual Report 03-19-25)</i>	
<b>Goldsboro Van &amp; Storage, Inc., Goldsboro, NC (Certificate canceled for failure to file 2022 Annual Report 03-19-25)</b>	<b>C-1019</b>
Good Greek Van Lines, Agios Ioannis, LLC, d/b/a, Jupiter, FL	C-3088

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Hands 2 Hands, Inc., Raleigh, NC	C-2887
HappyWheelsMoving, LLC, Matthews, NC	C-3095
Hardin Furniture Company, Asheboro, NC	C-2609
Hardy Moving & Storage, MAAVS Transit, LLC, d/b/a Harbinger, NC	C-2256
Harrison's Moving & Storage Co., Inc., Chesapeake, VA (Sale and Transfer to Harrison's Moving	C-2455
Harvel's, Cliff, Moving Company, Inc., Winston-Salem, NC	C-634
<b>Haul All Lake Norman, SRT Services, LLC, d/b/a, Mooresville, NC (Certified 05-02-25)</b>	<b>C-3111</b>
Hector and Sons, Hector Luis Sidlouski, d/b/a, Charlotte, NC	C-2922
Herren's Carolina Moving & Storage, Inc., Lafayette, IN	C-2611
Hernandez Moving 919, LLC, Raleigh, NC	C-2988
Hill, I. H., Transfer and Storage, Inc., Durham, NC	C-650
Hilldrup Moving & Storage, Hilldrup Companies, Inc., d/b/a, Stafford, VA	C-2210
<b>Hockaday Brothers Moving, Brennan McCall &amp; Jackson Bennett, d/b/a, Charlotte, NC (Certificate reissued 04-24-25)</b>	<b>C-2970</b>
Homebound Moving Co., LLC, Beech Mountain, NC	C-2974
Homeward Bound Moving, Inc., Fuquay Varina, NC	C-2287
Horne Moving Systems, Inc., Goldsboro, NC	C-252
Hornet Moving, LLC, Charlotte, NC	C-2615
H.U.N.K.S. of Central Piedmont, Grimshaw, Grimshaw, Griffith & Stone, LLC, d/b/a	C-2954
Humphrey, Troy, Moving & Storage, Inc., Jacksonville, NC	C-700
Illuminated Moving & Packing, LLC, Asheville, NC	C-2995
In & Out Moving and Delivery, LLC	C-2502
Irongate Moving, LLC, Apex, NC	C-3062
JB Movers, Inc., Fort Mill, SC	C-2561
JD Johnson Moving Company, LLC, Mooresville, NC	C-2986
James Moving, LLC, Linwood, NC	C-3021
Jenny To The Rescue, Inc., Mars Hill, NC	C-2895
John's Moving & Storage, LLC, Raleigh, NC	C-2248
Johnson Moving Service, Inc., Lincolnton, NC	C-2642
Junk Pros of NC, LLC, Greensboro, NC	C-2898
Just Move It! McCorquodale Transfer, LLC, d/b/a, Birmingham, AL	C-2650
Kelly Moving, Inc., Campobello, SC	C-2469
Ken's Pack & Move, Kendrick James Earl Sheppard, d/b/a, Raleigh, NC	C-2551
Kepley Moving and Storage, Inc., Lexington, NC	C-727
Kev's Moving and Delivery Service, LLC, Charlotte, NC	C-3008
King Moving, LLC, Wilmington, NC	C-3081

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**LIST OF CARRIERS ISSUED A CERTIFICATE OF EXEMPTION**

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Ladd, J. E., & Son Transfer, LLC, Durham, NC	C-628
<b><i>Lafayette Moving &amp; Storage, Inc., Fayetteville, NC (Certified 04-30-25)</i></b>	<b>C-3110</b>
Last Second Moving, LLC, Raleigh, NC	C-3098
Lawrence Transportation Systems, Inc., Roanoke, VA	C-2211
Lentz Moving Services, Carolinas Office Relocation Experts, LLC, d/b/a, Clemmons, NC	C-2505
Lets Move, Cory LaGene Mitchell, d/b/a, Kernersville, NC	C-2985
Little Guys Movers, Inc., Denton, Texas	C-2546
Little Guys Movers of Greensboro, Beso Del Sol Holdings, LLC, d/b/a, Lubbock, TX	C-2548
Little Lloyd Moving & Transit, Kenneth Frederick Lloyd, d/b/a, Greensboro, NC	C-2337
Local Moving Services of NC, LLC, Havelock, NC	C-3075
Local N Long Distance Movers, Tornado Movers, LLC, d/b/a, Huntersville, NC	C-3009
Logan E Logistics, LLC, Charlotte, NC	C-3099
Long Transfer, Inc., Highlands, NC	C-1237
Luggers of Wilmington, Coastal Lugging of NC, LLC, d/b/a, Southport, NC	C-2951
Lytle's Transfer & Storage, Inc., Duncan, SC	C-697



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**LIST OF CARRIERS ISSUED A CERTIFICATE OF EXEMPTION**

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MSTS Enterprises, LLC, Rockwell, NC	C-3094
Magnolia Movers, LLC, Wake Forest, NC (T-5004)	C-3106
Mainstream Movers, Morrisville Trucks Moving and Supplies, LLC, d/b/a Cary, NC	C-2930
Make A Move, Fletcher Anneheim Dedicated Services, LLC, d/b/a, Charlotte NC	C-2573
Making Moves, LLC, Clayton, NC	C-3054
<b>Markethouse Moving and Storage, Inc., Fayetteville, NC (Certified 04-30-25)</b>	<b>C-3113</b>
Mather Brothers Moving Company, LLC, Garner, NC	C-2320
Me and My Team LLC, Raleigh, NC	C-2577
Men on the Move, Inc., Young Harris, Georgia	C-2535
Merchants Moving & Storage, Inc., Fayetteville, NC	C-702
Merit Moving, LLC, Mooresville, NC	C-3014
Metropolitan Moving, LLC, Charlotte, NC	C-2608
Midwest Moving Company, LLC, Charlotte, NC	C-2966
Miles Moving & Services, Making Moves Logistics, LLC, d/b/a, Raleigh, NC	C-3105
Miracle Movers, Samantha Lynn Piner, d/b/a, Wilmington, NC	C-2562
Miracle Movers of Concord, LLC, Mooresville, NC	C-2925
Miracle Movers Raleigh, LLC, Durham, NC	C-2894
Miracle Movers of the Sandhills, LLC Cameron, NC	C-2889
Miracle Movers of the Triad, LLC, Greensboro, NC	C-2888
Miscellaneous Plus, Inc., Raleigh, NC	C-2457
Mitchell Movers, LLC, New Bern, NC	C-2348
Modern Moving and Storage, Inc., Fayetteville, NC	C-626
Monster Movers, LLC, Burlington, NC	C-3069
Moultrie Home Services, LLC, Fayetteville, NC	C-2614
Move and Care, LLC, Charlotte, NC	C-3067
Move Pack Clean, Linda Denise Hill, d/b/a, Charlotte, NC	C-2649
Movemart Relocation, Inc., Columbia, SC	C-2579
Movers Near Me, LLC, Candler, NC	C-2921
Moves for Less, Xpress Logistics, LLC, d/b/a, Charlotte, NC	C-3079
Moving Ahead Services, LLC, Willoughby, OH	C-2938
Movin' On Movers, PBP Mom, LLC, d/b/a, Apex, NC	C-1990
<b>Mudanza Brothers Moving Solutions, LLC, Raleigh, NC (Certified 04-09-25)</b>	<b>C-3108</b>
Murray Transfer & Storage Company, Inc., Wilmington, NC	C-279
Mustang Moving, LLC, Greensboro, NC	C-3013
Naglee Moving & Storage, Inc., Elmira Heights, NY	C-2557
Nationwide Logistics, LLC, Wendell, NC (At carrier's request, certificate is suspended until 05-15-24. Therefore, carrier currently is not authorized to perform N.C. intrastate household goods moves.)	C-3038
Neighbor Moving, LLC, Raleigh, NC	C-2892
NetMove Logistics, LLC, d/b/a NetMove, Charlotte, NC	C-2916
New World Van Lines, Inc., Chicago, IL	C-2378
Next Stop Movers, LLC, Raleigh, NC	C-2983
No Sweat Services, Inc., Cary, NC (T-4940)	C-3051
NuWay Relocation, LLC Raleigh, NC	C-3093
Nilson Van & Storage, Inc., Fayetteville, NC	C-173

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**LIST OF CARRIERS ISSUED A CERTIFICATE OF EXEMPTION**

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OBX Movers, Matthew Craig Hill, d/b/a, Harbinger, NC	C-2555
Omni Moving and Storage, Inc., Fayetteville, NC	C-436
On 3 Moving and Relocation, LLC, High Point, NC	C-3010
Orange County Moving and Storage, Micah Zunil Intrator, d/b/a, Chapel Hill, NC	C-2907
Patterson Storage Warehouse Company, Inc., Fayetteville, NC	C-586
Paxton Van Lines of North Carolina, Inc., Charlotte, NC	C-372
Peak Moving and Storage, LLC, Wilmington, NC	C-3024
Pepe's Hauling and Moving, LLC, Burgaw, NC	C-3091
Piedmont Moving, Michael Theodore Handshoe, d/b/a, Rural Hall, NC	C-2528
Piedmont Van and Storage Co., Fayetteville, NC	C-631
Pilot Van Lines, Inc., Jacksonville, NC	C-515
Pinehurst Moving & Storage Co., Inc., Southern Pines, NC	C-2590
Pink Zebra Moving, LLC, Charlotte, NC	C-3102
Pink Zebra Moving of Wilmington, PZ Cape Fear, LLC, d/b/a, Wilmington, NC	C-3027
Pinnacle Movers, LLC, Pinnacle, NC	C-2493
<b>POC Carolina, LLC, Charlotte, NC (Certified 04-04-25)</b>	<b>C-3107</b>
Port City Movers, 126 Haney Drive Moving, LLC, d/b/a, Mooresville, NC	C-2344
Preferred Moving Company, LLC, Hickory, NC	C-2598
Professional Relocation Moving Packing and Storage, LLC, Mooresville, NC	C-2470
Pro Movers, LLC, Raleigh, NC	C-2434
Pro Moving, Inc., Charlotte, NC	C-3096
<b>Raleigh Moving Company, LLC, Raleigh, NC (Certificate reactivated 04-02-25)</b>	<b>C-2939</b>
Rambling Man Logistics, L.L.C., Hildebran, NC	C-3068
Randy Owen Moving Service, LLC, Brevard, NC	C-2453
Red Brick Moving, LLC, Garner, NC	C-3061
Red Shoe Services, LLC, Joseph P. Potter, d/b/a, Asheville, NC	C-2908
Reign Moving Solutions, LLC, Greer, SC	C-3042
Relocate & Decorate Moving Services, LLC, Wilson, NC	C-2638
Road Haugs, Inc., Charlotte, NC	C-2570
Rocket Movers, LLC, Marion, NC	C-2941
Romero Movers, LLC, Apex, NC	C-2890
Roy & McCoy Moving, LLC, Morrisville, NC	C-3020
Rye Moving and Packing, LLC, Fletcher, NC	C-2931

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**LIST OF CARRIERS ISSUED A CERTIFICATE OF EXEMPTION**

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Safe & Sound Moving Company, LLC, Cary, NC	C-2901
Sandhills Moving & Storage, Co., Southern Pines, NC	C-865
<b><i>Scooby Moving Company, Roy David Holloway, d/b/a, Wake Forest, NC (Certificate reactivated 04-08-25)</i></b>	<b>C-2552</b>
Seaboard Moving & Storage, Inc., Jacksonville, NC	C-1026
Smart Move, LLC, Bailey, NC	C-2885
Smith Dray Line & Storage Co., Inc., Asheville, NC	C-651
Smith, W. E., Moving Co., City Transfer Fayetteville, LLC, d/b/a, High Point, NC	C-2451
Smoky Mountain Moving Co., Inc., Franklin, NC	C-2219
Smooth Move, Carolina Movers, LLC, d/b/a, Rock Hill, SC	C-2637
Southeast Moving and Storage, Inc., Wilmington, NC	C-2635
Southern Hospitality Moving, LLC, Asheboro, NC	C-3090
Southern Moving and Storage, LLC, Fayetteville, NC	C-2593
Spaces Premium Moving, Inc., Bolivia, NC	C-3032
<b><i>State Moving and Storage, Inc., Fayetteville, NC (Certified 04-30-25)</i></b>	<b>C-659</b>
Staley's Moving Vans, Donald Joseph Staley, d/b/a, Millers Creek, NC	C-685
States Van Lines of North Carolina, LLC, Greensboro, NC	C-2517
Steele & Vaughn Moving & Storage, J Five Investments, Inc., d/b/a, Greensboro, NC	C-2331
Stewart Moving and Storage, The Wes Stewart Corporation, d/b/a, Midlothian, VA	C-2657
<b><i>Suddath Moving and Logistics, Suddath Relocation Systems of Charlotte, LLC, d/b/a, Charlotte, NC (Per carrier's request, certificate canceled 05-01-25)</i></b>	<b>C-2465</b>
Suddath Moving & Storage, LLC, Charlotte, NC	C-3084
Sunrise Moving Company, High Point, NC	C-3092
Superior Moving and Logistics, LLC, Greenville, NC	C-2932
Superior Moving Systems, Inc., Durham, NC	C-2273
Sustainable Alamance, Burlington, NC	C-2596

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**LIST OF CARRIERS ISSUED A CERTIFICATE OF EXEMPTION**

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T & J Movers, Tyrone Lamont Levan, d/b/a, Charlotte, NC	C-2446
TLC Moving, LLC, Castle Hayne, NC	C-3077
T-N-T Moving Systems, Inc., Charlotte, NC	C-2299
TROSA Moving, Triangle Residential Options for Substance Abusers, Inc., d/b/a, Durham, NC	C-726
TRS Moving and Delivery, Junk Recyclers, Inc., d/b/a, Asheville, NC	C-3070
Taylor's Moving Company, Orlandus Dungee Taylor, d/b/a, Durham, NC	C-2295
Terminal Storage Company, Inc., Fayetteville, NC	C-595
<b>Terrick's Moving Company, LLC, Durham, NC (Certified 04-16-25)</b>	<b>C-3109</b>
The \$20.00 Moving Truck, LLC, Raeford, NC	C-2904
The Best Movers, Seabret, LLC, d/b/a, Charlotte, NC	C-3104
Thomas, J. E., & Sons Moving, LLC, Jacksonville, NC	C-2399
Todd's Easy Moves, Todd Bentley Cummings, d/b/a, Advance, NC	C-2276
Totes On-Demand, LLC, Concord, NC	C-2946
Town and Country Movers, Inc., Gaithersburg, MD	C-3063
Tri-City Movers, LLC, Greensboro, NC	C-2478
Trinity Movers, LLC, Arden, NC	C-2978
Tropical Moves, LLC, Wilmington, NC	C-2605
Truckin' Movers Corporation, Durham, NC	C-2262
Two Men and A Truck of Asheville, AMS & Sons Moving Co., LLC, d/b/a, Fletcher, NC	C-2425
Two Men and A Truck of Charlotte, NBF Charlotte, LLC, d/b/a, Charlotte, NC	C-3072
Two Men and A Truck of Durham, NC, Oliver & Finley, LLC, d/b/a, Durham, NC	C-2369
Two Men and A Truck of Fayetteville, Green Leaf Associates, Inc., d/b/a, Fayetteville, NC	C-2445
Two Men and A Truck Goldsboro, R3 Ventures, LLC, d/b/a, Goldsboro, NC	C-2998
Two Men and A Truck of Greensboro, Greensboro Movers, LLC, d/b/a, Winston-Salem, NC	C-126
Two Men and A Truck Greenville NC, NBF Greenville NC, LLC, d/b/a, Greenville, NC	C-3031
Two Men and A Truck of Mooresville, Lynnbrook, LLC, d/b/a, Mooresville, NC	C-2568
Two Men and A Truck of Raleigh, Simply The Best Movers, LLC, d/b/a, Raleigh, NC	C-2253
Two Men and A Truck of Sanford, B10P, LLC, d/b/a, Sanford, NC	C-2912
Two Men and A Truck of Wilmington, T & K Moving, Inc., d/b/a, Wilmington, NC	C-2066
Two Men and A Truck of Winston-Salem, Kline, LLC, d/b/a, Winston-Salem, NC	C-2289
Two Strong Dudes Moving Company, LLC, Charlotte, NC	C-2456

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**LIST OF CARRIERS ISSUED A CERTIFICATE OF EXEMPTION**

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Union Transfer and Storage Company, Inc., Arden, NC	C-2216
United Family Movers CNC, LLC, Raleigh, NC	C-3080
Uwharrie Moving and Delivery, LLC, Albemarle, NC	C-3026
Victory Run Moving Delivery Courier, LLC, Raleigh, NC	C-2905
Virtues Moving Company, Inc., Durham, NC	C-2933
Wainwright Transfer Co. of Fayetteville, Inc., Fayetteville, NC	C-1063
Walden Logistics, LLC, Greenville, NC	C-3071
Webb Co., Inc., The Webb Company of North Carolina, d/b/a, Charlotte, NC	C-2291
Willis Moving and Storage, Inc., Jacksonville, NC	C-712
<b>Winston-Salem Moving &amp; Storage, Chad Raven Stewart, d/b/a, Winston-Salem, NC (Per carrier's request, certificate canceled 02-20-25)</b>	<b>C-2622</b>
Wolf Moving You, LLC, Raleigh, NC	C-3059
X-Man Delivery/Moving Services, LLC, Winston-Salem, NC	C-2983
You Move Me, McDowell & Yee, LLC, d/b/a, Charlotte, NC	C-2572
Your Budget Movers, LLC, Durham, NC	C-2963
<b>Zippy Shell of NC, Forward Moving, LLC, d/b/a, Wake Forest, NC (Certified 02-26-25)</b>	<b>C-3103</b>

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**USERS OF THE OFFICIAL HOUSEHOLD GOODS TRANSPORTATION MILEAGE GUIDE  
NO. 19 OR RAND MCNALLY ELECTRONIC MILEMAKER SOFTWARE**

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AAA Storage Company, Inc., Fayetteville, NC  
All American Relocation, Inc., Raleigh, NC  
Allen's Moving Service of Fayetteville, Inc., Fayetteville, NC  
Armstrong Relocation, Armstrong Relocation Co., Inc., d/b/a Morrisville, NC  
Armstrong Transfer & Storage Co., Inc./Armstrong Relocation Company, Charlotte, NC  
Berger Transfer & Storage, Inc., Charlotte, NC  
CORE Lentz Moving Services, Carolina Office Relocation Experts, LLC, d/b/a, Clemmons, NC  
Charlotte Van and Storage Co., Inc., Charlotte, NC  
City Transfer & Storage Co., High Point, NC  
Crofutt & Smith Storage Warehouse of North Carolina, Inc., Landing, NJ  
DeHaven's Transfer & Storage, Inc., Durham, NC  
DeHaven's Transfer & Storage of Charlotte, Inc., Charlotte, NC  
DeHaven's Transfer & Storage of Greensboro, Inc., Greensboro, NC  
DeHaven's Transfer & Storage of Wilmington, Inc., Wilmington, NC  
Delancey Street Moving & Transportation, Delancey Street North Carolina, d/b/a, Greensboro, NC  
Excel Moving and Storage, Inc., Raleigh, NC  
Excel Moving & Storage of Greensboro, Inc., Greensboro, NC  
Fayetteville Moving & Storage, Inc., Fayetteville, NC  
Gasperson Transfer, WNC Moving & Storage, Inc., d/b/a Asheville, NC  
Hilldrup Moving & Storage, Hilldrup Transfer & Storage, Inc., d/b/a, Stafford, VA  
Horne Moving Systems, Inc., Goldsboro, NC  
Lafayette Moving & Storage, Inc., Fayetteville, NC  
Long Transfer, Inc., Highlands, NC  
Lytle's Transfer & Storage, Inc., Duncan, SC  
Markethouse Moving and Storage, Inc., Fayetteville, NC  
Piedmont Van and Storage Co., Fayetteville, NC  
Ray Moving & Storage, Inc., Greensboro, NC  
Sells Service, Inc., Statesville, NC  
Smith Dray Line & Storage Co., Inc. Asheville, NC  
Two Men and A Truck of Fayetteville, Green Leaf Associates, Inc., d/b/a, Fayetteville, NC  
Union Transfer and Storage Company, Inc., Arden, NC  
Weathers Brothers Moving and Storage Company, Inc., Fayetteville, NC

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**LIST OF CARRIERS AUTHORIZED TO USE ELECTRONIC BILL OF LADING**

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All My Sons Moving and Storage, Bournias, LLC, d/b/a, Charlotte, NC  
All My Sons Moving and Storage of Raleigh, SG of Raleigh, LLC, d/b/a, Raleigh, NC  
All My Sons of Charlotte South, LLC, Matthews, NC  
**All My Sons of Chattanooga I, LLC, Chattanooga, TN (Approved 03-27-25)**  
All My Sons of Greensboro, LLC, Greensboro, NC  
**All My Sons of Myrtle Beach, LLC, Myrtle Beach, SC (Approved 03-27-25)**  
All My Sons of South Raleigh, LLC, Fuquay Varina, NC  
All Ways Moving, AWM EST 2009., Inc., d/b/a, Jacksonville, NC  
American Moving & Hauling, Inc., Winston-Salem, NC  
Coastal Carrier Moving & Storage Company, Coastal Carriers, Inc., d/b/a, Wilmington, NC  
Gentle Giant Moving Company (NC), LLC, Matthews, NC  
Men Moving Mountains, LLC, Boone, NC  
Midwest Moving Company, LLC, Charlotte, NC  
Movin' On Movers, PBP Mom, LLC, d/b/a, Apex, NC  
Next Stop Movers, LLC  
North Carolina's Best Movers, LLC, Charlotte, NC  
Peak Moving and Storage, LLC, Wilmington, NC  
Port City Movers, 126 Haney Drive Moving, LLC, d/b/a, Mooresville, NC  
Pink Zebra Moving of Wilmington, PZ Cape Fear, LLC, d/b/a, Wilmington, NC  
Uwharrie Moving and Delivery, LLC, Albemarle, NC

**NORTH CAROLINA UTILITIES COMMISSION  
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**CHECK SHEET OF TARIFF PAGE REVISIONS**

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All of the pages contained in this tariff are listed consecutively by number and revision number. The pages of this tariff and the supplements to the tariff listed on this page bear issue dates which are the same as or prior to the issue date of this page.

See Section 1, Rule 6, Cancellation of Original and Revised Pages for the method of cancelling original and revised pages.

<b>Page</b>	<b>Revision</b>	<b>Page</b>	<b>Revision</b>	<b>Page</b>	<b>Revision</b>	<b>Page</b>	<b>Revision</b>
Title	0	16	2	42	0	68	0
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1-B	2	19	2	45	23	70-A	3
2	2	20	2	46	23	71	2
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<b>5</b>	<b>96</b>	26	1	52	0	76	2
5-A	58	27	3	53	26	Brochure*4	
<b>6</b>	<b>127</b>	28	3	54	24		
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<b>7</b>	<b>147</b>	29	0	55	25		
<b>7-A</b>	<b>103</b>	30	1	56	23		
<b>8</b>	<b>118</b>	31	0	57	23		
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8-B	61	33	1	59	25		
9	23	34	0	60	23		
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<b>10</b>	<b>260</b>	36	0	62	24		
11	0	37	1	63	3		
12	2	38	1	64	23		
13	0	39	1	65	21		
14	1	40	0	66	23		
15	1	41	0	67	0		

\* Brochure appears after page 76  
It is numbered as Pages 1-10 to  
match its table of contents



**SECTION I**

**RULES**

**AND**

**REGULATIONS**

**SECTION I**  
**RULES AND REGULATIONS GOVERNING THIS TARIFF**

---

**CANCELLATION NOTICE**

This tariff cancels in whole or in part, as the case may be, all tariffs (including discount tariffs and supplements thereto) presently on file with the North Carolina Utilities Commission which provide rates and charges on the intrastate movement of household goods.

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**PARTICIPATING CARRIERS**

This tariff applies for account of all carriers holding authority under certificates of exemption issued by the North Carolina Utilities Commission to transport household goods as described in Rule 4 (Commodity Description).

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**RULE 1**

**APPLICATION OF TARIFF**

This tariff is applicable only on intrastate traffic, i.e. traffic having origin and destination within the State of North Carolina, as authorized under certificates of exemption issued by the North Carolina Utilities Commission.

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**RULE 2**

**DISCOUNTS FROM MAXIMUM RATES OR CHARGES**

The rates and charges provided herein are maximum rates. Carriers may not exceed the maximum rate or charge applicable for any individual component set forth herein.

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**RULE 3**

**SCOPE AND APPLICATION OF TARIFF**

Subject to the rules and regulations contained in Section I, the rates and charges shown in Sections II, III, and IV are the maximum rates and charges to be assessed by all carriers governed by this tariff, for all movements of household goods within North Carolina. EXCEPTION: Section IV, Item 18 (Full Value Protection) includes rates which are not subject to negotiated discounts.

All carriers issued a certificate of exemption by the North Carolina Utilities Commission authorizing the intrastate transportation of household goods are required to use the forms in Section V of this tariff.

**NORTH CAROLINA UTILITIES COMMISSION  
NCUC HHG NO. 1**

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**SECTION I  
RULES AND REGULATIONS GOVERNING THIS TARIFF**

---

**RULE 4**

**COMMODITY DESCRIPTION**

Household goods, as used in connection with transportation, means personal effects and property used or to be used in a dwelling, when a part of the equipment or supply of such dwelling, and similar property if the transportation of such effects or property is arranged and paid for by the householder or another party.

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**RULE 5**

**REISSUED ITEMS OR PAGES**

References made herein to items, rules, or pages in this tariff include reference to reissue of such items, rules, or pages.

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**RULE 6**

**CANCELLATION OF ORIGINAL AND REVISED PAGES**

When this tariff is amended by revised pages, the cancellation of prior pages, except the title page, will be effected by means of this rule. A revised page will not show a cancellation notice except when a cancellation notice is necessary because of suspension, rejection, or other reason. Revisions of each page will be filed in numerical sequence. Except where a specific cancellation is shown on a new revised page, a revised page cancels any and all uncancelled revised or original pages or uncancelled portions thereof, which bear the same page number. **EXCEPTIONS:** When a specific cancellation on a prior revised page excepts a previously filed page wholly or in part, this rule does not have the effect of cancelling such excepted previously filed page or portion thereof.

**NORTH CAROLINA UTILITIES COMMISSION  
NCUC HHG NO. 1**

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**SECTION I  
RULES AND REGULATIONS GOVERNING THIS TARIFF**

---

**RULE 7****VALUATION**

- (A) As used in this tariff, the phrases, "released value", "declared value", "value declared by shipper", and "lump sum value" shall have the same meaning.
- (B) On any shipment where the transportation charge is based on weight and distance and/or hourly rated movements pursuant to the provisions of this tariff, the carrier's maximum liability shall be either (1) **\$4.00** times the actual weight (in pounds) of the shipment (constructive weight on hourly shipments-see Rule 29(B) (Basis of Weight)), or the declared lump sum value, whichever is greater; or (2) \$.60 per pound for the actual weight of any lost or damaged article or articles, if the shipment has been expressly released by the shipper to such value per article. Unless the shipper expressly releases the shipment to a value *equal to \$4.00 for each pound of weight in the shipment or lump sum value declared by the shipper*, the carrier's maximum liability for loss and damage *will not exceed \$.60 per pound per article*.
- (C) The released value must be shown on the bill of lading in the following form and must be initialed only by the person signing the bill of lading:

VALUATION: Shipper must initial the option selected.

\_\_\_\_\_ Basic Value Protection. I release this shipment to a value of \$.60 per pound per article.

\_\_\_\_\_ Full Value Protection. I release this shipment to a value of \$4.00 times actual weight in pounds of shipment or declared lump sum value of \$\_\_\_\_\_. (Declared value must be at least \$4.00 per pound times weight of shipment.)

See attached "Addendum to Uniform Household Goods Bill of Lading."

- (D) If the shipper fails to make the entry required in subsection (C) of this rule, the shipment will be deemed released to **\$.60 per pound per article (Basic Value Protection)**.

(Continued on next page)

**NORTH CAROLINA UTILITIES COMMISSION  
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**SECTION I  
RULES AND REGULATIONS GOVERNING THIS TARIFF**

---

**RULE 7 (cont.)**

- (E) The released value and the carrier's maximum liability (whether or not loss or damage occurred from carrier negligence), as determined under this rule, shall apply to any claims resulting from the performance or failure to perform by carrier of any services, including accessorial services, which carrier has contracted to perform.
- (F) Full Value Protection - See Section IV, Item 18.
- 

**RULE 8**

**LIMITATION OF LIABILITY ON READY TO ASSEMBLE FURNITURE  
MADE FROM PRESS BOARD, PARTICLE BOARD, AND ENGINEERED WOOD**

(A) Ready to Assemble Furniture is defined as meaning furniture manufactured from press board, particle board, engineered wood or similar materials which is shipped from the manufacturer in a knocked down (KD) or knocked down flat (KDF) condition to be assembled by the retail store, reseller, or end-user. Most is not designed with the extra wood structural pieces to adequately brace the unit for movement out of or into a residence, and may not withstand the normal truck vibration, even in air-ride trailers. It is not constructed to withstand the normal stress of a move as an assembled unit. Assembly instructions frequently suggest that the connecting hardware pieces be glued in place. This does not significantly improve the structural integrity of the pieces and makes disassembly impossible without creating substantial, unreparable damage.

(B) When a shipper elects to ship an article as defined above, and notwithstanding the language contained in the Notice below, in no case shall the liability of the carrier exceed \$.60 per pound per article or \$50.00 per article, whichever is greater.

(C) Prior to the movement of a shipment of household goods, the carrier shall give the shipper a notice containing the language outlined below and receive back the original signed copy.

(Continued on next page)

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**RULE 8 (cont.)****NOTICE**

**LIMITATION OF LIABILITY ON READY TO ASSEMBLE FURNITURE  
MADE FROM PRESS BOARD, PARTICLE BOARD, AND ENGINEERED WOOD**

Furniture manufactured from press board, particle board, and/or engineered wood is designed to go into a box from the manufacturer, to the retailer, and then to the customer unassembled. It is not constructed to withstand the normal stress of a move as an assembled unit. Most is not designed with the extra wood structural pieces to adequately brace the unit for movement out of or into a residence, and may not withstand the normal truck vibration, even in air-ride trailers. Usually chips or dents are not repairable. Surface impressions can be made on the furniture when writing on a single piece of paper. Assembly instructions frequently suggest that connecting hardware pieces be glued in place. This does not significantly improve the structural integrity of the pieces and makes disassembly impossible without creating substantial, unreparable damage. *When a shipper elects to ship an article as defined herein, and not withstanding the language contained in this Notice, in no case shall the liability of the carrier exceed \$.60 per pound per article or \$50.00 per article, whichever is greater.*

**Option 1** I/we choose to disassemble and reassemble all press board, particle board, and or/engineered wood furniture prior to move. I/we assume all responsibility for damage to the press board, particle board, and/or engineered wood furniture which may occur during the disassembly of the furniture.

**Option 2** I/we have engaged the services of another individual or company to disassemble all press board, particle board, and/or engineered wood furniture prior to move. I/we assume all responsibility for damage which may occur to the press board, particle board, and/or engineered wood furniture during the disassembly of the unit(s).

**Option 3** I/we am/are tendering furniture constructed of press board, particle board, and/or engineered wood fully assembled as a part of our move. I/we understand that any claim for damage to the press board, particle board, and/or engineered wood furniture may be denied due to inherent vice, based upon the fact that fully assembled press board, particle board, and/or engineered wood furniture is inherently susceptible to damage as outlined above.

**Shipper, owner, or consignee must select Option 1, 2, or 3.**

SIGNATURE OF SHIPPER, OWNER, OR CONSIGNEE

DATE

ISSUED: June 7, 2005

EFFECTIVE: June 7, 2005

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**RULE 9**

**ARTICLES OF EXTRAORDINARY VALUE**

(A) The carrier will not assume any liability whatsoever for: documents, currency, money, jewelry, watches, precious stones, or articles of extraordinary value including accounts, bills, deeds, evidences of debt, securities, notes, postage stamps, stamp collections, revenue stamps, letters or packets of letters, articles of peculiarly inherent value, precious metals or articles manufactured therefrom, which are not specifically listed on the bill of lading *or the inventory sheet*.

(B) All items included in a shipment that are considered to be of extraordinary (unusual) value must be specifically identified, and the carrier must be advised that they are included in the shipment. Items of extraordinary value are defined as those having a value of greater than \$100 per pound. Typically, household goods items that frequently have a value in excess of \$100 per pound per article are: currency, coins, jewelry, precious metals, precious or semi-precious stones or gems, gold, silver or platinum articles including silverware and service sets, china sets, crystal or figurines, fur or fur garments, antiques, oriental rugs or tapestries, rare collectible items or objects of art, computer software programs, manuscripts, or other rare documents. Of course, other items may also fall into this category and must be identified as well.

(C) Owner (shipper) agrees that any claim for loss or damage must be supported by proof of value and understands settlement will be based upon the information furnished in writing and signed by the shipper, and the declaration of value contained on the accompanying bill of lading, the bill of lading terms and conditions, the tariff in effect at the time of the shipment, the household goods descriptive inventory, and all pertinent information available to the carrier. If articles having a value in excess of \$100 per pound per article are not listed on the inventory, the shipper's signature attests to the fact that such articles are not included in the shipment. If through advertence or any other cause, items having a value in excess of \$100 per pound per article are included in a shipment and are not in writing and signed by the shipper, the shipper agrees that the carrier's liability for loss or damage to those items will be limited to no more than \$100 per pound per article (based upon the actual article weight).

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**RULE 10**

**INSURANCE**

The cost of insurance against marine risk or any other insurance for the benefit of the shipper will not be assumed by the carrier.

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**RULE 11**

**PAYMENTS**

(A) The carrier will not deliver or relinquish possession of any property transported by it until all tariff rates and charges thereon have been paid in cash, money order, certified check, or traveler's check, except where other satisfactory arrangements have been made between the carrier and the consignor or consignee, in accordance with the rules and regulations of the North Carolina Utilities Commission.

(B) Nothing herein shall limit the right of the carrier to require, at time of or before shipment, the prepayment in part or in full or guarantee of the charges.

(C) Subject to the foregoing paragraphs, provisions for payment of charges on storage-in-transit shipments are contained in Rule 48 (Storage-In-Transit).

(D) A finance charge of 1% per month will apply to payments made after thirty (30) days from date of invoice.

*(E) Carriers may accept credit or debit cards. The processing fee for these transactions may be passed on to the shipper. Carriers may only charge up to the amount their credit card processing company charges the carrier for the individual transaction. The credit card processing fee will be listed on the bill of lading.*

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**RULE 12**

**REGULAR HOURS OF SERVICE**

Regular hours for service shall be between 8:00 a.m. and 5:00 p.m. on each day of the week except Saturdays, Sundays, and legal holidays (national, state, or municipal). Delivery will be tendered during regular hours of service unless agreed to otherwise by carrier and shipper.



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**RULE 13**

**NONBINDING ESTIMATES SUBJECT TO 110% RULE**

Motor carriers subject to the rules and regulations of this tariff must, upon shipper's request, provide a nonbinding estimate of charges for services to be rendered. All such estimates shall be in writing and have clearly indicated on the face of them that the estimate is nonbinding on the part of the carrier, and that the charges shown are the approximate charges which will be assessed for the services identified in the estimate. The estimate must clearly describe the shipment and all services to be provided and be prepared in such format as provided in Section V. At the time of delivery of a collect-on-delivery shipment, the shipper may request delivery of the shipment upon payment, in the form acceptable to the carrier, of an amount not to exceed 110% of the estimated charges. This provision would not apply when such shipment is being delivered to a warehouse for storage at the request of the shipper. The carrier must, upon request of the shipper, relinquish possession of the shipment upon payment of not more than 110% of the estimated charges and shall defer demand for the payment of the balance of any remaining charges for a period of thirty (30) days following the date of delivery.

EXCEPTION: Nonbinding estimates are not required if the shipper requests such estimate less than five (5) business days prior to the move or if the total weight of the shipment is less than 500 pounds.

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**RULE 14**

**BINDING GUARANTEED ESTIMATES**

Motor carriers subject to the rules and regulations of this tariff must, upon shipper request, provide a binding guaranteed estimate of services to be rendered. All such estimates shall be in writing and have clearly indicated on the face thereof that the estimate is binding on both the carrier and the shipper. The estimate will be provided in such format as specified in Section V. The estimate must clearly describe the shipment and all services to be performed. At time of shipment, any additional services performed by the carrier at the request of the shipper and not covered in the binding guaranteed estimate will be billed at the appropriate rate, and a *Change Order/Addendum to Estimated Cost of Services form* will be completed.

EXCEPTION: Binding guaranteed estimates are not required if the shipper requests such estimate less than five (5) business days prior to the move or if the total weight of the shipment is less than 500 pounds.

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**RULE 15**

**BINDING NOT-TO-EXCEED ESTIMATES**

Motor carriers subject to the rules and regulations of this tariff must, upon shipper request, provide a binding not-to-exceed estimate of services to be rendered. All such estimates shall be in writing and have clearly indicated on the face thereof that the estimate is binding on both the carrier and the shipper. The estimate will be provided in such format as specified in Section V. The estimate must clearly describe the shipment and all services to be performed. At time of shipment any services performed by the carrier at the request of the shipper and not covered in the binding not-to-exceed estimate will be billed at the appropriate rate, and a *Change Order/Addendum to Estimated Cost of Services form* will be completed.

EXCEPTION: Binding not-to-exceed estimates are not required if the shipper requests such estimate less than five (5) business days prior to the move or if the total weight of the shipment is less than 500 pounds.

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**RULE 16**

**MILEAGE AND APPLICATION**

(A) Where rates herein are based on mileage, the applicable mileage shall be determined as the lowest practical drive-able distance between the origin and destination addresses, regardless of the actual route taken, as determined by a reputable online mapping service or current mapping software.

(B) Carriers listed on Page 9 of this Tariff allowing for the usage of Rand McNally MileMaker software in determining mileage, may continue to use the software, provided the software is supported with necessary updates for accurate mileage calculation.

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**RULE 17**

**HOURLY RATE TRANSPORTATION APPLICATION**

In calculating transportation on shipments moving for a ratemaking distance of thirty-five (35) miles or less, the hourly rates as shown in Section II shall apply. In no event are the rates for transportation charges in Section III applied on hauls of thirty-five (35) miles or less.

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**RULE 18**

**DISPOSITION OF FRACTIONS AND PARTS OF HOURS**

Dispose of fractions in computing a charge by omitting fractions of less than one-half of one cent and increase fractions of one-half of one cent and greater to the next whole cent. Fractions of an hour on charges based on hourly rates will be disposed of as follows: Where the time involved is 15 minutes or less, the charge shall be for one-quarter (1/4) hour. When in excess of the 15 minutes but not more than 30 minutes, the charge shall be for one-half (1/2) hour. When in excess of 30 minutes but not more than 45 minutes, the charge shall be for three-quarters (3/4) hour. When in excess of 45 minutes and not over one hour, the charge shall be for one (1) hour.

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**RULE 19****COMPUTING CHARGES**

(A) Except as otherwise provided herein, weight and distance rates in this tariff are stated in dollars and cents per 100 pounds, and total charges shall be computed by multiplying the weight of each shipment by the rate shown per 100 pounds, except as provided in paragraph (B) of this rule. When a shipment is transported a distance in excess of 800 miles, charges shall be computed as follows: (1) First find the rate for 800 miles in the applicable table of rates (Section III); (2) Next find the rate for the excess distance over 800 miles in the same table of rates; (3) Add the above two rates together to get the through rate per 100 pounds to apply on entire shipment.

(B) Transportation charges based on actual weight of the rate provided thereof shall not exceed charges based on the next higher minimum weight at the rate provided for such higher minimum weight. The weights shown under columns headed "Break Point" in Section III are the weights at which a lower charge develops by use of minimum weight and applicable rate shown in the next higher weight bracket.

(C) Hourly charges will be computed by applying the proper hourly rate contained in Section II to the actual number of hours required to accomplish the move.

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**RULE 20****MINIMUM WEIGHT CHARGE**

Except as may be otherwise specifically provided for in this tariff, or as amended, a shipment weighing less than 500 pounds shall be accepted only at a weight of 500 pounds and applicable rates and charges based on weight shall be subject to 500 pound minimum.

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**RULE 21**

**COMPLETE OCCUPANCY OF VEHICLE**

(A) Subject to the availability of equipment for the particular service desired, a shipment, the displacement of which completely occupies the loading space of a vehicle, or the peculiar displacement of which completely occupies the loading space of a vehicle, or the peculiar character of which otherwise prevents its transportation with other shipments on the same vehicle, will be accepted at charges computed on the actual weight subject to a minimum weight based on 7 pounds per cubic foot of total vehicle space. (See Rule 26 - Display of Van Space).

(B) Bill of Lading to be marked or stamped:

COMPLETE OCCUPANCY OF A VEHICLE  
SHIPMENT MOVING AT WEIGHT OF \_\_\_\_\_ POUNDS  
ACTUAL WEIGHT \_\_\_\_\_ POUNDS

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**RULE 22**

**MOVEMENT OF EMPTY VEHICLES**

(A) A shipper having one or more shipments and desiring to continue movement of all such shipments may request the empty movement of equipment from destination to point of origin of next shipment for further loading subject to the availability of equipment and at charges shown in Section IV, Item 11 (Empty Mileage Charge). The empty movement of equipment shall be ordered in writing at the time shipments are accepted for transportation.

(B) Empty mileage operated from destination to next origin shall be that shown on the current highway map as published by the North Carolina Department of Transportation.

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**RULE 23**

**EXCLUSIVE USE OF A VEHICLE**

(A) Subject to the availability of equipment, a shipper may order use of a vehicle of specific cubic capacity for transportation of a shipment. Transportation charges shall be based on actual weight subject to minimum charges as follows:

1. If the capacity of vehicle ordered is 1,000 cu. ft. or less, the minimum charge shall be based on 7,000 pounds.
2. If the capacity of vehicle ordered is in excess of 1,000 cu. ft., the minimum charge shall be based on 7 pounds per cubic foot of total vehicle space ordered.

(B) If at time for loading such shipment, carrier does not have available a vehicle of capacity ordered, carrier may substitute a vehicle or vehicles of an equivalent or greater capacity and transportation charges and minimum therefore shall be the same as would apply had carrier furnished a vehicle of the capacity ordered. (See Rule 26 - Display of Van Space)

(C) Bill of Lading to contain the following language:

\_\_\_\_\_ Exclusive Use of a \_\_\_\_\_ cu. ft. vehicle (Minimum 1,000 cu. ft.)  
 Shipment Moving at \_\_\_\_\_ lbs.  
 Actual Weight of \_\_\_\_\_ lbs.  
 Signature of Shipper or Agent: \_\_\_\_\_

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**RULE 24**

**SPACE RESERVATION FOR A PORTION OF VEHICLE**

(A) Subject to availability of equipment, shipper may reserve a portion of the capacity of a vehicle by ordering a specific quantity of space, in units of 100 cu. ft., and accepting transportation charges based on actual weight of shipment subject to minimum transportation charges as follows:

300 cu. ft. or less . . . . . 2,100 pounds  
 More than 300 cu. ft. . . . . 700 pounds per 100 cu. ft. unit ordered

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**RULE 24 (cont.)**

(B) Bill of Lading to contain the following language:

\_\_\_\_\_ Space Reservation of \_\_\_\_\_ cu. ft. (Minimum 300 cu. ft.)  
Shipment Moving at \_\_\_\_\_ lbs.  
Actual Weight of \_\_\_\_\_ lbs.  
Signature of Shipper or Agent: \_\_\_\_\_

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**RULE 25**

**EXPEDITED SERVICE**

(A) Expedited Service used herein means tendering delivery of a shipment on or before a specified date, subject to the following minimum weights:

- a. Less than 4,000 lbs. and moving a distance of 80 miles or less;
- b. Less than 5,000 lbs. and moving a distance of 81 miles and not more than 150 miles;
- c. Less than 8,000 lbs. and moving a distance of 151 miles or more.

(B) Subject to availability of equipment for the particular service desired, shippers may obtain expedited service on shipments of less than the weights described in (A) above, and transportation charges shall be computed on the basis of applicable minimum weight above and tariff rates applicable to such minimum weights. The carrier shall not be required to provide exclusive use of vehicle under this rule. For exclusive use of vehicle, refer to Rule 23 (Exclusive Use of a Vehicle).

(C) Bill of Lading to contain the following language:

\_\_\_\_\_ Expedited Service of \_\_\_\_\_ miles  
Shipment Moving at \_\_\_\_\_ lbs.  
Actual Weight of \_\_\_\_\_ lbs.  
Signature of Shipper or Agent: \_\_\_\_\_

(D) Except in case of the fault of the shipper, in the event the shipment is not tendered for delivery on or before the delivery date, this rule shall not apply. In such case, the charges for the shipment shall be subject to all other applicable rules and provisions of this tariff.

(E) Valuation shall be at actual weight.

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**RULE 26**

**DISPLAY OF VAN SPACE**

The number of cubic feet of van space shall be legibly displayed on each side of the vehicle used by the carrier in rendering service under Rules 21 (Complete Occupancy of Vehicle), Rule 23 (Exclusive Use of a Vehicle), and Rule 24 (Space Reservation for a Portion of Vehicle).

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**RULE 27**

**BILL OF LADING**

(A) Unless otherwise provided in this tariff, when property is transported subject to the provisions of this tariff, or as amended, the acceptance and use of the Uniform Household Goods Bill of Lading as described herein is required.

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

Any alteration, addition, or erasure on a bill of lading which shall be made without the special notation thereon of the agent of the carrier issuing the bill of lading shall be without effect, and the bill of lading shall be enforceable according to its original tender.

(B) The rates and charges shown herein are reduced rates conditioned upon the use of the Uniform Household Goods Bill of Lading. Consignor, at his option, may elect not to accept the terms of the Uniform Household Goods Bill of Lading, and in lieu thereof to have the carrier transport the property with carrier's liability limited only as provided by common law and by the laws of the United States and the State of North Carolina insofar as they apply but subject to the terms and conditions of the Uniform Household Goods Bill of Lading insofar as such terms and conditions are not inconsistent with such common carrier's liability. The rate charged therefore will be 100 percent higher than the transportation rate contained in this tariff as would apply for such shipment if offered for transportation at a released value not exceeding \$.60 per pound per article.

When a consignor elects not to accept any of the terms of such bill of lading he must give notice to the initial carrier of such election. The initial carrier must indicate the receipt of such notice by writing or stamping thereon a clause signed by the carrier reading: "In consideration of the higher rate charged, the property herein described will be carried and the services to be rendered hereunder will be performed, with the carrier's liability limited only as provided by law; but subject to the terms and conditions of this bill of lading insofar as they are not inconsistent with such common carrier's liability."

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**RULE 27 (cont.)**

(C) All rates and charges herein are dependent upon the shipment being released in accordance with the provisions of Rule 7 (Valuation) of this tariff.

(D) Unless the shipper expressly releases the shipment to a value not exceeding \$.60 per pound per article, the carrier's maximum liability for loss and damage shall be (1) the lump sum value declared by the shipper or (2) an amount equal to \$4.00 times the actual weight in pounds for full value protection, whichever is greater. For these increased levels of liability, additional valuation charges as provided in Section IV, Item 18 (Full Value Protection) will apply. If the shipper wishes to avoid these additional charges, he must agree that if any articles are lost or damaged, the carrier's liability will not exceed \$.60 per pound for the actual weight of any lost or damaged article or articles in the shipment.

(E) The bill of lading may be paper or electronic. A carrier's use of electronic bills of lading is subject to all requirements of the Maximum Rate Tariff, as well as the following conditions:

- (1) Carriers must receive Commission approval prior to using electronic bills of lading.
- (2) Only carriers listed on page 9A of this tariff may use electronic bills of lading.
- (3) Electronic bills of lading must be in the same format as printed version bills of lading and provide the same consumer rights.
- (4) Copies of the electronic bills of lading should be sent to the shipper via email (a) immediately upon receiving the pre-move signatures verifying shipper selections and (b) immediately upon receipt of post-move signatures showing all charges.
- (5) Electronic bills of lading may only be used with the shipper's consent.
- (6) The carrier should have paper bills of lading available at the customer's premises during the move.
- (7) Shippers are entitled to receive a written copy of the bill of lading upon request.
- (8) If technical difficulties with the electronic bill of lading equipment or system arise, the carrier should use a paper bill of lading.

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**RULE 28**

**INFORMATION TO BE INCLUDED ON  
UNIFORM HOUSEHOLD GOODS BILL OF LADING**

(A) The statements shown in (B) (1) and (2) must be preprinted on the face of bill of lading in distinctive bold type. The statements shown in (B) (5) and (6) must also be preprinted on the face of the bill of lading.

(B) In addition to the above statements printed in distinctive type on face of bill of lading, the following information must appear on the face of the Uniform Household Goods Bill of Lading:

- (1) The name of the motor carrier (not agent's name) which will transport the shipment.
- (2) The name, address, and telephone number of the office of the carrier.
- (3) The name, address, and telephone number of a person to whom notification, when required, shall be sent, except when not furnished by the shipper.

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**RULE 28 (cont.)**

(4) The preferred delivery date or the period of time within which delivery of the shipment may be expected to be made at destination.

(5) North Carolina Utilities Commission Certificate of Exemption Number

(6) A statement, followed by the signature of the shipper, acknowledging receipt of an information brochure provided by the carrier which explains the shipper's rights.

(7) A Commission telephone number(s) for shippers to call with questions about rules and regulations pertaining to the bill of lading or their move.

(C) The contract terms and conditions of the bill of lading, attached thereto, are a part of this tariff and all information shown herein must be in bills of lading issued under provisions of this tariff.

(D) Pages 70 through 73 of this tariff contain the sample bill of lading, and the actual contract terms and conditions that must appear on the bill of lading.

(E) Electronic bill of lading must include the following information:

(1) All information required in sections (A) – (C) of this Rule.

(2) The electronic bill of lading must allow the shipper and/or carrier to record additional information regarding the move.

(3) Electronic devices displaying the bill of lading must have a screen size no less than 7 inches diagonally.

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**RULE 29**

**BASIS OF WEIGHT**

(A) The tare weight of each vehicle used in the transportation of household goods shall be determined by having it weighed prior to the transportation of each shipment, without the crew thereon, by a certified weigh-master and on a certified scale. When so weighed, the gasoline tank on each such vehicle shall be full, and the vehicle shall contain all blankets, pads, chains, dollies, hand trucks, and other equipment needed in the transportation of such shipment.

(B) After the vehicle has been loaded, it shall be weighed, without the crew thereon, prior to delivery of the shipment; and the net weight shall be determined by deducting the tare weight from the loaded weight, except that in instances where no adequate scale is available, the constructive weight, based on seven pounds per cubic foot of properly loaded van space, may be used. The gross weight, tare weight, and net weight, or the constructive weight, shall be shown on the bill of lading.

(C) In the transportation of part loads, this rule shall apply in all respects, except the gross weight of the vehicle containing one or more part loads may be used as the tare weight of such vehicle as to part loads subsequently loaded thereon, and a part load for any one shipper, not exceeding 1,000 pounds, may be

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**RULE 29** (cont.)

weighed on a certified scale prior to being loaded on a vehicle, such part load to be accompanied by a weight ticket evidencing such weighing.

(D) All tare, gross, actual, or constructive weights shall be properly certified to by the person or persons who ascertained such weights.

(E) The carrier, upon request of shipper, owner, or consignee made prior to delivery of a shipment and when practicable to do so, will reweigh the shipment. The lower of the two net scale weights shall be used for determining the applicable charges. There will be a charge to the shipper if the reweigh results in a net scale weight in excess of the initial net scale weight or if the difference between the initial net scale and the reweigh net scale weight is less than 100 pounds on a shipment weighing 5,000 pounds or two percent or less of the lower net scale weight on shipments in excess of 5,000 pounds.

NOTE: For reweighing charges see Section IV, Item 15 (Reweighing Charge).

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**RULE 30**

**COMPLETE ARTICLE**

Each shipping piece or package and contents thereof shall constitute one article, except the total component parts of any article taken apart or knocked down for handling or loading in vehicle shall constitute one article for the purpose of determining carrier's liability as provided in Rule 7 (Valuation).

NOTE: When an entire shipment is transported in containers, lift vans, or shipping boxes, each shipping package, piece, or loose item not enclosed within a package in such containers, lift vans, or shipping boxes will constitute the article.

The following examples identify carrier's maximum liability if moving at \$.60 per pound per article.

1. Bed assembly, weight 100 pounds – headboard lost or damaged, weight 50 pounds. Carrier's maximum liability for loss or damage to the headboard would be \$.60 times 100 pounds (weight of total bed assembly) or \$60.00

2. Barrel of dishes, weight 50 pounds – several dishes broken weighing 2 pounds. Carrier's maximum liability for broken dishes within the barrel would be \$.60 times 50 pounds or \$30.00.

3. Carton or package, weight 60 pounds – fishing reel missing, weight 1 pound. Carrier's maximum liability would be \$.60 times 60 pounds or \$36.00.

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**RULE 31**

**INSPECTION OF ARTICLES**

When a carrier or his agent believes it necessary that the contents of packages be inspected, he shall make or cause such inspection to be made, or require other sufficient evidence to determine the actual character of the property.

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**RULE 32**

**PREPARATION FOR SHIPMENT**

(A) Unless otherwise provided, articles tendered for transportation must be in such condition and so prepared for shipment as to render the transportation thereof reasonably safe and practicable.

**Packing to Be Accomplished by Shipper or Carrier**

(B) Articles requiring packing, crating, wrapping, or servicing as provided for in this rule, may be prepared for shipment by the shipper or his agent, or the carrier will perform this service at the request of and for the account of the shipper, as provided in Section IV, Item 1 (*Packing and Unpacking*) and Item 2 (*Overtime Packing and Unpacking*). When performing their own packing (PBO), the shipper and/or his appointed agent, shall cause PBO cartons to be properly identified and marked with the general contents. Carrier shall have the right to open and inspect any PBO carton to verify contents. Carrier will not be liable for damages occurring on PBO cartons, unless specific exterior damages are noted and inspection takes place with the carrier's representative at the time of delivery.

**Protection By Carrier**

(C) Unless otherwise provided, articles having surfaces liable to damage by scratching, marring, or chafing, but of sufficient strength to allow other articles to be packed against or on top of same in a manner which will make transportation of the entire shipment reasonably safe and practicable if protected by sufficient wrapping, will be wrapped at time of loading in furniture pads, covers, burlaps, or wrappers which are part of the carrier's regular equipment. The cost of this service is included in transportation rates named in tariff.

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**RULE 32 (cont.)**

**Musical Instruments**

(D) Musical instruments such as harps, guitars, banjos, mandolins, violins, cellos, trombones, drums, or similar instruments which require, for the safe transportation thereof, more protection than afforded by the carrier's regular equipment as provided for in paragraph (C) of this rule, must be packed in the instrument's own case or other adequate container.

**Containers Required**

(E) Bedding, books, carpets, rugs, china, glassware, pottery, silverware, statuary, clothing, curtains, draperies, kitchen utensils, lamp shades, table lamps, small articles such as tools, athletic and game equipment, and household articles such as clothes lines, poles, umbrellas, canes, irons, ornaments, and other small articles of less than one cubic foot displacement must be packed and tendered to the carrier in barrels, boxes, cartons, wrapped bundles, or wrapped rolls, except that trunks, tubs, pails, baskets, or other containers or articles of furniture of the shipper may be substituted when of sufficient strength so that the use of such containers will render transportation of contents reasonably safe.

**Fragile Articles**

(F) Fragile articles such as showcases, wall cases, cameos, works of art, scenery, lighting fixtures, linoleums, statuary, marble slabs, mirrors, glass tops, pictures, paintings, models, antiques, and other similar articles which are easily broken or damaged, or articles upholstered or covered with material or fabric of a delicate nature or color, or other articles with delicate finishes which are easily soiled, torn, or damaged, must be fully protected by boxing, crating, or wrapping.

**Mechanical Equipment**

(G) Equipment and articles such as washing machines, refrigerators, ironers, sewing machines, vacuum cleaners, heaters, ranges, radios, clocks, victrolas, and/or other similar articles, the surfaces of which can usually be protected by carrier's regular equipment as provided for in paragraph (C) of this rule, must have all motors, mechanical parts, and ornaments securely fastened, bolted, or tied in a manner to prevent loss, damage, or impairment of functions.

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**RULE 32 (cont.)**

**Secureness of Containers**

(H) Unless otherwise provided, articles for which containers are specified must be securely enclosed by the containers so that no ends or other parts protrude and in a manner that will prevent loss of articles from such containers. Any articles that are easily broken or having surface liable to damage by chafing must be protected within the authorized shipping containers by or with liners, partitions, wrappers, excelsior, straw, or other packing materials which will afford adequate protection against breakage or damage.

**Carrier Not Obligated To Accept**

(I) Tender for shipment of an article not protected by packing, crating, wrapping, or servicing does not obligate the carrier to accept an article so offered for transportation when such protection is reasonably necessary for the safe transportation of the articles.

**Machinery and Equipment**

(J) Equipment or machinery such as X-ray, photographing, lithographing, printing equipment, adding machines, accounting, card punching, sorting, or tabulating machines, addressing, imprinting or mailing machines, air filtering machines, bookkeeping machines, typewriters and computing machines, and other similar equipment or machinery, must be fully protected by boxing, crating, or wrapping, except when such articles can be transported in a safe, practicable manner by wrapping with carrier's regular equipment as described in paragraph (C) of this rule, such protection will be furnished as part of the carrier's regular service.

---

**RULE 33**

**ARTICLES LIABLE TO CAUSE DAMAGE**

(A) Carrier will not accept for shipment property liable to impregnate or otherwise damage equipment or other property.

(B) The carrier will not accept for shipment articles which cannot be taken from the premises without damage to the article or the premises.

(C) The movement of LP/propane tanks is prohibited, unless said tanks have been serviced/purged and plugged by professional gas service and labeled as such.

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**RULE 34**

**MARKING AND PACKING**

- (A) Articles of fragile or breakable nature must be properly packed.
- (B) Packages containing fragile articles or articles consisting wholly or in part of glass, when packed by the shipper or his agent, must be marked by plain and distinct letters designating the fragile character of contents.
- (C) When articles of furniture, consisting wholly or in part of glass are covered or wrapped by the shipper or his agent, such articles shall be wrapped in a manner to clearly expose glass surfaces or glass portions.
- (D) Where articles are improperly packed, crated, or boxed and by reason thereof the contents are more susceptible to damage, carrier will arrange to have such articles properly packed at charges as shown in this tariff.
- 

**RULE 35**

**SERVICING SPECIAL ARTICLES**

- (A) Except as otherwise specifically provided in this tariff, or as amended, the services covered by this tariff do not include servicing (using a device to secure washer) or disconnecting washers, dryers, or icemakers. It is the shipper's responsibility to have all such articles serviced and disconnected prior to loading. Shipper has the option to: (1) take responsibility for these services and hold carrier harmless; (2) have carrier perform these services at the published tariff rates per article as set forth in Section IV, Item 5 (Household Appliances or Other Articles Requiring Special Servicing for Safe Transportation), provided carrier has the qualified personnel; (3) have carrier contract with a third party company to perform these services and shall be paid by the shipper as set forth in Rule 44 (Third Party Charges).
- (B) Except as otherwise specifically provided in this tariff, or as amended, the services covered by this tariff do not include the handling, loading, or unloading of any single article weighing 400 pounds or more. The extra handling, loading, or unloading in every instance must be provided by the shipper or if the carrier has additional personnel and equipment available, such extra services, upon request of the shipper, may be provided by the carrier at charges as shown in this tariff in Item 6 (Bulky Articles, Loading/Unloading Charges, Wgt. Additives). When necessary, such articles must be securely braced and blocked, and when such bracing or blocking require material not forming part of the regular equipment of the vehicle, or extra labor, such material and labor must be furnished by the shipper.
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**RULE 36**

**IMPRACTICABLE OPERATION**

The carrier shall not be obligated to perform pickup or delivery or render any service at a place or places from or to which it is impracticable to operate vehicles because of:

- (1) The condition of roads, streets, driveways, alley, or approaches thereto.
  - (2) Inadequate loading or unloading facilities.
  - (3) Any riot, strike, picketing, or other labor disturbance.
- 

**RULE 37**

**IMPRACTICAL PICKUP/DELIVERY OR AUXILIARY SERVICE**

(A) When a shipment is tendered for delivery at destination address and it is physically impossible to complete delivery directly from transporting vehicle due to inaccessibility of the building, its structure, or the nature of an article or articles included in the shipment, the carrier may place the shipment or any part thereof not reasonably possible of delivery, in storage at the nearest available warehouse of the carrier, or a commercial warehouse to the order and expense of the shipper, owner, or consignee of the goods. When the shipment or any part thereof is stored in a commercial warehouse, liability of the carrier ceases upon delivery to the warehouse; and when stored in the carrier's warehouse or that of the carrier's agent, liability after the delivery to the warehouse shall be that of the warehouseman and not a common carrier. All accrued charges shall be due and payable upon delivery of the shipment or any part thereof to the warehouse (and later delivery to a final destination shall constitute a new shipment). The transportation shall be based upon the total mileage computed from origin to final destination via initially billed destination.

(B) At the option of the shipper, owner, or consignee delivery will be tendered to shipper, owner, or consignee at the nearest point of approach to desired location, or if possible to accomplishment and by order of the shipper, owner, or consignee, delivery will be effected by auxiliary means from the transporting vehicle to desired location at an additional charge.

NOTE: This rule also applies to impractical pickups.



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**RULE 38**

**HOISTING SERVICE**

(A) Hoisting service will be performed only at points where carrier possesses necessary equipment and experienced personnel to properly perform such service, weather conditions permitting. Otherwise, upon request of shipper, consignee, or owner of the goods, the carrier will endeavor to arrange for qualified service, if available, at the expense of shipper, consignee, or owner of the goods. The carrier may advance the amount necessary to perform the service, which is to be reimbursed to the carrier upon presentation of the paid bill thereof. The carrier will not be responsible for damage to shipment or property in instances where it does not perform the service with its own personnel.

(B) In the event that qualified service is not available, the carrier may deposit that part of the shipment requiring hoisting in the nearest available warehouse, subject to a lien for all lawful charges, and the shipment shall be considered as having been delivered.

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**RULE 39**

**HANDLING AND STORAGE**

Except as otherwise provided herein, the rates for transportation include the disassembling of set-up pieces of furniture at their location in the establishment of owner, the physical handling from such location to the van, storage of same within the van body, unloading of goods at destination, handling of same to place in establishment designated, and the setting up of pieces of furniture which were disassembled at origin, provided: if the shipment is delivered to or picked up at a warehouse, the rate for transportation includes only the unloading and loading at the door, platform, or other point convenient or accessible to the vehicle at the warehouse.

NOTE: See Rule 8 (Limitation of Liability on Ready to Assemble Furniture Made from Press Board, Particle Board, and Engineered Wood).

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**RULE 40**

**PERISHABLE ARTICLES**

(A) Carriers will not accept for shipment frozen foods or other articles requiring refrigeration except as provided in paragraph (B) of this rule.

(B) Frozen foods may be accepted for transportation provided:

1. The food is contained in a freezer, which at time of loading is operating at normal deep freeze temperature.
2. The shipment is to be transported not more than 150 miles and/or delivery accomplished within twenty-four (24) hours from time of loading.
3. No storage of shipment is required.
4. No preliminary or en route servicing by use of dry ice, electricity, or other preservative methods is required of the carrier.

(C) When such articles are included in a shipment with or without knowledge of the carrier, responsibility for condition or flavor will not be assumed by the carrier.

(D) Carrier will not assume liability for any damage to the freezer due to its lading with frozen food.

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**RULE 41**

**REMOVAL OR PLACEMENT OF PROPERTY FROM/TO INACCESSIBLE LOCATIONS**

(A) It is the responsibility of the shipper for removal or placement from or to attics, basements, and other locations, and to make property available to the carrier where the location of property and goods to be shipped or delivered is: (1) not accessible by a permanent stairway (does not include disappearing staircases or ladders of any type), (2) not adequately lighted, (3) does not have a flat continuous floor; and (4) does not allow a person to stand erect.

(B) If the shipper or owner requests and the carrier agrees to removal or placement from or to such areas not readily accessible, Section IV, Item 4 (Labor Charges) will apply for this service.

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**RULE 42**

**EXTRA PICKUP OR DELIVERY**

Portions of a shipment may be picked up at more than one place and delivered to more than one place. Charges will be for total weight of entire shipment for total distance from first point of pickup to final point of delivery, plus additional service charges applicable to each portion of the shipment (see Section IV, Item 7 – Extra Pickup or Delivery). The total charges for picked up and delivered portions shall not, in any case, exceed the total charges as would apply if computed to each portion as a separate shipment.

NOTE: This rule not applicable in connection with hourly rated shipments.

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**RULE 43**

**ADVANCING OF CHARGES**

(A) Upon request of shipper, owner, consignee, or agent thereof, charges incidental to the transportation of household goods, including such charges as cartage, storage, packing, *valuation*, etc., and charges for warehousing which have accrued against shipment, payment of which is necessary in order for carrier to obtain possession of the shipment, may be advanced by the carrier.

(B) Charges advanced by the carrier under this rule are in addition to all other charges provided in this tariff and shall be paid by consignee as set forth in Rule 11 (Payments).

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**RULE 44**

**THIRD PARTY CHARGES**

(A) Upon request of shipper, owner, consignee, or agents thereof, carrier may engage a third party to provide services that the carrier does not possess the qualified personnel to perform the duties. Such services include, but are not limited to, the disconnecting and reconnecting of washers, dryers, icemakers; disassembling and reassembling waterbeds, hot tubs, swingsets, and playhouses; preparing grandfather clocks for shipments; building special crates for shipper.

(B) Such third party charges will be listed as Third Party Charges on the bill of lading. These third party charges are in addition to all other charges provided in this tariff and shall be paid by consignee as set forth in Rule 11 (Payments).

(C) If the route of a move requires the use of toll ferries, and the ferry fares are not paid directly by the shipper, the costs to the carrier will likewise be listed as third party charges on the bill of lading

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**RULE 45**

**WAREHOUSE PICKUP AND DELIVERY**

(A) Except as otherwise provided herein, if shipment is delivered to or picked up at a warehouse, the rates for transportation include only the unloading or loading at door, platform, or other point convenient or accessible to the vehicle.

(B) When the carrier enters a warehouse, including self-storage/mini-storage locations, at the shipper's request to remove items stored from or place items into the warehouse space rented by the shipper, Section IV, Item 4 (Labor Charges) will apply.

---

**RULE 46**

**DIVERSION OF SHIPMENTS**

(A) Upon instructions made or confirmed in writing by the consignor, consignee, or owner, a shipment will be diverted subject to the following provisions:

(B) The term diversion as used herein means:

- (1) A change in the name of the consignor.
- (2) A change in the name of the consignee.
- (3) A change in the destination.
- (4) A change in the route.
- (5) Any other instructions given which are necessary to effect delivery and requiring any addition to or a change in billing or an additional movement of the shipment, or both.

(C) When an order for diversion under this rule is received by a carrier, diligent effort will be made to locate the shipment and effect the change desired, but the carrier will not be responsible for failure to effect the change ordered unless such failure is due to the error or negligence of the carrier or its employees.

(D) Charges on a shipment which has been diverted will be assessed at the lawfully applicable rate from origin to destination via the point of diversion over the route of movement, plus the charges as provided for in Section IV, Item 12 (Diversion Charge).

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**RULE 47**

**CONSOLIDATED SHIPMENTS**

(A) Property of two or more families or establishments will not be accepted for transportation as a single shipment. Property of each family or establishment must be handled as a separate shipment on a separate bill of lading.

(B) The name of only one shipper and one consignee shall appear on one bill of lading, but the bill of lading may also specify the name of a party to notify of the arrival of the shipment at destination.

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**RULE 48**

**STORAGE-IN-TRANSIT**

(A) Storage-in-transit of shipments covered by this tariff is the holding of the shipment in the warehouse *owned by the carrier or in a public warehouse with which the carrier has a long-term lease agreement for storage*, pending further transportation, and will be affected only at the specific request of the shipper. *Carriers providing storage-in-transit are required to file proof of insurance for such storage with their Annual Report.*

(B) Subject to Rule 11 (Payments), payment for accumulated transportation and other lawful charges, at the option of the carrier, may be required from the consignor or consignee at time storage-in-transit shipment is delivered to the storage warehouse.

(C) Except as otherwise provided in paragraph (D), shipments moving under this rule may be stored only once and for a period not to exceed one hundred eighty (180) days from date of unloading into the warehouse. At the expiration of the 180-day period, the intrastate character of the shipment will cease, and the shipment will revert to permanent storage. The warehouse shall be considered the destination of the shipment; the warehouseman shall be agent for the shipper; and the property shall then be subject to the rules, regulations, and charges of the warehouseman. When a shipment remains in storage after expiration of the sixty (60) days, all accumulated carrier charges must be paid as follows:

1. Transportation charges for pickup or delivery as provided in paragraph (E).
2. Storage charges for sixty (60) days as provided by this tariff.
3. Additional services, advances, or other lawful charges, if any.

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**RULE 48 (cont.)**

(D) When, during any one of the 30-day periods within the storage-in-transit period provided herein, the shipper has given notice for final delivery of the shipment on a date fifteen (15) days prior to the expiration of such 30-day period, and the carrier, by no fault of the shipper, fails to provide transportation within such 30-day period, storage-in-transit or storage charges shall not apply beyond such 30-day period unless shipper cancels or rescinds order for final delivery. All other provisions under the tariff will continue in effect until further transportation is made available by the carrier. Until all lawful charges are paid, property will remain in carrier's or agent's warehouse subject to a lien for all such charges.

(E) The transportation charges to apply on shipments stored in transit under this rule and forwarded from warehouse will be (a) the applicable tariff rate from initial point of pickup to warehouse, and (b) the applicable tariff rate from warehouse location, which, for rate application purposes, will be considered a new point of origin, to destination point, viz:

1. When storage-in-transit is accorded at point of origin or destination, the pickup or delivery transportation rate for distances of thirty-five (35) miles or less will be as shown in Section IV, Item 14 (Pickup or Delivery Transportation Rates to Apply on Storage-In-Transit Shipments).
2. When storage-in-transit is accorded at any other point, the pickup or delivery transportation rate for distances beyond thirty-five (35) miles will be as shown in Section III and mileage determined as provided by effective mileage guide.

(F) Shipper or owner, upon proper notice in writing to the carrier before departure of the shipment, may change destination originally shown on the bill of lading. When the destination of the shipment is changed, such change must be recorded on the bill of lading. When the intrastate character of the shipment is terminated at the warehouse before the expiration of the time limit specified in paragraph (C), the transportation and other lawful charges shall apply in identical manner as provided in paragraph (C).

(G) When a storage-in-transit shipment has been placed in a carrier's or agent's warehouse, both the carrier and the warehouse must have in their possession records showing the following:

1. An itemized list of the shipment with the bill of lading number noted thereon.
2. Point of origin and destination.
3. Condition of each article when received at and forwarded from the warehouse.
4. The dates when all charges, advances, or payments were made or received.
5. Dates shipment was delivered into and forwarded from the warehouse.

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**RULE 48 (cont.)**

(H) During the storage-in-transit period, shipper may withdraw a portion of the property, provided that all accrued charges on the shipment are paid prior to such withdrawal, except as provided by Rule 11 (Payments). Such portion shall be weighed to determine the weight of the remaining storage-in-transit shipment. When the selection of the items to be withdrawn requires unstacking and/or restacking of the shipment, charges for such handling shall be assessed in accordance with Section IV, Item 4 (Labor Charges). Charges for transportation furnished, if any, for portion selected for delivery shall be assessed on the same basis as would apply to that portion as an individual shipment. With reference to the portion of the shipment which remains in the warehouse, the shipper may elect in writing to terminate the storage-in-transit service and place the remaining property in storage with the warehouseman in possession, in which event the warehouse shall be considered the destination of the shipment. If the shipper elects to have remaining portion remain in storage-in-transit, the following shall be applicable:

1. Storage charges, if any, for the balance of the storage-in-transit period, shall be assessed on the same basis as would apply to that remainder as an individual shipment.
2. Charges for transportation furnished, if any, for delivery of the remainder of the shipment shall be assessed on the same basis as would apply to that portion as an individual shipment.

NOTE: The transportation rates and charges applicable to shipments stored in transit are those in effect on the date of the original shipment.

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**RULE 49**

**PUBLIC WAREHOUSE DELIVERY**

When goods are consigned or delivered to a warehouse, the location of the warehouse will be considered the destination and must be so noted on the bill of lading. The liability on the part of the carrier will cease when the shipment is unloaded at the warehouse. The shipment will be stored in the name of the owner, shipper, or consignee, subject to a lien for transportation and other lawful charges.

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**RULE 50**

**OVERFLOW**

When a shipment is so loaded that one or more vehicles are loaded to capacity and an overflow remains which does not require the full capacity of another vehicle, such overflow will be charged for the actual weight and at the applicable rate or rates of the combined weight of the total shipment.

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**RULE 51**

**LOST OR DESTROYED SHIPMENTS**

No motor carrier transporting household goods, as defined in Commission Rule R2-37, in intrastate commerce shall collect or require a shipper to pay any published freight charges (including accessorial or terminal service) when a shipment is completely or totally lost or destroyed in transit. A carrier shall collect and the shipper would be required to pay any specific valuation charges that may be due. This rule shall not apply to the extent that any such loss or destruction is due to the act or omission of the shipper. Carrier shall maintain ownership of any and all items reimbursed to shipper in this situation.

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**RULE 52**

**CLAIMS**

(A) Any claim for loss, damage, or overcharge shall be in writing and filed with carrier within nine (9) months after a reasonable time for delivery has lapsed. As a condition precedent to any claim adjustment or payment, said claim shall be accompanied by the original paid bill for transportation and original bill of lading, if not previously surrendered to the carrier. Carrier may require certified or sworn statement of claim.

(B) Carrier shall be immediately notified of all claims for concealed and/or external damage and shall be given reasonable opportunity to inspect alleged external damage or concealed damage in original package.

(C) The carrier's liability shall not exceed the cost of repairing or replacing the property lost or damaged with material of like kind and quality not exceeding the actual cash value of the property at time and place of loss, but in no event to exceed the released value as declared by the shipper as determined under Rule 7 (Valuation).

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**RULE 52 (cont.)**

(D) The carrier shall not be liable for loss or damage occurring after the property has been delivered to and receipted for by the consignee or shipper, or the authorized agent of either. When the carrier is directed to unload or to deliver property (or render any services) at a 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.

(E) When the carrier is directed 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 the risk of the owner before loading.

(F) The carrier's liability with regard to sets or matched pieces shall be limited to repair or replacement of the lost or damaged piece or pieces only and shall not extend to repair, replacement, or recovering of the entire set, but in no event to exceed the released value as declared by the shipper as determined under Rule 7 (Valuation).

## **SECTION II**

# **Hourly Rates for Moves of 35 Miles and Less**

Rule 53 Hourly Charges

Rule 54 Hourly Packing and Unpacking Charges at Time of Move

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**SECTION II  
HOURLY TRANSPORTATION CHARGES**

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**RULE 53**

**HOURLY CHARGES.** On shipments as defined in Rule 17 (Hourly Rate Transportation Application), the following maximum hourly rates and other charges shown herein shall apply:

<b>Regular Time</b> (See Rule 12, Regular Hours of Service)		<b>Overtime</b> (See Rule 12, Regular Hours of Service)	
VAN & 2 MEN	\$ 182.75	VAN & 2 MEN	\$ 228.10
VAN & 3 MEN	236.10	VAN & 3 MEN	300.90
VAN & 4 MEN	288.95	VAN & 4 MEN	373.55
VAN & 5 MEN	342.35	VAN & 5 MEN	446.25
Each additional man	53.15	Each additional man	72.60

The time shall be charged beginning with arrival of van and crew at shipment's origin and ending at completion of all carrier's services at shipment's destination. NOTE: A maximum of one (1) hour travel time for each 50 miles traveled, *or fraction thereof*, may be added to the chargeable time.

NOTE: Where additional men and equipment are to be so used, the number of vans and/or additional men to be used shall be agreed to by shipper in writing prior to the move.

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**RULE 54**

**HOURLY PACKING AND UNPACKING CHARGES**

(A) **SERVICES PERFORMED AT THE ACTUAL TIME OF THE MOVE.** When packing and/or unpacking services are requested by the shipper or agent and carrier furnishes packing materials and performs packing and/or unpacking services using van crew during actual time of the move, charges will be based on the same rate as shown in Rule 53 (Hourly Charges). In addition, charges for containers furnished by the carrier will be those charges in Section IV, Item 3 (Packing Container Charges).

(B) **SERVICES PERFORMED PRIOR TO THE ACTUAL TIME OF THE MOVE.** When packing and/or unpacking services are requested by the shipper or agent and carrier furnishes packing materials and performs packing and/or unpacking services using a pack crew prior to the actual time of the move, charges will be based on Section IV, Item 1 (Packing and Unpacking) or Section IV, Item 2 (Overtime Packing and Unpacking), if applicable.

# **SECTION III**

## **Weight & Distance Rates for Moves Over 35 Miles**

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**SECTION III  
DISTANCE TRANSPORTATION RATES**

**RULE 55**

**RATES APPLY ON AND ARE SUBJECT TO A MAXIMUM RATE AS FOLLOWS:**

Shipments released to a value not exceeding \$.60 per pound per article.

Shipments transported between all points in the State of North Carolina EXCEPT shipments moving under provisions and/or charges in Section II.

Rates apply without additional valuation c

arges when shipment is released to a value not exceeding \$.60 per pound per article. When shipment is not released to a value not exceeding \$.60 per pound per article or shipper declares a valuation on entire shipment, rates herein apply plus Valuation Charges named in Section IV, Item 18. Rates are in dollars and cents per 100 pounds applied to actual weight and include loading and unloading and the actual movement or transportation of property from origin to destination. Rates do not include Additional Services and Charges detailed in Section IV.

Break Point indicates weight at which a lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

MILES	500 TO 999 LBS	BREAK POINT	1000 TO 1999 LBS	BREAK POINT	2000 TO 3999 LBS	BREAK POINT	4000 TO 7999 LBS	BREAK POINT	8000 TO 11999 LBS	BREAK POINT	12000 TO 15999 LBS	BREAK POINT	16000 LBS AND OVER
36-50	91.90	662	60.75	1,573	47.75	3,351	40.00	6,291	31.45	10,818	28.35	14,759	26.15
51-60	94.90	655	62.10	1,593	49.45	3,353	41.45	6,302	32.65	10,990	29.90	14,475	27.05
61-70	98.95	658	65.10	1,561	50.80	3,355	42.60	6,245	33.25	11,243	31.15	14,228	27.70
71-80	102.70	662	67.90	1,560	52.95	3,317	43.90	6,415	35.20	11,029	32.35	14,789	29.90
81-90	106.45	660	70.20	1,550	54.40	3,309	45.00	6,543	36.80	10,794	33.10	14,985	31.00
91-100	109.55	661	72.35	1,543	55.80	3,280	45.75	6,602	37.75	10,570	33.25	15,134	31.45
101-110	112.75	657	74.05	1,539	56.95	3,249	46.25	6,703	38.75	10,669	34.45	14,816	31.90
111-120	115.80	665	76.90	1,519	58.40	3,230	47.15	6,660	39.25	10,655	34.85	14,876	32.40
121-130	118.40	671	79.35	1,530	60.70	3,167	48.05	6,719	40.35	10,454	35.15	14,999	32.95
131-140	121.35	675	81.90	1,524	62.40	3,142	49.00	6,760	41.40	10,537	36.35	15,164	34.45
141-150	125.10	671	83.90	1,507	63.20	3,130	49.45	6,803	42.05	10,659	37.35	14,972	34.95
151-160	127.95	671	85.85	1,511	64.85	3,140	50.90	6,822	43.40	10,715	38.75	14,989	36.30
161-170	131.00	674	88.25	1,513	66.75	3,147	52.50	6,789	44.55	10,573	39.25	15,083	37.00
171-180	134.70	671	90.25	1,494	67.40	3,190	53.75	6,735	45.25	10,701	40.35	15,108	38.10
181-190	138.25	666	91.95	1,495	68.70	3,171	54.45	6,832	46.50	10,684	41.40	15,092	39.05
191-200	140.45	672	94.25	1,476	69.55	3,190	55.45	6,832	47.35	10,974	43.30	14,910	40.35
201-220	144.15	668	96.25	1,489	71.65	3,180	56.95	6,884	49.00	10,911	44.55	15,103	42.05

(Continued on next page)

**NORTH CAROLINA UTILITIES COMMISSION  
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**SECTION III  
DISTANCE TRANSPORTATION RATES**

<b>MILES</b>	<b>500 TO 999 LBS</b>	<b>BREAK POINT</b>	<b>1000 TO 1999 LBS</b>	<b>BREAK POINT</b>	<b>2000 TO 3999 LBS</b>	<b>BREAK POINT</b>	<b>4000 TO 7999 LBS</b>	<b>BREAK POINT</b>	<b>8000 TO 11999 LBS</b>	<b>BREAK POINT</b>	<b>12000 TO 15999 LBS</b>	<b>BREAK POINT</b>	<b>16000 LBS AND OVER</b>
221-240	147.95	665	98.35	1,492	73.35	3,185	58.40	6,884	50.25	11,045	46.25	15,015	43.40
241-260	151.10	671	101.25	1,506	76.20	3,124	59.50	6,864	51.05	11,131	47.35	15,206	45.00
261-280	155.00	669	103.65	1,500	77.70	3,154	61.25	6,969	53.35	11,078	49.25	15,318	47.15
281-300	158.30	667	105.50	1,515	79.90	3,124	62.40	6,949	54.20	11,270	50.90	15,403	49.00
301-320	162.40	670	108.70	1,507	81.90	3,151	64.50	7,027	56.65	11,301	53.35	15,221	50.75
321-340	165.45	675	111.65	1,503	83.90	3,138	65.80	7,046	57.95	11,483	55.45	15,337	53.15
341-360	169.60	674	114.25	1,497	85.50	3,163	67.60	7,042	59.50	11,486	56.95	15,298	54.45
361-380	172.60	678	117.00	1,499	87.65	3,149	69.00	7,102	61.25	11,442	58.40	15,288	55.80
381-400	175.80	676	118.80	1,502	89.20	3,171	70.70	7,073	62.50	11,482	59.80	15,506	57.95
401-420	178.80	679	121.35	1,490	90.40	3,211	72.55	7,151	64.85	11,547	62.40	15,257	59.50
421-440	182.95	680	124.30	1,470	91.30	3,214	73.35	7,281	66.75	11,443	63.65	15,397	61.25
441-460	185.75	679	126.10	1,478	93.15	3,206	74.65	7,256	67.70	11,628	65.60	15,244	62.50
461-480	189.20	675	127.70	1,477	94.25	3,247	76.50	7,274	69.55	11,630	67.40	15,395	64.85
481-500	193.60	673	130.20	1,471	95.70	3,259	77.95	7,303	71.15	11,587	68.70	15,546	66.75
501-520	196.40	672	131.90	1,483	97.75	3,282	80.20	7,237	72.55	11,504	69.55	15,506	67.40
521-540	198.75	673	133.75	1,494	99.85	3,283	81.95	7,161	73.35	11,567	70.70	15,322	67.70
541-560	201.85	674	135.85	1,491	101.25	3,285	83.15	7,125	74.05	11,612	71.65	15,409	69.00
561-580	204.20	670	136.80	1,500	102.55	3,318	85.05	7,135	75.85	11,478	72.55	15,581	70.65
581-600	206.95	670	138.65	1,498	103.80	3,309	85.85	7,166	76.90	11,493	73.65	15,566	71.65
601-620	208.50	673	140.30	1,504	105.50	3,324	87.65	7,243	79.35	11,471	75.85	15,420	73.10
621-640	211.35	673	142.15	1,507	107.10	3,332	89.20	7,193	80.20	11,447	76.50	15,404	73.65
641-660	212.60	676	143.55	1,515	108.70	3,327	90.40	7,186	81.20	11,461	77.55	15,402	74.65
661-680	214.35	676	144.70	1,514	109.50	3,350	91.70	7,150	81.95	11,620	79.35	15,426	76.50
681-700	216.60	680	147.15	1,518	111.65	3,341	93.25	7,198	83.90	11,614	81.20	15,636	79.35
701-725	218.90	680	148.80	1,516	112.75	3,357	94.60	7,206	85.20	11,557	82.05	15,640	80.20
726-750	220.50	682	150.25	1,523	114.35	3,348	95.70	7,290	87.20	11,546	83.90	15,619	81.90
751-775	222.95	685	152.55	1,524	116.20	3,365	97.75	7,272	88.85	11,508	85.20	15,587	83.00
776-800	224.45	688	154.35	1,526	117.70	3,384	99.55	7,253	90.25	11,595	87.20	15,441	84.15

# **SECTION IV**

## **Additional Services and Charges**

**NORTH CAROLINA UTILITIES COMMISSION  
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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

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**ITEM 1**

**PACKING AND UNPACKING**

Rates include packing, the use of packing containers and materials from origin to destination, and unpacking. Rates do not include unpacking WHEN:

1. Shipper elects not to have unpacking performed and elects to retain the containers and specifically directs carrier or its agent not to perform unpacking.
2. Shipper elects not to have unpacking performed at time of delivery and specifically so directs carrier or its agent.
3. Shipment is delivered to a warehouse (EXCEPT when delivery to warehouse is for storage-in-transit and delivery from warehouse is made within the storage-in-transit period provided in applicable rules).

(Continued on next page)



**ITEM 1 (cont.)**

<b>SERVICE (Packing and Unpacking)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
DRUM, DISH-PACK: (Drum, dish-pack, barrel, or other specially designed containers of not less than 5 cu. ft. capacity, for use in packing glassware, chinaware, bric-a-brac, table lamps, or similar fragile articles).....	Each	71.80
BOXES: Not over 5 cu. ft. ....	Each	24.45
Over 5 not over 8 cu. ft. (Over 8 cu. ft. see crates) .....	Each	43.30
CARTONS: (See Notes 1 and 2)		
1.5 cu. ft. ....	Each	13.50
3 cu. ft. (Not less than 200 lb. test) .....	Each	21.60
4 1/2 cu. ft. (Not less than 200 lb. test) .....	Each	25.85
6 cu. ft. (Not less than 200 lb. test) .....	Each	26.00
6 1/2 cu. ft. (Not less than 275 lb. test) .....	Each	28.35
Note 1: When cartons of more than 3 cu. ft. capacity are used and no rate is shown for the size carton used, charges shall be based on the rate for the next lower size carton shown.		
Note 2: Length, width, and depth by inches and cubical content must be shown on all cartons.		
WARDROBE CARTON: Not less than 10 cu. ft. ....	Each	32.10
CRIB MATTRESS CARTON: .....	Each	13.95
MATTRESS CARTON: (Twin) .....	Each	25.85
MATTRESS CARTON: (Double) .....	Each	28.85
MATTRESS CARTON: (King/Queen) .....	Each	46.50
MATTRESS CARTON: (King Single) .....	Each	25.05
Note: If the size of the mattress carton exceeds the size for which charges are shown, the charge for the next greater size shall apply.		
MATTRESS COVER: (Paper or plastic) .....	Each	12.80
CORRUGATED CONTAINERS: (Specially designed for mirrors, paintings, glass or marble tops, and similar fragile articles.) .....	Each	46.15
CRATES: (Other than corrugated containers, specially constructed for mirrors, paintings, glass or marble tops, and similar fragile articles.) Gross measurement of crate .....	Each Cu. Ft. or fraction thereof	26.15 (Min. charge) 104.60 per crate
2.5 Cu. Ft. OFFICE TOTE BOX	Each	11.40
GRANDFATHER CLOCK CARTON	Each	96.20
Packing and Unpacking:		
Flat Screen TVs (less than 40" diagonally)	Small	106.35
Flat Screen TVs (40" or more diagonally)	Large	121.75

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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

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**ITEM 2**

**OVERTIME PACKING AND UNPACKING**

When both packing and unpacking are performed before 8:00 a.m. or after 5:00 p.m., on weekdays, or during any hour on Saturdays, Sundays, or legal holidays (national, state, or municipal), rates in this item apply.

(Continued on next page)

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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

**ITEM 2 (Cont.)**

<b>SERVICE (Overtime Packing and Unpacking)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
DRUM, DISH-PACK: (Drum, dish-pack, barrel, or other specially designed containers of not less than 5 cu. ft. capacity, for use in packing glassware, chinaware, bric-a-brac, table lamps, or similar fragile articles) .....	Each	74.45
BOXES: Not over 5 cu. ft. ....	Each	34.35
Over 5 not over 8 cu. ft. (Over 8 cu. ft. see crates) .....	Each	60.55
CARTONS: (See Notes 1 and 2)		
1.5 cu. ft. ....	Each	18.85
3 cu. ft. (Not less than 200 lb. test) .....	Each	30.05
4 1/2 cu. ft. (Not less than 200 lb. test) .....	Each	36.30
6 cu. ft. (Not less than 200 lb. test) .....	Each	36.30
6 1/2 cu. ft. (Not less than 275 lb. test) .....	Each	39.35
Note 1: When cartons of more than 3 cu. ft. capacity are used and no rate is shown for the size carton used, charges shall be based on the rate for the next lower size carton shown.		
Note 2: Length, width, and depth by inches and cubical content must be shown on all cartons.		
WARDROBE CARTON: Not less than 10 cu. ft. ....	Each	45.00
CRIB MATTRESS CARTON: .....	Each	19.70
MATTRESS CARTON: (Twin) .....	Each	36.50
MATTRESS CARTON: (Double) .....	Each	40.45
MATTRESS CARTON: (King/Queen) .....	Each	65.05
MATTRESS CARTON: (King Single) .....	Each	35.15
Note: In applying charge for mattress cartons, if the size furnished exceeds the size for which charges are shown, the charge for the next greater size shall apply.		
CORRUGATED CONTAINERS: (Specially designed for mirrors, paintings, glass or marble tops, and similar fragile articles) .....	Each	52.50
CRATES: (Other than corrugated containers, specially constructed for mirrors, paintings, glass or marble tops, and similar fragile articles.) Gross measurement of crate .....	Cu. Ft. or fraction thereof	33.60  Minimum charge 134.40 (per crate or container)
Overtime Packing and Unpacking:		
Flat Screen TVs (less than 40" diagonally)	Small	115.75
Flat Screen TVs (40" or more diagonally)	Large	131.30

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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

**ITEM 3**

**PACKING CONTAINER CHARGES  
(When furnished to the shipper by the carrier)**

<b>SERVICE (Packing Container Charges)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
DRUM, DISH-PACK: (Drum, dish-pack, barrel, or other specially designed containers of not less than 5 cu. ft. capacity, for use in packing glassware, chinaware, bric-a-brac, table lamps, or similar fragile articles) .....	Each	16.85
CARTONS:		
Less than 3 cu. ft. (Not less than 200 lb. test).....	Each	4.05
3 cu. ft. (Not less than 200 lb. test).....	Each	6.85
4 1/2 cu. ft. (Not less than 200 lb. test).....	Each	8.05
6 cu. ft. (Not less than 200 lb. test).....	Each	9.15
6 1/2 cu. ft. (Not less than 275 lb. test).....	Each	9.15
WARDROBE CARTON: Not less than 10 cu. ft. ....	Each	21.80
CRIB MATTRESS CARTON:.....	Each	7.45
MATTRESS CARTON: (Twin).....	Each	13.95
MATTRESS CARTON: (Double).....	Each	17.05
MATTRESS CARTON: (King/Queen).....	Each	25.60
MATTRESS CARTON: (King Single).....	Each	16.20
MATTRESS COVER: (Paper or Plastic).....	Each	7.65
CORRUGATED CONTAINERS: (Specially designed for mirrors, paintings, glass or marble tops, and similar fragile articles.) .....	Each	17.95
PAPER, Unprinted newsprint.....	Pound	1.85
TAPE, Plastic 2".....	Roll	7.00
Packing Container Charges:		
Flat Screen TVs (less than 40" diagonally)	Small	64.50
Flat Screen TVs (40" or more diagonally)	Large	80.00

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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

**ITEM 4**

**LABOR CHARGES**

<b>SERVICE (Labor Charges - Subject to Rule 18, Disposition of Fractions and Parts of Hours)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
Covers labor services for which charges are not otherwise provided in tariff when such services are requested by the shipper, per man, per hour:	Hour per man	40.60
(a) Except as provided in paragraph (b) below.....	Hour per man	49.85
(b) When performed before 8:00 a.m. or after 5:00 p.m. on weekdays, or during any hour on Saturdays, Sundays, or legal holidays (national, state, or municipal).....		

**ITEM 5**

**HOUSEHOLD APPLIANCES OR OTHER ARTICLES  
REQUIRING SPECIAL SERVICING FOR SAFE TRANSPORTATION**

<b>SERVICE (Subject to request of shipper, owner, or consignee) (Subject to Rule 35, Servicing Special Articles)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
CARRIER SERVICING of appliances or articles at origin:		
First article.....	Article	31.80
Each additional article.....	Article	19.20
CARRIER UNSERVICING of appliances or articles at destination:		
First article.....	Article	19.20
Each additional article.....		14.75

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**ITEM 6 - BULKY ARTICLES, LOADING/UNLOADING CHGS., WGT. ADDITIVES**

<b>SERVICE (Bulky Articles, Loading/Unloading Charges, Wgt. Additives)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
When a shipment includes bulky articles as named below, the following additional loading and unloading charge or weight additive will apply:		
LOADING AND UNLOADING CHARGES include BOTH loading and unloading service and the handling and blocking of such article, and applies each time loading and unloading service is required (except for carrier convenience).		
AIRPLANES OR GLIDERS.....	Each	260.05
AUTOMOBILES, TRUCKS, OR VANS.....	Each	183.05
BOAT, SAILBOATS, AND BOAT TRAILERS (See Weight Additives)		
FARM TRACTORS.....	Each	155.95
HOT TUBS, SPAS, WHIRLPOOLS, & JACUZZIES over 100 cu. ft. ....	Each	180.90
MOTORCYCLES, TRACTORS, GO CARTS, & RIDING		
MOWERS under 25 H.P. ....	Each	103.95
SNOWMOBILES OR RIDING GOLF CARTS.....	Each	103.95
SATELLITE T.V., RADIO DISCS, OR DISHES 4 ft. & over.....	Each	169.55
TRACTORS, RIDING MOWERS 25 H.P. & over, and ALL TERRAIN VEHICLES 110 cc and over.....	Each	155.95
TRAILERS (other than boat trailers).....	Each	115.25
CAMPERS, UNMOUNTED ON TRUCKS (designed for carriage or pickup trucks).....	Each	298.75
CAMPERS MOUNTED ON PICKUP TRUCKS (apply above charge for trucks)		
PLAYHOUSES, TOOL SHEDS, UTILITY SHEDS (transported set-up, not dismantled, in excess of 100 cu. ft.) .....	Each	196.75
HOME GYM EQUIPMENT - ELECTRONIC STAIRSTEPPERS, TANNING BEDS, ELECTRONIC NORDIC TRACKS, AND BOWFLEXES.....	Each	103.95
LARGE SCREEN TV's (Over 40 inches).....	Each	174.50
ANY BULKY ARTICLE OVER 400 LBS. not specified above ...	Each	146.85

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**NORTH CAROLINA UTILITIES COMMISSION  
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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

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**ITEM 6 (cont.)**

**WEIGHT ADDITIVES:** When shipment includes a boat, sailboat, and/or boat trailer, the transportation charges will be based on the net scale weight of the shipment, plus a weight additive calculated in accordance with the table shown below:

BOATS 14 ft. and over in length: 115 pounds per linear foot of total length.

BOAT TRAILERS any length: 75 pounds per linear foot.

CANOES, ROWBOATS 14 ft. and over: 40 pounds per linear foot.

SAILBOATS 14 ft. and over in length: 125 pounds per linear foot of total length.

NOTE 1: This weight additive will not apply to boats or sailboats less than 14 feet in length, nor on dinghies, kayaks, sculls, or skiffs of any size.

NOTE 2: When shipment contains two or more articles subject to weight additives, the total weight additives for that shipment will be the sum of the individual additives for each bulky article calculated separately.

NOTE 3: In determining lengths for the purpose of this item, all fractions of a foot will be disregarded.

NOTE 4: The length of boats or sailboats shall be determined by the straight center line distance between the top center point of the transom and a point perpendicular with foremost part of the bow. Manufacturer's length overall or center line length shall apply as the correct length for the purposes of this item in lieu of physical measurement by carrier.

NOTE 5: The length of Boat Trailers shall be the straight center line distance from a point equal to the rearmost part of the trailer to the foremost part of the trailer tongue. Manufacturer's length overall shall apply as the correct length for the purposes of this item in lieu of physical measurement by carrier.

EXCEPTION: This item will not apply when shipper orders Exclusive Use of a Vehicle under Rule 23.

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**ITEM 7**

**EXTRA PICKUP OR DELIVERY**

<b>SERVICE (Extra Pickup or Delivery)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
See Rule 42 .....	Stop	90.50

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**ITEM 8**

**AUXILIARY SERVICE**

<b>SERVICE (Auxiliary Service )</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
<p>AUXILIARY SERVICE, necessary for pickup or delivery except as provided in Item 9. Applies to all auxiliary pickup or delivery services requested by the shipper. Subject to Rule 18 (Disposition of Fractions, etc.) and Rule 37 (Impractical Delivery or Auxiliary Service)</p> <p>Per additional vehicle (if used) .....</p> <p>Labor Charges: For rates to apply, see Item 4.</p>	Hour	50.90

**ITEM 9**

**WAITING TIME**

<b>SERVICE (Waiting Time)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
<p>WAITING TIME, not the fault of the carrier, per vehicle and driver Each Additional Man: For rates to apply, see Item 4.</p> <p>NOTE 1: Unless otherwise provided by agreement, loading and unloading will be performed between the hours of 8:00 a.m. and 5:00 p.m., and free waiting time will be applicable only between these hours subject to the following allowable free waiting time: When shipment is traveling more than 100 miles but less than 200 miles, one (1) hour free waiting time will be allowed. When shipment is traveling 200 miles or more, three (3) hours free waiting time will be allowed.</p> <p>NOTE 2: This item not applicable on Sundays or on all legal holidays (national, state, or municipal).</p> <p>NOTE 3: This item will apply on shipments moving under Section III, Weight &amp; Distance Rates for Moves Over 35 Miles.</p>	Hour	91.65



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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

**ITEM 10**

**PIANO, ORGAN, POOL TABLES, OR LADEN HOME FREEZER CARRY CHARGES**

<b>SERVICE (Piano, Organ, Pool Tables, etc.)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
PIANO, ORGAN, POOL TABLES, OR LADEN HOME FREEZER CARRY CHARGES:		
HANDLING CHARGE for pipe organs, all grand pianos, and all other pianos of 38 inches or more in height. (Charge is in addition to the flight carry charges - See Notes 4 and 5) .....	Flat charge	108.55
HANDLING CHARGE for all other types of organs and all other pianos less than 38 inches in height. (Charge is in addition to the flight carry charges - See Notes 4 and 5) .....	Flat charge	79.20
HANDLING CHARGE for any laden home freezer containing frozen foods - See Rule 40. (Charge is in addition to the flight carry charges - See Note 4) .....	Flat charge	90.50
HANDLING CHARGE for pool tables with slate tops which are at least 42 inches in width, 84 inches in length, and weight more than 400 lbs. This charge does not include disassembling or reassembling by carrier. When such service is rendered by carrier, the Labor Charges in Item 4 will apply. (Charge is in addition to the flight carry charges - See Note 4) .....	Flat charge	124.40
FLIGHT CARRY CHARGE-INSIDE A BLDG. OR HOUSE:	First flight	32.55
First Flight (one floor or story to the next floor or story) (See Notes 1, 3, 5, and 6) .....	Flight	16.35
Each additional flight .....	First flight	31.20
FLIGHT CARRY CHARGE-OUTSIDE A BLDG. OR HOUSE:	Step	0.60
First Flight (8 but not more than 20 steps) (See Notes 2,3,5 and 6) Each additional step over 20 steps .....		

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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

**ITEM 10 (cont.)**

NOTE 1: Inside a building or house, the first flight shall consist of at least 8 steps. Additional flights shall be defined as the number of complete floors above or below the first flight. If an elevator is employed, it will be considered one flight.

NOTE 2: Outside a building or house, the first flight shall consist of 8 but not more than 20 steps. Steps less than 8 will not be considered a flight.

NOTE 3: Flight carrier charges apply each time service is rendered.

NOTE 4: Handling charge applies once per shipment for each piano, organ, pool table, or laden home freezer.

NOTE 5: Handling and flight carry charges will not apply to portable organs or pianos capable of being conveniently hand carried by one person.

NOTE 6: The flight carrier charges will not apply when the elevator or stair carry charges under Item 20 is applicable.

**ITEM 11**

**EMPTY MILEAGE CHARGE**

<b>SERVICE (Empty Mileage Charge)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
EMPTY MILEAGE CHARGE: Empty miles traveled at request of shipper. (Subject to Rule 53) .....	Mile	1.25

**ITEM 12**

**DIVERSION CHARGE**

<b>SERVICE (Diversion Charge)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
DIVERSION CHARGE: The charge for each diversion in connection with a shipment will be .....	Each	13.10

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**ITEM 13**

**STORAGE-IN-TRANSIT RATES**

<b>SERVICE (Storage-In-Transit Rates)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
Application subject to Rule 48. Subject to 1,000 pound minimum. STORAGE RATE (See Notes 1, 2, and 3) .....	100 lbs	6.20
CLIMATE CONTROLLED STORAGE RATE (See Notes 1, 2, and 4) .....	100 lbs	8.25
WAREHOUSE HANDLING RATE (See Note 1) .....	100 lbs	10.50

NOTE 1: Storage charges apply for each 30 days or fraction thereof each time storage-in-transit service is rendered. Warehouse handling charge applies once each time shipment is placed in storage-in-transit.

NOTE 2: For valuation charge applying on storage-in-transit shipments, see Item 18.

NOTE 3: Not applicable when climate control is required.

NOTE 4: Climate controlled storage means that adequate heating and air conditioning equipment is in place to maintain a temperature range of 60 to 85 degrees and humidity reading of no greater than 90% at all times.

**ITEM 14**

**PICKUP OR DELIVERY TRANSPORTATION RATES  
TO APPLY ON STORAGE-IN-TRANSIT SHIPMENTS**

<b>SERVICE (Pickup or Delivery Transportation Rates)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
Application subject to Rule 48, Storage-In-Transit. Subject to 500 pound minimum.		
500 to 999 lbs. incl. (Break point wt. 668 lbs.) .....	100 lbs	43.75
1,000 to 1,999 lbs. incl. (Break point wt. 1,562 lbs.) .....	100 lbs	29.20
2,000 to 3,999 lbs. incl. (Break point wt. 3,334 lbs.) .....	100 lbs	22.80
4,000 to 7,999 lbs. incl. (Break point wt. 6,527 lbs.) .....	100 lbs	19.00
8,000 lbs. and over .....	100 lbs	15.50

**NORTH CAROLINA UTILITIES COMMISSION  
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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

**ITEM 15**

**REWEIGHING CHARGE**

<b>SERVICE (Subject to Rule 29, Basis of Weight)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
REWEIGHING CHARGE: Charge when reweighing done at request of shipper .....	Service	52.00

**ITEM 16**

**WRAPPING AND PADDING MATERIALS**

<b>SERVICE (Wrapping and Padding Materials)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
WHEN REQUESTED BY SHIPPER		
Bubble Wrap and Padding .....	Lin. Ft.	2.35
Papering and Padding .....	Lin. Ft.	0.95
Wrapping and/or Metal Banding (Rugs, foot lockers, trunks, etc.)	Each	11.40
Shrink Wrap	Roll	24.60

**ITEM 17      Depreciation Valuation Charges are no longer applicable, effective 1-1-2015.  
(Docket No. T-100, Sub 90)**

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ADDITIONAL SERVICES AND CHARGES**

**ITEM 18**

**FULL VALUE PROTECTION**

<b>SERVICE</b> <i>(Full Value Protection – Subject to Rule 7 - Valuation)</i> <i>Applies to Weight/Distance and Hourly Moves</i>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
<i>Coverage is subject to \$4.00 /lb. minimum or a higher value declared by the shipper</i>	<b>\$100</b>	<b>\$0.75</b>

(A) When Full Value Protection is ordered in writing by the customer, carrier will guarantee either replacement of articles lost or damaged while in carrier's custody, reimbursement for full replacement cost (as determined by current market value), or repairs or the cost of repairs to damaged item(s) to the extent necessary to restore the item to the same condition as when received by carrier from the shipper. Actual replacement articles, if any, shall consist of articles of like kind and quality without deduction for depreciation.

(B) Carrier's maximum liability shall not exceed the released or declared value on the shipment or the full cost of repair to the damaged property, whichever is less. Carrier shall have the option of repair or replacement of damaged articles.

(C) All items which are replaced or for which the full current market value has been paid become the property of the carrier.

(D) Full Value Protection will be provided by carrier only if shipment is declared or released to a minimum valuation of \$4.00 for each pound of weight in the shipment.

*(E) The rate for Full Value Protection provided by the carrier will be \$.75 for each \$100.00 or fraction thereof, of released or declared value.*

*EXAMPLE: Shipment valuation is calculated at the value of \$20,335.00. Since \$35.00 is a fraction of \$100.00, the charge would be based on a valuation of \$20, 400.00.*

*(F) ON SHIPMENTS WHICH ALSO INVOLVE STORAGE-IN-TRANSIT, the following additional valuation charge will apply: For each storage period of 30 days or fraction thereof, the additional valuation rate of 15 percent of the full value protection rate provided for in Item 18.*

*(G) Protection under this item will not apply to specific articles or matched sets of articles which are valued at \$3,000 or more, unless shipper puts carrier on notice in writing that such articles are included in the shipment.*

NOTE: See Rule 7 (Valuation).

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ADDITIONAL SERVICES AND CHARGES**

**ITEM 19**

**OVERTIME LOADING AND UNLOADING**

<b>SERVICE (Overtime Loading and Unloading)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
An additional charge for either loading or unloading after regular hours or days (see Note 3) will be assessed on all moves. THE ADDITIONAL CHARGE FOR EACH OVERTIME LOADING OR EACH OVERTIME UNLOADING WILL BE ...	100 lbs.	4.90

NOTE 1: This overtime service will be rendered only upon request of the shipper and at the option of the carrier. If overtime loading or unloading is done at the carrier's convenience, no charge will apply.

NOTE 2: Charge will be based on actual weight, subject to a 500 pound minimum.

NOTE 3: Other than regular hours or days are as follows: between 5:00 p.m. and 8:00 a.m. weekdays and during any hour on Saturday, Sunday, and all official holidays (national, state, and municipal).

NOTE 4: Bill of Lading to be marked or stamped as follows: (a) loading requested after regular hours or days; (b) unloading requested after regular hours or days.

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ADDITIONAL SERVICES AND CHARGES**

**ITEM 20**

**ELEVATOR, STAIR, AND EXCESSIVE DISTANCE CARRY CHARGES**

<b>SERVICE (Elevator, Stair, and Excessive Distance Carry Charges)</b>	<b>PER</b>	<b>RATES (in dollars/cents)</b>
ELEVATOR, STAIR, AND EXCESSIVE DISTANCE CARRY CHARGES involved in pickup or delivery. ELEVATORS (Subject to Notes 1, 2, 3, 4, 5, 6, 8, and 10) Where pickup or delivery involves use of adequate elevator service up or down one or more flights (see Note 6), a charge will be assessed, viz:		
One or more flights at origin (see Notes 3, 4, and 5) .....	100 lbs.	3.00
One or more flights at destination (see Notes 3, 4, and 5) .....	100 lbs.	3.00
STAIRS (INSIDE A BUILDING) (Subject to Notes 1,2,5,6,8,10) Where pickup or delivery involves carriage up or down one or more flights of stairs (see Note 6), a charge will be assessed, viz:		
Per each flight at origin .....	100 lbs.	2.15
Per each flight at destination .....	100 lbs.	2.15
STAIRS (OUTSIDE) ATTACHED TO A BUILDING (Subject to Notes 1, 2, 5, 7, 8, and 10): Where pickup or delivery involves carriage up or down one or more outside flights of stairs attached to a building (see Note 7), a charge will be assessed, viz:		
Per each flight at origin .....	100 lbs.	2.15
Per each flight at destination .....	100 lbs.	2.15
EXCESSIVE DISTANCES (Subject to Notes 2, 9, and 10): Where pickup or delivery involves one or more extra carries (see Note 9), a charge will be assessed, viz:		
Per each extra carry at origin .....	100 lbs.	2.15
Per each extra carry at destination .....	100 lbs.	2.15

(Continued on next page)

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**SECTION IV  
ADDITIONAL SERVICES AND CHARGES**

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**ITEM 20** (cont.)

NOTE 1: **Inside** elevator and stair carry charges will not apply when pickup or delivery is within a single family dwelling. **Outside a single family dwelling, stair carry charges will apply if the stairs are the only way to get in or out of the single family dwelling. (Effective 11-27-19)**

NOTE 2: Charges will be based on actual weight of the shipment, except as follows:

(a) When under the provisions of Rule 42 (Extra Pickup and Delivery), portions of the shipment are picked up or delivered at more than one place, the charges will apply only to the actual weight of that portion of the shipment picked up or delivered at other than ground floor.

(b) When an automobile is included in a shipment with other personal effects, the weight of the automobile will be deducted when determining applicable charges under this item.

NOTE 3: When two or more elevators providing parallel service are utilized, charges will apply per shipment, not per elevator.

NOTE 4: Where an elevator is used and the shipment must be transferred to a second elevator or carried one or more flights, charges will be made once for the first elevator and again for each additional elevator or stair carry service.

NOTE 5: When stairs and elevator are both available, charge will be based on the method that results in the lower cost to the shipper.

NOTE 6: One inside flight shall mean from one complete floor above or below a floor.

NOTE 7: Outside a building, or **dwelling**, the first flight shall consist of 8 but not more than 20 steps. Steps less than 8 will not be considered a flight. **In a single family dwelling, if pick-up or delivery requires outside stairs, the outside stair carry charge will apply. (Effective 11-27-19)**

NOTE 8: When a piano or organ is included in the shipment, the minimum stair carry charges on the entire shipment, inside or outside a building, shall be \$19.55 for the first flight and \$9.85 for each additional flight. The minimum elevator charge shall be \$19.55. The minimum charge will apply each time the service is performed at origin and/or destination.

NOTE 9: An extra carry means each carriage of 50 feet or fraction thereof after the first 75 feet (not including elevator or stair distance for which charges herein apply) between the vehicle and:

(a) The entrance or door of a detached or single family dwelling, or

(b) The applicable individual apartment within a multiple occupancy building.

NOTE 10: When a piano and/or organ is included in a shipment, the handling charge for pianos and organs provided in Item 10 (Piano, Organ, etc.) will be in addition to the applicable charges in this item. The flight carry charges in Item 10 will not apply when this item is applicable.



# **SECTION V**

## **Definitions**

**Forms including:**

**Bill of Lading**

**Addendum to Bill of Lading**

**Contract Terms and Conditions**

**Estimated Cost of Services**

**Addendum to Estimated Cost of  
Services**

**Claims Log**

**Information Booklet**

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**SECTION V  
DEFINITIONS AND FORMS**

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**DEFINITIONS**

**CARRIER** - Motor carrier of household goods.

**COMMISSION or NCUC** - North Carolina Utilities Commission.

**CONSIGNEE** - The person named in the bill of lading to whom or to whose order the bill promises delivery.

**CONSIGNOR** - The person named in the bill of lading as the person from whom the goods have been received for shipment.

**DEBTOR** - The person(s) and/or corporation(s) obligated to pay a freight charge of a carrier.

**ESTIMATED COST OF SERVICES** - A written document prepared by the carrier and furnished to the shipper, which shows the total cost estimated by the carrier for the services as described thereon.

**HOUSEHOLD GOODS** - Any personal effects and property used or to be used in a dwelling as more fully defined in Commission Rule R2-37.

**MAXIMUM FIXED RATE** - Any specific rate named in this tariff. Carriers may not charge a rate higher than a maximum fixed rate.

**MOTOR VEHICLE** - Any vehicle, machine, tractor, semi-trailer, or any combination thereof, which is propelled or drawn by mechanical power and used upon the highways within the State.

**NOT-TO-EXCEED PRICE** - The maximum charge that may be assessed on a shipment, subject to any Change Order for Services.

**PACKING** - Any accessorial service performed in preparing a shipment (or portion thereof), prior to loading, except services for which rates and charges are otherwise provided in this tariff.

**RATE** - Any unit charge for services including the rating, governing rules, and accessorial charges applying in connection with that service.

(Continued on next page)

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**SECTION V  
DEFINITIONS AND FORMS**

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**SHIPMENT** - A quantity of property tendered for transportation to one carrier at a time on one shipping document by:

- (a) One shipper at one point of origin for one consignee at one point of destination; or
- (b) One shipper at more than one point of origin for one consignee at one point of destination:  
or
- (c) One shipper at one point of origin for one consignee at more than one point of destination (Extra Delivery); or
- (d) One shipper at more than one point of origin or one shipper at more than one point of destination (Extra Pickup and Extra Delivery).

**SHIPPER** - The party which contracts with a carrier to cause property to be moved from one place to another.

**STORAGE-IN-TRANSIT** - Storage of a shipment at request of consignor or consignee at one point between point(s) of origin and point(s) of destination for a period not to exceed 180 days.

**UNPACKING** - Any accessorial service performed in connection with delivery of a shipment (or portion thereof), subsequent to unloading, except services for which rates and charges are otherwise provided in this tariff.

**ABBREVIATIONS**

- cont. .... continued
- cu. ft. .... cubic foot or cubic feet
- cwt. .... hundredweight
- lbs. .... pounds
- lin. ft. .... linear foot
- no. .... number
- wgt. or wt. .... weight

*New carriers appearing for the first time in the List of Carriers Issued A Certificate of Exemption pages will appear in bold and italics.*

# UNIFORM HOUSEHOLD GOODS BILL OF LADING

**CARRIER'S NAME & ADDRESS**  
**CARRIER'S TELEPHONE**  
**CARRIER'S C#**

**CARRIER REFERENCE NO**

**SHIPPER**

**CONSIGNEE**

**COMPANY**

**STREET ADDRESS**

STREET ADDRESS \_\_\_\_\_  
 CITY & STATE \_\_\_\_\_  
 TELEPHONE \_\_\_\_\_

CITY & STATE \_\_\_\_\_

NOTIFY IN CASE OF DELAY \_\_\_\_\_ CHARGES \_\_\_\_\_

NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_

BILL TO: \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY & STATE \_\_\_\_\_

ATTN: \_\_\_\_\_ PO. NO. \_\_\_\_\_

**AGREED LOAD DATE:** \_\_\_\_\_  
 I HAVE RECEIVED A COPY OF THE NCUC BROCHURE EXPLAINING MY RIGHTS.  
 SHIPPER'S SIGNATURE: \_\_\_\_\_  
 Exclusive Use of a \_\_\_\_\_ cu. ft. vehicle (Minimum 1000 cu. ft.)  
 Space Reservation of \_\_\_\_\_ cu. ft. (Minimum 300 cu. ft.)  
 Expedited Service of \_\_\_\_\_ miles

Shipment Moving at \_\_\_\_\_ lbs  
 Actual Weight of \_\_\_\_\_ lbs  
 Signature of Shipper or Agent: \_\_\_\_\_

**NOTE: SHIPPER MUST INDICATE CHOICES MADE ON BOTH OF THE ITEMS SHOWN BELOW BY INITIALING**

**ESTIMATES:** Shipper must initial the option selected.

\_\_\_\_\_ I did not request a written estimate on this shipment and understand that I will be required to pay charges shown on this contract.  
 \_\_\_\_\_ I understand this shipment is moving under a binding estimate (guaranteed or not-to-exceed) and that I will be required to pay in accordance with that estimate.  
 \_\_\_\_\_ I understand this shipment is moving under a nonbinding estimate and I will be required to pay charges shown on this contract.

See attached "Estimated Cost of Services."

**VALUATION:** Shipper must initial the option selected.

\_\_\_\_\_ **Basic Value Protection.** I release this shipment to a value of 60 cents per pound per article. **This lower level of protection is provided at no additional cost beyond the base rate. However, it provides only minimal protection that is considerably less than the average value of household goods.**

\_\_\_\_\_ **Full Value Protection.** I release this shipment to a value of \$4.00 times actual weight in pounds of shipment or declared lump sum value of \$ \_\_\_\_\_ (Declared value must be at least \$4.00 per pound times weight of shipment.)

See attached "Addendum to Uniform Household Goods Bill of Lading."

**EXTRAORDINARY VALUE ARTICLE DECLARATION**

I acknowledge that I have prepared and retained a copy of "Inventory of Items Valued in Excess of \$100 Per Pound Per Article" and that I have given a copy of this inventory to the carrier's representative. I also acknowledge that the carrier's liability for loss of or damage to any article valued in excess of \$100 per pound per article will be limited to \$100 per pound for each pound of the damaged article (based on actual article weight) not to exceed the declared value of the entire shipment, unless I have specifically identified such articles on the inventory and for which a claim for loss or damage is made.

SIGNED: \_\_\_\_\_

**To be signed when shipment is received by carrier**

All property was received in good condition, except as noted on the inventory form.

Driver's signature: \_\_\_\_\_ Date: \_\_\_\_\_

and release my property to the carrier subject to the terms and conditions thereof.

Shipper's signature: \_\_\_\_\_ Date: \_\_\_\_\_

**To be signed at time of delivery**

All property was received in good condition, except as noted on the inventory form.

Shipper's signature: \_\_\_\_\_ Date: \_\_\_\_\_

QUESTIONS ABOUT THIS FORM OR YOUR MOVE?  
 Call the NCUC-Public Staff's Transportation Division at 919-733-7766

**FOR ALL MOVES LESS THAN 35 MILES**

H O U R L Y	Time Move Started				
	Time Move Finished				
	Travel Time 1 Hr per 50 Miles Traveled or Fraction Thereof				
		Men	Hours	Rate	Charges
	Regular Hours				
Overtime Hours					
Full Value Protection					
				<b>Total Hourly Charges</b>	

	Description	Quantity	Rate	Charges
P	Dishpack or Barrel			
	Cartons	1.5		
A		3.0		
		4.5		
C		6.0		
		6.5		
K	Wardrobes			
	Crib Mattress			
I	Twin Mattress			
	Double Mattress			
N	King/Queen Mattress			
	King Single Mattress			
G	Corrugated Cont.(Mirror & Picture)			
	Crates, minimum			
	Crates _____ cu ft			
	Grandfather Clock Carton			

	ORIGINAL	REWEIGH	
LBS. GROSS			<b>Total Packing Charges</b>
LBS. TARE			
LBS. NET			
BREAK POINT WT.			

Tariff	Sec	Miles	Weight	Rate	Linehaul Charges
MRT	3				

Description	Rate	Charges
<b>Extra Pickup or Delivery:</b>		
At:		
Excessive Distance Carry at Origin:	ft.	
Excessive Distance Carry at Destination:	ft.	
Flight Carry at Origin:		
Flight Carry at Destination:		
Appliance Service		
Appliance Unservice		
Piano Handling		
Additional Labor:		
Bulky Articles:		
Packing Material Purchased by Shipper		
Credit Card/Debit Card Processing Fee		
Fuel Surcharge:		
Third Party Charges:		
Advanced Charges:		
Full Value Protection:		
Storage-In-Transit	Rate	Charges
Transportation To or From Whse:	lbs.	
Warehouse Handling		
Storage From: _____ To: _____ No. Mos.		
Extended Valuation: 15% of Full Value Protection Rate		

<b>Payment Acknowledgment</b>	<b>Total Charges</b>
On nonbinding estimates, 110% rule applies.	
See "Estimated Cost of Services"	<b>Total</b>
Prepayment Received	<b>Prepayment</b>
By _____	
Payment Received at Destination	<b>Balance Due</b>
By _____	

**UNIFORM HOUSEHOLD GOODS BILL OF LADING - 35 MILES OR LESS**

CARRIER'S NAME & ADDRESS  
 CARRIER'S TELEPHONE  
 CARRIER'S C#

CARRIER REFERENCE NO.

[QUESTIONS ABOUT THIS FORM OR YOUR MOVE? Call the NCUC-Public Staff's Transportation Division at 919-733-7766]

<b>F</b> <b>R</b> <b>O</b> <b>M</b> <b>T</b> <b>O</b>	SHIPPER:	BINDING PRICE		
	COMPANY:	(GUARANTEED OR NOT-TO-EXCEED) \$		
	STREET ADDRESS:	DATE	TIME	LEFT WAREHOUSE
	CITY & STATE:	VAN#	TIME	ARRIVED JOB
	TELEPHONE:	DRIVER	TIME	DEPART JOB
	CONSIGNEE:	HELPER	TIME	RETURNED WAREHOUSE
	STREET ADDRESS:	HELPER	TIME	RETURNED WAREHOUSE
	CITY & STATE:	HELPER	TIME	RETURNED WAREHOUSE
	AGREED LOAD DATE:	HELPER	TIME	RETURNED WAREHOUSE
	PREFERRED DELIVERY DATE:	HELPER	TIME	RETURNED WAREHOUSE
NOTES:	HELPER	TIME	RETURNED WAREHOUSE	
<b>REQUIRED SIGNATURES</b>				
I HAVE RECEIVED THE NCUC BROCHURE EXPLAINING MY RIGHTS.				
SHIPPER'S SIGNATURE: _____				
<b>NOTE: SHIPPER MUST INDICATE CHOICES MADE ON BOTH ITEMS LISTED BELOW BY INITIALING ON THE APPROPRIATE LINE (Estimates &amp; Valuation)</b>				
<b>ESTIMATES:</b> Shipper must initial the one option selected. _____ I did not request a written estimate on this shipment and understand that I will be required to pay charges shown on this contract. _____ I understand this shipment is moving under a binding estimate (guaranteed or not-to-exceed) and that I will be required to pay in accordance with that estimate. _____ I understand this shipment is moving under a nonbinding estimate and I will be required to pay charges shown on this contract. See attached "Estimated Cost of Services."				
<b>VALUATION:</b> Shipper must initial the one option selected. _____ <b>Basic Value Protection.</b> I release this shipment to value of 60 cents per pound per article. This lower level of protection is provided at no additional cost beyond the base rate. However, it provides only minimal protection that is considerably less than the average value of household goods. _____ <b>Full Value Protection.</b> I release this shipment to a value of \$4.00 times actual weight in pounds of shipment or declared lump sum value of \$_____ (Declared value must be at least \$4.00 per pound times weight of shipment.) See attached "Addendum to Uniform Household Goods Bill of Lading."				
<b>EXTRAORDINARY VALUE ARTICLE DECLARATION</b> I acknowledge that I have prepared and retained a copy of "Inventory of Items Valued in Excess of \$100 Per Pound Per Article" and that I have given a copy of this inventory to the carrier's representative. I also acknowledge that the carrier's liability for loss of or damage to any article valued in excess of \$100 per pound per article will be limited to \$100 per pound for each pound of the damaged article (based on actual article weight) not to exceed the declared value of the entire and for which a claim for loss or damage is made. SIGNED: _____				
<b>To be signed when shipment is received by carrier</b> All property was received in good condition, except as noted on inventory form. Driver's signature: _____ Date: _____ I have read this contract and its attachments thoroughly and release my property to the carrier subject to the terms and conditions thereof. Shipper's signature: _____ Date: _____				
<b>To be signed at time of delivery</b> All property was received in good condition, except as noted on the inventory form. Shipper's signature: _____ Date: _____				
		HOURS	RATE	
		TRAVEL TIME 1 HOUR PER 50 MILES		
		TRAVELED OR FRACTION THEREOF	RATE	
		<b>Total Hourly Charges</b>		
		Description	Qty	Rate
		Dishpack or Barrel		
		1.5 cu. ft. (Small) Cartons		
		3.0 cu. ft. (Medium) Cartons		
		4.5 cu. ft. (Large) Cartons		
		6.0 cu. ft. (Ex-Large) Cartons		
		Wardrobes		
		Crib: Twin: Dbt: King/Qn: King Sgt:		
		\$		
		Mirror/Picture Pac		
		Crates, minimum		
		Crates _____ cu ft		
		Grandfather Clock Carton		
		<b>Total Packing Charges</b>		
		Description	Rate	Charges
		Appliance Service		
		Appliance Unservice		
		Piano Handling		
		Packing Material Purchased		
		Bulky Articles		
		CC/Debit Card Processing Fee		
		Third Party Charges:		
		Advanced Charges:		
		Full Value Protection:		
		Storage-In-Transit	Rate	Charges
		Transportation To/From Whse:	lbs.	
		Warehouse Handling		
		Storage From: To: No. Mos.		
		Extended Valuation (15% of FVP Charge per mo.)		
		<b>Payment Acknowledgment</b>		<b>Total Charges</b>
		On nonbinding estimates, 110% rule applies.		
		See "Estimated Cost of Services"		<b>Total</b>
		Prepayment Received		
		By _____	<b>Prepayment</b>	
		Payment Rec'd at Destination		
		By _____	<b>Balance Due</b>	

**ADDENDUM TO UNIFORM HOUSEHOLD GOODS BILL OF LADING**

**SHIPPER DECLARATION OF VALUE**

**IMPORTANT:** There are two (2) options available to cover loss and/or damages:

**OPTION 1: Basic Value Protection.** This lower level of value protection is provided at no additional cost. However, it only provides minimal protection that is considerably less than the average value of household goods. The carrier's maximum liability shall be \$.60 per pound for the actual weight on any lost or damaged article or articles, if the shipment has been expressly released by the shipper to such value per article. Under this option, a claim for any article that may be lost, destroyed or damaged while in the custody of your mover will be settled based on the weight of the individual article multiplied by 60 cents. For example, damages to an item weighing 400 pounds would result in a maximum claim settlement of \$240. Basic Value Protection provides minimal protection, and it is possible that settlement of any claim under this level of valuation will not be satisfactory to you. (MRT Section I, Rule 7, Valuation).

**OPTION 2: Full Value Protection.** The minimum value of the shipment will be \$4.00 times the weight of the shipment. However, you have the right to declare that your shipment has a greater value and pay for that increased protection. If items are lost, the mover will have the options of replacing them with articles of like kind and quality or paying the replacement costs as determined by current market value. If items are damaged, the mover will have the same options, plus the additional options of repairing the items or paying the repair cost. All damaged items that are either replaced or reimbursed at full-market value become the property of the mover. Under this option, for example, if the total weight of your shipment is 8,000 pounds, then the total value of your entire shipment is established to be \$32,000 and the charge for that level of protection would be \$240. If you determine that your shipment has a value greater than the \$50,000 minimum amount of insurance coverage that the Commission requires movers to have, you may want to request written verification of additional coverage from your mover to ensure your shipment will be adequately covered. (MRT Section IV, Item 18, Full Value Protection).

**\*\* DECLARATION \*\***

Prior to the move, the shipper must select one of the options listed below. If the carrier fails to require the shipper to choose one of the liability options, the shipper will be considered to have chosen Option 1 (Basic Value Protection).

Shipper hereby releases the entire shipment to a value not exceeding:

\_\_\_\_\_ Option 1 – Basic Value Protection -\$.60 per pound per article.

Signature of Shipper and Date

\_\_\_\_\_ Option 2 - Full Value Protection - \$4.00 times the actual weight in pounds of shipment or a declared lump sum value of \$\_\_\_\_\_.

Signature of Shipper and Date

This document shall be completed and signed **PRIOR TO MOVE** and made a permanent part of the Bill of Lading.

BILL OF LADING/ORDER NO: \_\_\_\_\_ DATE \_\_\_\_\_

NAME OF SHIPPER \_\_\_\_\_

( ) HOURLY RATED MOVE ( ) WEIGHT & DISTANCE MOVE

CARRIER REPRESENTATIVE \_\_\_\_\_ SIGNATURE

## **CONTRACT TERMS AND CONDITIONS OF UNIFORM HOUSEHOLD GOODS BILL OF LADING**

This contract is subject to all the rules, regulations, rates, and charges in Maximum Rate Tariff No. 1 on file with the North Carolina Utilities Commission including, but not limited to, the following terms and conditions:

SECTION 1. The carrier shall be liable for physical loss of or damage to any articles from external cause while being carried or held in storage-in-transit EXCEPT loss, damage, or delay caused by or resulting:

- (a) From an act, omission, or order of shipper;
- (b) From defect or inherent vice of the article, including susceptibility to damage because of atmospheric conditions such as temperature and humidity or changes therein;
- (c) From (1) hostile or warlike action in time of peace or war, including action in hindering combating or defending against an actual, impending, or expected attack: (A) by any government or sovereign power or by any authority maintaining or using military, naval, or air forces; or (B) by military, naval, or air forces; or (C) by an agent of any government, power, authority, or forces; (2) any weapon of war employing atomic fission or radioactive force whether in time of peace or war; (3) insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authority in hindering, combating, or defending against such an occurrence, (4) seizure or destruction under quarantine or customs regulations, (5) confiscation by order of any government or public authority; or (6) risks of contraband or illegal transportation or trade;
- (d) From strikes, lockouts, labor disturbances, riots, civil commotions, or the acts of any person or persons taking part in any such occurrence or disorder; and
- (e) From Acts of God.

SUBJECT, in addition to the foregoing, the following limitations apply on the carrier's liability:

The carrier's maximum liability shall be one of the following:

- (1) The actual loss or damage not exceeding \$.60 per pound of the weight of any lost or damaged article when the shipper has released the shipment to carrier, in writing, with liability limited to \$.60 per pound per article; or
- (2) Replacement value of the lost or damaged item beyond repair provided that shipper elects such valuation coverage and agrees to pay applicable rates or the option of satisfactory repairs.

FURTHER, a shipper's failure to notify the carrier in writing that an article or articles having a value that exceeds \$100 per pound will be included in the shipment will restrict the carrier's maximum liability to \$100 per pound for each pound of any lost or damaged article (based on actual article weight), not to exceed the declared value of the entire shipment.

SECTION 2. The carrier shall not be liable for delay caused by highway obstruction, or faulty or impassable highways, or lack of capacity of any highway, bridge, or ferry, or caused by breakdown or mechanical defect of vehicles or equipment, or from any cause other than negligence of the carrier; nor shall the carrier be bound to transport by any particular schedule, means, vehicle, or otherwise than with reasonable dispatch. Every carrier shall have the right in case of physical necessity to forward said property by any carrier or route between the point of shipment and the point of destination.

SECTION 3. Shipper's or consignor's and/or consignee's liability shall include the following:

- (a) The shipper (individual or commercial) and consignor upon tender of the shipment to carrier, and the consignee, upon the acceptance of delivery of shipment from carrier, shall be liable, jointly and severally, for all unpaid charges payable on account of a shipment in accordance with the applicable tariffs including, but not limited to sums advanced or disbursed by a carrier on account of such shipment. The extension of credit to either shipper or consignee for such unpaid charges shall not thereby discharge the obligation of either party to pay such charges in the event the party to whom credit has been extended shall fail to pay such charges.

(b) Shipper and/or consignor acknowledge that no explosives and/or dangerous articles or goods shall be contained in shipment. However, shipper and/or consignee shall indemnify carrier against any loss or damage caused by the negligent or intentional inclusion of explosives or dangerous goods therein.

SECTION 4. If for any reason other than the fault of carrier, delivery cannot be made at address shown on the face hereof, or at any changed address of which carrier has been notified, carrier, at its option, may cause articles contained in shipment to be stored in a warehouse selected by it at the point of delivery or at other available points, and were held without liability on the part of the carrier, at the cost of the owner, and subject to a lien for all accrued tariff and other lawful charges.

SECTION 5. If shipment is refused by consignee at destination, or if shipper, consignee, or owner of property fails to receive or claim it within fifteen (15) days after written notice of United States mail addressed to shipper and consignee at post office addresses shown on face hereof, or if shipper fails or refuses to pay lawfully applicable charges in accordance with carrier's applicable tariff, carrier may sell the property at its option, either (a) upon notice in the manner authorized by law, or (b) at public auction to highest bidder for cash at a public sale to be held at a time and place named by carrier, thirty (30) days notice of which sale shall have been given in writing to shipper and consignee, and there shall have been published at least once a week for two consecutive weeks in a newspaper of general circulation at or near the place of sale, a notice thereof containing a description of the property as described in the bill of lading, and the names of the consignor and consignee. The proceeds of any sale shall be applied toward payment of lawful charges applicable to shipment and toward expenses of notice, advertising, and sale, and of storing caring for, and maintaining property prior to sale, and the balance, if any, shall be paid to owner of property; PROVIDED that any perishable articles contained in said shipment may be sold at public or private sale without such notices if, in the opinion of carrier, such action is necessary to prevent deterioration or further deterioration.

SECTION 6. As a condition precedent to recovery, a claim for any loss or damage, injury, or delay, must be filed in writing with carrier within nine (9) months after delivery to consignee as shown on face hereof, or in case of failure to make delivery, then within nine (9) months after a reasonable time for delivery has elapsed; and suit must be instituted against carrier within two (2) years and one (1) day from the date when notice in writing is given by carrier to the claimant that carrier has disallowed the claim or any part or parts thereof specified in the notice. Where a claim is not filed or suit is not instituted thereon in accordance with the foregoing provisions, carrier shall not be liable and such a claim will not be paid.



# ESTIMATED COST OF SERVICES

CARRIER'S NAME  
CARRIER'S ADDRESS  
CARRIER'S CITY & STATE  
CARRIER'S TELEPHONE  
CARRIER'S C #

**[QUESTIONS ABOUT THIS FORM OR YOUR MOVE? Call the NCUC-Public Staff's Transportation Division at 919-733-7766]**

<p><b>ORIGIN</b></p> Shipper _____ Phone _____ Loading Address _____ City _____, NC _____ Preferred Loading Date _____	<p><b>DESTINATION</b></p> Consignee _____ Phone _____ Delivery address _____ City _____, NC _____ Preferred Delivery Date _____
---------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------

## IMPORTANT NOTICES

- A. This proposal is for listed items and services only. Additional items and services may result in additional costs.
- B. Carrier and shipper agree that any additional items or services not included in this proposal may be set forth in an addendum executed by the carrier and shipper.
- C. Shipper must choose a level of carrier liability (valuation protection) for the shipment. **Options are basic value protection (\$.60/lb/article) and full value protection. See the BROCHURE issued by the NC Utilities Commission explaining these options. If shipper does not choose an option, the shipment defaults to basic value protection at no additional cost to the shipper.**
- D. Shipper shall be required to pay for all charges prior to unloading, in cash or by certified check or money order, except as may be otherwise agreed in writing between carrier and shipper.
- E. Nonbinding estimates are subject to "110% Rule" (MRT Rule 13). The carrier must, upon request of the shipper, relinquish possession of the shipment upon payment of not more than 110% of the estimated charges and shall defer demand for the payment of the balance of any remaining charges for a period of thirty (30) days following the date of delivery.

### TYPE OF ESTIMATE (See Important Notices Above)

- \_\_\_\_\_ Proposed charges set forth below are **NONBINDING** for the items listed. Actual charge shall be determined after all services have been completed.
- \_\_\_\_\_ Proposed charges set forth below are **BINDING AND GUARANTEED** for the items listed for \_\_\_\_\_ days.
- \_\_\_\_\_ Proposed charges set forth below are **BINDING AND NOT-TO-EXCEED** for the items listed for \_\_\_\_\_ days. Actual charges shall be determined after all services have been completed but shall not exceed the amount shown below under "Total Binding and Not-To-Exceed Charges".

PROPOSED COST OF SERVICES	TRANSPORTATION COST	PROPOSED CHARGES
1. Weight and distance (MRT, Sec. 3) Miles _____ Est. Weight _____ lbs. Moving at _____ per cwt.	Charge _____	_____
2. Hourly rated (MRT, Sec. 2) Vans _____ Men _____ Est. Hours _____ Rate per Hour _____	Charge _____	_____
3. Travel Time- 1 Hour for each 50 Miles or fraction thereof: _____ (No. of Hours)	Charge _____	_____

PROPOSED COST OF SERVICES	STORAGE-IN-TRANSIT	PROPOSED CHARGES
4. A) Storage: Weight _____ lbs. Rate per Month _____ Number of Months _____	Charge _____	_____
B) Extended Valuation: 15% of Full Value Protection Rate (does not apply to Basic Value Protection)	Charge _____	_____
C) Warehouse Handling: Weight _____ lbs. Rate per cwt. _____	Charge _____	_____
D) Storage Pick-Up or Delivery Charge: Weight _____ lbs. Rate per cwt. _____	Charge _____	_____

PROPOSED COST OF SERVICES	PACKING CHARGES	PROPOSED CHARGES
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DESCRIPTION	CU FT	QUANTITY	RATE	CHARGE
Dishpack or Barrel	5.0			
Cartons	1.5			
Cartons	3.0			
Cartons	4.5			
Cartons	6.0			
Cartons	6.5			
Wardrobe Carton	10			
Crib Mattress				
Twin Mattress				
Double Mattress				
King/Queen Mattress				
King Single Mattress				
Corrugated Container (Mirror & Picture)				
Crates, Minimum				
Crates _____ cu. ft.				
Grandfather Clock Carton				

5. Packing & Unpacking Charge	Charge _____	_____
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PROPOSED COST OF SERVICES	OTHER CHARGES	PROPOSED CHARGES
6. Extra stop(s) _____		_____
7. Excessive Distance Carry: Ft. _____ Weight _____ Rate per cwt. _____		_____
8. Flight Carry: No. Flights _____ Weight _____ Rate per cwt. _____		_____
9. Appliance Service _____ Appliance Unservice _____		_____
10. Bulky Articles _____		_____
11. Other Charges _____		_____
	<b>SUBTOTAL</b>	_____
12. Third Party Charges _____		_____

PROPOSED COST OF SERVICES	VALUATION	PROPOSED CHARGES
13. Basic Value Protection - Maximum liability will be \$.60 / lb / article regardless of the actual value of lost or damaged items		<b>NO CHARGE</b>
14. Full Value Protection Weight _____ lbs @ \$4.00/lb \$ _____ x \$.75/\$100 =		_____

<b>ESTIMATED COSTS</b>	TOTAL NONBINDING CHARGES _____	_____
	TOTAL BINDING AND GUARANTEED CHARGES _____	_____
	TOTAL BINDING AND NOT-TO-EXCEED CHARGES _____	_____

Estimator \_\_\_\_\_ Date \_\_\_\_\_ Shipper \_\_\_\_\_ Date \_\_\_\_\_

## ESTIMATED COST OF SERVICES - 35 MILES OR LESS

Carrier's Name  
Address, City & State  
Phone & C#

**QUESTIONS ABOUT THIS FORM OR YOUR MOVE? Call the NCUC-Public Staff's Transportation Division at 919-733-7766**

### ORIGIN

### DESTINATION

Shipper \_\_\_\_\_ Phone \_\_\_\_\_  
Loading Address \_\_\_\_\_  
City \_\_\_\_\_, NC \_\_\_\_\_  
Preferred Loading Date \_\_\_\_\_

Consignee \_\_\_\_\_ Phone \_\_\_\_\_  
Delivery Address \_\_\_\_\_  
City \_\_\_\_\_, NC \_\_\_\_\_  
Preferred Delivery Date \_\_\_\_\_

### IMPORTANT NOTICES

- A. This proposal is for listed items and services only. Additional items and services may result in additional costs.
- B. Carrier and shipper agree that any additional items or services not included in this proposal may be set forth in an addendum executed by the carrier and shipper.
- C. Shipper must choose a level of carrier liability (valuation protection) for the shipment. **Options are \$.60 per pound per article and full value protection. See the BROCHURE issued by the NC Utilities Commission explaining these options. If shipper does not choose an option, the shipment defaults to basic value protection which requires no additional payment from the shipper.**
- D. Shipper shall be required to pay for all charges prior to unloading, in cash or by certified check or money order, except as may be otherwise agreed in writing between carrier and shipper.
- E. Nonbinding estimates are subject to "110% Rule" (MRT Rule 13). The carrier must, upon request of the shipper, relinquish possession of the shipment upon payment of not more than 110% of the estimated charges and shall defer demand for the payment of the balance of any remaining charges for a \_\_\_\_\_ period of thirty (30) days following the date of delivery.

### TYPE OF ESTIMATE (See Important Notices Above)

\_\_\_\_\_ Proposed charges set forth below are **NONBINDING** for the items listed. Actual charge shall be determined after all services have been completed.

\_\_\_\_\_ Proposed charges set forth below are **BINDING AND GUARANTEED** for the items listed for \_\_\_\_\_ days.

\_\_\_\_\_ Proposed charges set forth below are **BINDING AND NOT-TO-EXCEED** for the items listed for \_\_\_\_\_ days. Actual charges shall be determined after all services have been completed but shall not exceed the amount shown below under "Total Binding and Not-To-Exceed Charges".

### HOURLY CHARGES

Hourly rated (MRT, Sec 2) Vans \_\_\_\_\_, Men \_\_\_\_\_, # Hours \_\_\_\_\_ at Rate / Hour \_\_\_\_\_ Total Estimated Hourly Charges \_\_\_\_\_  
Travel Time - 1 Hour for each 50 miles or fraction thereof: \_\_\_\_\_ (No. of Hours) Charges \_\_\_\_\_

### PACKING & ACCESSORIAL CHARGES

Description	Qty	Rate	Charges	Description	Qty	Rate	Charges
Dishpack or Barrel				Appliance Service			
1.5 cu. Ft. (Small) Cartons				Appliance Unservice			
3.0 cu. Ft. (Medium) Cartons				Piano Handling			
4.5 cu. Ft. (Large) Cartons				Packing Material Purchased			
6.0 cu. Ft. (Ex-Large) Cartons							
				Bulky Articles			
Wardrobes							
Crib: Twin: Dbl:				Third Party Charges:			
Queen/King: King Sgl:				<b>Storage-In-Transit:</b> lbs		Rate	Charges
Mirror/Picture Pac				Transportation To/From Whse:			
Crates, minimum				Warehouse Handling			
Crates _____ cu ft				Storage Per Month			
Grandfather Clock Carton				Extended Valuation: (15% of FVP Charge) (does not apply to Basic Value Protection)			
				<b>TOTAL PACKING, ACCESSORIAL &amp; SIT</b>			

### VALUATION (Carrier's Maximum Liability)

**BASIC VALUE PROTECTION** - Maximum liability will be at \$.60/lb/article regardless of the actual value of lost or damaged items. **NO CHARGE**  
**FULL VALUE PROTECTION** Constructive Wt \_\_\_\_\_ lbs @ \$4.00 / lb or Declared Value \$ \_\_\_\_\_ X \$.75/\$100 = \_\_\_\_\_  
(Constructive Weight = 7 lbs. per cubic foot of properly loaded van space)

### ESTIMATED CHARGES

HOURLY                      PKG/ACC/SIT                      VALUATION                      =                      TOTAL

TOTAL NONBINDING CHARGES \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_

TOTAL BINDING & GUARANTEED CHARGES \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_

TOTAL BINDING & NOT-TO-EXCEED CHARGES \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_ ESTIMATOR: \_\_\_\_\_ DATE \_\_\_\_\_

# CHANGE ORDER/ADDENDUM TO ESTIMATED COST OF SERVICES

**CARRIER'S NAME**  
**CARRIER'S ADDRESS**  
**CARRIER'S CITY & STATE**  
**CARRIER'S TELEPHONE**  
**CARRIER'S C#**

Shipper \_\_\_\_\_  
Origin \_\_\_\_\_

Date of Shipment \_\_\_\_\_  
Destination \_\_\_\_\_

The undersigned states that the circumstances of the shipment of the household goods have changed since the original Estimated Cost of Services. The following changes need to be made to the original Estimated Cost of Services.

### CHANGES AFFECTING COST

Prior Total Weight \_\_\_\_\_ / \_\_\_\_\_

Prior Total Cost \_\_\_\_\_

Description of Changes:

Amount

_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

New Total Weight \_\_\_\_\_

New Total Cost \$ \_\_\_\_\_

### CHANGES NOT AFFECTING COST

Previous Dates For:	New Dates For:
Packing _____	Packing _____
Loading _____	Loading _____
Unloading _____	Unloading _____
New Delivery Address _____	

I have read this document and I agree to the changes noted herein as they affect my shipment.

Shipper \_\_\_\_\_

Date \_\_\_\_\_

Carrier's Representative \_\_\_\_\_

Date \_\_\_\_\_

NCUC HHG NO. 1

**CARGO CLAIMS LOG FORM**

<b>FILE #</b>	<b>DATE OF CLAIM</b>	<b>PERSON FILING CLAIM</b>	<b>CLAIM</b>	<b>ACTION TAKEN</b>	<b>DATE CLOSED</b>

THIS FORM IS PRESCRIBED BY THE NORTH CAROLINA UTILITIES COMMISSION

# **MOVING 101**

# **A NORTH CAROLINA CONSUMER'S GUIDE**

Issued by the North Carolina Utilities Commission

[www.ncuc.gov](http://www.ncuc.gov)

Revised: September 2024

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## I. INTRODUCTION

If you pay someone to perform a move in North Carolina, whether the move is across town or across the state, the move is probably regulated by the North Carolina Utilities Commission (Commission). Intrastate household goods movers operating in North Carolina must have a certificate (“C” number) issued by the Commission. Such certificated movers are required to have insurance, to meet other consumer protection requirements, and to comply with the provisions of the Maximum Rate Tariff (MRT). [Note: Interstate and international shipments, government and military moves, commercial moves (offices and equipment), and new furniture/retail deliveries are not under the Commission’s jurisdiction.]

The Commission issued the MRT to establish the maximum rates movers may charge their customers for the services they render. The tariff also provides the forms which must be used and the information which must be given to each customer, as well as the rules and regulations governing these moves. The MRT is available on the Commission’s website at [NC MRT](#). If you have difficulty accessing the MRT online, you may contact the Commission (919-733-4036) or Public Staff (919-733-7766) to discuss the MRT provisions.

Movers, if authorized, may use electronic bill of lading. If the electronic bill of lading is selected by the shipper, they should receive the final bill by email, and if there is a discrepancy between the emailed bill of lading and the actual charges, the shipper should contact the mover. The shipper does reserve the right to opt out of electronic bill of lading and use the Commission-approved paper bill of lading instead.

**BE SMART! HIRE A COMMISSION-CERTIFICATED MOVER.** Minimize the risk of moving-day delays, damages, inflated charges, or loss of your possessions by hiring a legal (certificated) mover. A list of legal movers in North Carolina is available on the Commission’s website at [CERTIFIED CARRIERS](#). The list is updated monthly. Subsequently cancelled or suspended certificates, as well as newly-issued certificates, will not be reflected in the list until the next update. If you have difficulty accessing the list online or want to check a mover’s current status, you may contact the Commission (919-733-4036) or the Public Staff (919-733-7766).

***The Commission requires movers to carry a minimum amount of \$50,000 for general liability insurance and a minimum amount of \$50,000 for cargo insurance. If you believe that your shipment has a value greater than the \$50,000 minimum amount of insurance coverage required by the Commission, you may want to request written verification of additional coverage from your mover to ensure your shipment will be adequately covered.***

**The Maximum Rate Tariff establishes “maximum” rates a mover can charge; however, you and the mover are allowed to negotiate moving rates that are lower than the established maximum rates.**

Sometimes customers encounter movers who do not have a certificate from the Commission. Such uncertificated movers may not realize that intrastate household goods moving is a regulated activity. Please let us know if you encounter someone offering intrastate household goods moving services who is not on the Commission’s list: 919-733-7766.

## II. HOW MOVERS CHARGE FOR MOVES WITHIN NC

**MOVES OF 35 MILES OR LESS (HOURLY RATES):** Moves of 35 miles or less are billed at hourly rates based upon the number of workers/vans and the time it takes to perform the move. The regulations define the maximum rates that movers may charge which allows movers and their customers to negotiate the rates to be used. The “clock” starts when the mover arrives at your home, and it stops when all the services at the destination have been completed. A charge may be assessed for traveling to your current home and from your new home. Time will be rounded up to the nearest quarter hour.

**MOVES OF 36 MILES OR MORE (WEIGHT/DISTANCE RATES):** Moves greater than 35 miles are billed based on the weight of the shipment and the distance between origin and destination. That distance is calculated by movers using any reputable online mapping service or, in some instances, special Commission-approved mileage software.

The regulations define the maximum rates that movers may charge which allows movers and their customers to negotiate the rates to be used up to the maximum. The mover will weigh the vehicle prior to loading your household goods (tare weight) with a full gas tank and all the supplies to be used for your move. After the vehicle has been loaded, the mover will weigh the truck again (gross weight). The weight of the shipment (net weight) is determined by subtracting the tare weight from the gross weight. All weights will be shown on the Bill of Lading. However, if no adequate scale is available, a “constructive weight” (7 pounds per cubic foot of properly loaded van space) may be used to determine the weight of your shipment.

If it seems necessary, you may request that your shipment be reweighed prior to delivery. Reweighing will be done only where it is practical to do so. An additional charge may be assessed for reweighing if the difference between the two net weights is less than 100 pounds on a shipment weighing less than 5,000 pounds or is less than 2% of the lower net weight on a shipment weighing more than 5,000 pounds. The lower of the two net weights will be used in determining your charges.

**EXTRA SERVICES:** Movers typically perform services other than simply transporting your possessions. The following are examples of services which may add to the cost of the move:

Packing/unpacking;

Disconnecting/reconnecting appliances (washer, dryer, icemaker, etc.);

Loading or unloading bulky articles (motorcycles, sheds, cars, hot tubs, pianos, pool tables, freezers, etc.);

Shuttle services between the truck and the residence, when needed;

Carrying items long distances;

Using stairs or elevators in some circumstances;

Going into hard to reach spaces (attics, basements, etc.); and

Transporting boats and their trailers.



All charges may apply to weight/distance moves; some may apply to hourly moves. Movers may also hire a third party to perform certain services, and those charges will be added to the cost of the move. REMEMBER TO BE ON TIME OR YOU MAY PAY ADDITIONAL CHARGES.

**EXPEDITED DELIVERY SERVICE:** Most customers expect delivery within the next day or so after their goods are loaded. However, sometimes movers cannot deliver that quickly, particularly on smaller loads. If you request it, delivery can occur on or before a specific day. This earlier-than-normal delivery is called “expedited service” and is subject to the availability of the trucks. The rates that apply will be higher than you would normally pay and are based upon the number of miles involved in your move and the weight of your goods. If you agree to pay the extra charges for expedited service, you must sign at a certain section on the Bill of Lading acknowledging that you understand the shipment is moving under the provisions of expedited service which is more expensive than standard delivery service.

### III. HOW MOVERS GIVE COST ESTIMATES OR QUOTES

**PHONE QUOTES:** When you call a mover, he/she may give you a quote over the phone. Movers vary in their ability to provide good phone quotes. Some are better at it than others. As with any type of quote, the more accurate the information you provide to the mover, the more accurate quote you are likely to get.

**INTERNET QUOTES: BE CAREFUL!** The Internet is a valuable tool for investigating movers and comparing average moving costs. However, you should not commit to using a mover found this way without acquiring a lot more information. For example, you need to know where the mover is physically located, in case you later discover loss or damages and are unsuccessful in reaching the mover by telephone. Also, the website may actually be for a moving services broker, who arranges for a moving company to perform the move. As a result, somebody you have never heard of or researched, such as an uncertificated mover, may show up in a rental truck with a crew having a questionable reputation and an unprofessional attitude.

Additionally, you may want to include MovingScam.com in your research of moving companies. That website ([www.movingscam.com](http://www.movingscam.com)) specializes in warning customers about moving companies. To verify that a mover is properly certificated to perform intrastate moves in NC, you can check the Commission website at [CERTIFIED CARRIERS](#) or call its offices (919-733-4036) or those of the Public Staff (919-733-7766). PLEASE PROCEED CAUTIOUSLY WHEN BOOKING A MOVE OVER THE INTERNET.

**GETTING A WRITTEN ESTIMATE:** If you request it, a mover is required to give you a free written estimate on a Commission-approved form. Most movers will not provide a written estimate unless they see the items to be moved. Make sure you understand how the estimate is calculated. It is a good idea to get written estimates from several moving companies and compare them to make your selection. Be sure to give all of them the same information. After the estimate is provided, you might want to ask for suggestions on how you could reduce the costs. The estimator can usually offer some helpful hints. A mover is not required to provide a written estimate if you request the estimate less than five business days prior to the move or if the total weight of the move is less than 500 pounds.

**ADDENDUM TO A WRITTEN ESTIMATE:** Sometimes circumstances change after a written estimate has been given. For example, you agree to sell all the furniture in your second bedroom to a neighbor rather than move it, or the friend who planned to buy your hot tub changed his mind and you now need to move it. If these types of changes occur when you have a written estimate,

an Addendum to the Estimated Cost of Services (Addendum) form needs to be completed to retain the integrity of the written estimate. If you request services not covered by the written estimate and you do not sign the Addendum, the carrier may refuse to perform the requested services.

#### **IV. THREE TYPES OF WRITTEN ESTIMATES**

**Non-Binding:** A nonbinding written estimate shows the approximate charges for the services to be provided. At the time of delivery, the mover will expect payment for the actual charges. If the actual charges are greater than 110% of the charges shown on the written estimate plus any addendum to that written estimate, you may request to pay 110% of the charges at the time of delivery and the balance within 30 days. Payments received after 30 days may be subject to a finance charge of 1% per month. Of course, you can pay for the move in full at the time of delivery.

**Binding Guaranteed:** A binding guaranteed written estimate is fully binding on both you and the mover. If any additional services are performed by the mover at your request, which are not covered in the written estimate, additional charges may apply and you will be expected to sign an Addendum to the written estimate acknowledging such changes. At the time of delivery, the mover will expect payment of the written estimate, plus any charges for additional services. If services covered in the written estimate are no longer required, a properly completed Addendum will acknowledge the removal of the charges for those services from the written estimate.

**Binding Not-to-Exceed:** A binding not-to-exceed written estimate is a guaranteed maximum charge for the move as long as you do not request additional services. After the move has been completed, all charges will be calculated. At the time of delivery, if the actual charges are less than the written estimate, you will pay the actual charges; if the actual charges are greater than the written estimate, you will pay the written estimate. However, if any additional services are performed by the mover at your request, which are not covered in the written estimate, additional charges may apply and you will be expected to sign an Addendum to the written estimate acknowledging such changes.

#### **V. HOW TO PAY FOR THE MOVE**

**PAYMENT IS EXPECTED AT TIME OF DELIVERY:** Most movers only accept cash, certified check, money order, or travelers check for payment at the time of delivery; they might not accept a personal check. Many movers do not have the ability to process credit or debit cards. Prior to your move, make sure you understand the form of payment which will be acceptable to your mover.

#### **VI. STORAGE OPTIONS**

**STORAGE-IN-TRANSIT (180 days or less):** Short-term storage for a period not to exceed 180 days is called "storage-in-transit" (SIT) and, if requested, it may be performed for an additional charge. However, not all movers offer this service. For SIT, the rates, rules, and regulations of the Commission apply. SIT rates are based upon the weight of the shipment and not by the number of containers. Usually, the mover will require payment of the charges already incurred plus the first month's storage at the time of delivery into storage. Charges are calculated on 30-day increments and may be prorated. Sometimes customers cannot take delivery of their

possessions within a 180-day period. If that happens, the shipment changes from “storage-in-transit” to “permanent storage.” **BE SURE YOU KNOW THE LOCATION OF THE WAREHOUSE WHERE YOUR GOODS ARE STORED. ALSO, YOU MAY WANT TO REQUEST WRITTEN VERIFICATION THAT THE MOVER HAS ADEQUATE INSURANCE COVERAGE WHILE YOUR SHIPMENT IS IN STORAGE.**

**PERMANENT STORAGE (More than 180 days):** Permanent storage is storage for more than 180 days, and the storage charges are not under the Commission’s jurisdiction. Sometimes the customer knows in advance that storage is needed for longer than 180 days and will contract for permanent storage. Under such circumstances, the shipment is considered “delivered” when it arrives at the storage facility which is its destination. The transport of such shipment in and out of permanent storage is conducted under separate moving contracts subject to the rates, rules, and regulations of the Commission if the move is intrastate. **BE SURE YOU KNOW THE LOCATION OF THE WAREHOUSE WHERE YOUR GOODS ARE STORED.**

**CUSTOMER-CONTROLLED STORAGE:** Sometimes customers want their possessions to be delivered to a self-storage facility which will be under the customer’s control. If you need such storage, please understand that the mover’s liability ends once the items are in the storage unit. Therefore, you should be present at the time of delivery to check for damage to your items **BEFORE** they are deposited into the unit. Damages discovered after the moving crew leaves can be denied. You should also be present at the delivery to provide substitute padding or other protection for your furniture, unboxed items, etc. while they are in storage. The mover transported your items using the mover’s pads; the crew will remove and take those pads with them when they leave. Of course, the rates you pay for this type of storage are not under the Commission’s jurisdiction.

## VII. TWO TYPES OF VALUATION

Customers will often ask movers, “What kind of insurance do you have in case something is lost or damaged?” **While the Commission requires movers to carry a minimum of \$50,000 for general liability insurance and a minimum of \$50,000 for cargo insurance,** the settlement of your claim is defined by the valuation you select. Valuation establishes the total value of your shipment in case of catastrophic loss and also governs how the mover will resolve your claim for loss of or damage to individual items. The type of valuation will cover the entire shipment; you cannot select one type for part of the shipment and another one for select pieces. **Therefore, if the amount of protection you desire exceeds the \$50,000 minimum amount required by the Commission, you may want to request written verification of additional coverage from your mover to ensure that your shipment will be adequately covered.** You must explicitly indicate your choice in two places: on the Bill of Lading and on the Addendum to the Bill of Lading (making sure that they both show the same choice). **If the shipper fails to select one of the liability options available, the shipment will be considered released at a value of \$.60 per pound per article (basic value protection).**

As discussed below, there are **two** types of valuation available for both weight/distance and hourly-rated moves. However, hourly-rated shipments are not weighed. Therefore, if you decide to purchase full value protection for an hourly-rated move, the mover will estimate the weight of your shipment to calculate its value.

**REMEMBER:** You must select your level of valuation before the move begins. Once it starts, the selection cannot be changed. Also, be sure to provide the mover with a list of items you believe to be of extraordinary value (see Articles of Extraordinary Value). While preparing that list, customers sometimes realize that they have undervalued their shipment by simply accepting the

minimum required. If everything on the truck is destroyed, are you prepared to accept a check for the value of the shipment shown on the estimate? If not, talk to someone about declaring an increased amount (and paying a higher fee).

**Basic Value Protection - No Charge:** *This lower level of value protection is provided at no additional cost. However, it only provides minimal protection that is considerably less than the average value of household goods.* The mover's maximum liability will be 60¢ per pound based upon the weight of any lost or damaged items, regardless of its actual value. For example, damage to your refrigerator weighing 400 pounds would result in a maximum claim settlement of \$240. Basic Value Protection provides minimal protection, and it is possible that settlement of any claim under this level of valuation will not be satisfactory to you. Under this type of valuation, for example, if the total weight of your shipment is 8,000 pounds, then the total value of your entire shipment is established to be \$4,800.

**Full Value Protection - 75¢ per \$100 of Value:** The minimum value of the shipment will be \$4.00 times the weight of the shipment. However, you have the right to declare that your shipment has a greater value and pay for that increased protection. If items are lost, the mover will have the options of replacing them with articles of like kind and quality or paying the replacement cost as determined by current market value. If items are damaged, the mover will have the same options, plus the additional options of repairing the items or paying the repair cost. All damaged items that are either replaced or reimbursed at full-market value become the property of the mover. Under this type of valuation, for example, if the total weight of your shipment is 8,000 pounds, then the total value of your entire shipment is established to be \$32,000 and the charge for that level of protection would be \$240. However, if you decided that your shipment has a greater value, maybe \$45,000 rather than the calculated minimum of \$32,000, you could establish that your shipment value is \$45,000 and the charge for that level of protection would be \$337.50.

## VIII. ARTICLES OF EXTRAORDINARY VALUE

Items of extraordinary value are defined as those having a value greater than \$100 per pound. Such items, e.g., crystal, fur garments, antiques, etc., should be specifically listed in writing for the mover and signed for on the Bill of Lading. If not listed, the mover's liability could be limited to \$100 per pound per article (based upon the actual article weight) regardless of the valuation you selected. For example, a claim for a broken \$500 collectible weighing one pound could be covered for only \$100. However, if such collectible item is claimed on the inventory list as an item of extraordinary value at \$500, the mover's liability may be up to \$500 if you selected Full Value Protection. But remember, even if you declare items of extraordinary value, the total value of your entire shipment is still no more than the total value that is established under the type and total amount of valuation protection you select. Keep a copy for your records of the inventory list you provide to your mover. It is highly recommended that you transport certain valuable items yourself, such as jewelry, stamp and coin collections, cash, guns, legal and medical documents, tax records, genealogy research, and other such irreplaceable items.

## IX. PARTICLE BOARD FURNITURE

North Carolina is one of only four states in the nation that acknowledges the unique characteristics of ready-to-assemble furniture made from press board, particle board, or other similar engineered materials. These items are shipped unassembled from the manufacturer for assembly by the customer or the retail store. Most of this furniture is not designed with the extra structural pieces to adequately brace the unit for movement out of or into a residence and may not withstand the normal truck vibration. Assembly instructions frequently suggest that the connecting pieces (often

using dowels) be glued in place. While the gluing does not significantly improve the structural integrity of the piece, it makes disassembly impossible without creating substantial, irreparable damage. You need to be aware that the mover's maximum liability on such furniture is 60¢ per pound per article or \$50 per article, whichever is greater, regardless of the type of valuation you select.

## **X. PACKING DAY**

You should accompany the crew leader on a visual inspection of your home and provide any special instructions. Point out items not to be packed, items valued over \$100 per pound (see Articles of Extraordinary Value), fragile items, items that need to arrive first, and items that need servicing (such as washers and dryers).

You may choose to pack some or all boxes yourself. However, movers are not liable for any damages to items you pack unless there is external damage to the box and an inspection is done at delivery. If a box you pack is lost and listed on an inventory sheet, the mover may be liable. You will be charged for packing materials used or provided by the mover.

Once packing is completed, you and the crew leader should conduct another visual inspection of your home to make sure all required items have been packed. Check closets, attics, basements, cabinets, detached buildings, and other areas of the property to ensure that nothing has been missed. Make sure all boxes are properly marked with room placement and general contents to help inform the crew where the boxes should be delivered within your new residence.

## **XI. LOADING DAY**

Either you or your representative should be present at the time of loading and unloading. The mover might perform a detailed inventory of some or all items. If so, review the inventory sheets to make sure you agree with the mover's assessment of the condition of your items.

Once loading has been completed, you and the driver should walk through the house to make sure all items are on the truck. Check closets, attics, basements, cabinets, detached buildings, and other areas of the property to ensure that nothing has been missed.

You are responsible for preparing your appliances for shipment. Alternatively, your appliances may be serviced (disconnected and prepared for shipment) by a third-party company or the moving company for a further charge. Furniture pads, covers, and other standard protective materials which are part of the mover's regular equipment are included in the transportation rates.

**MAKE SURE YOUR MOVER HAS YOUR CORRECT DESTINATION ADDRESS, DETAILED DIRECTIONS TO FIND YOUR NEW RESIDENCE, AND CONTACT INFORMATION INCLUDING COMPLETE NAMES AND PHONE NUMBERS.**

## **XII. DELIVERY DAY**

You should walk through the new residence with the driver to determine the best way to unload and place your possessions. The crew will assemble all items that they disassembled at origin. They will not assemble items disassembled by others. Appliances will be serviced by the same party that serviced them at origin. Remember, servicing appliances may result in additional charges.

You may request that boxes packed by the mover be unpacked at delivery at no additional charge. If you want the crew to unpack, be sure to let the mover know before moving day, so the scheduler can allow enough time for that service. The crew does not put items in cabinets, drawers, etc., although they will hang clothes in closets. The packing materials will be removed from the premises on the delivery day. If the crew has to return another day to unpack and/or remove the packing materials, an additional charge may apply.

After the delivery is completed, you should walk through the rooms with the driver to conduct a final inspection. **IF YOU DISCOVER DAMAGES, DO NOT DISPOSE OF ANY DAMAGED ITEMS OR THE PACKING MATERIALS USED FOR THOSE ITEMS SINCE THEY WILL BE NEEDED FOR PROOF OF DAMAGE.**

Make sure the Bill of Lading is properly completed showing a detailed list of all services and charges. Once you agree with all the services and charges listed on the Bill of Lading, sign all required paperwork. **DO NOT SIGN ANY BLANK FORMS.** You may note on the Bill of Lading or the inventory sheet any damages discovered; however, a damage claim form is still required. Be sure to get a copy of the Bill of Lading, the Addendum to the Bill of Lading, and the inventory (if one was performed).

### **XIII. LOSS OR DAMAGE**

If you have lost or damaged items, contact your mover for a claim form. Claims will not be processed until you pay for the move in full. **CLAIMS SHOULD BE FILED WITH THE MOVER AS SOON AS POSSIBLE, BUT NO LATER THAN NINE MONTHS AFTER DELIVERY. DO NOT DISPOSE OF ANY DAMAGED ITEMS OR THE PACKING MATERIALS USED FOR THOSE ITEMS SINCE THEY WILL BE NEEDED FOR PROOF OF DAMAGE.**

On the claim form, list all damaged and lost items, including the age, original cost, and weight as well as a description of the damage. The mover may request estimates or may send a third party to assess the damages.

All claims will be settled based upon the type of valuation you selected on the Bill of Lading and the Addendum to the Bill of Lading (see Valuation section above). If you are unable to resolve your claim with the mover, the Public Staff's Transportation Rates Division (919-733-7766) is available to assist you. If the mover denies liability for all or part of your claim, you may seek legal action against the mover. However, such action must be taken within two years and one day from the date when written notice was given by the mover to you that your claim has been denied. Items believed to be stolen should be reported to the proper law enforcement authorities immediately.

### **XIV. HAVE A GREAT MOVE!**

We hope this information will be helpful to you in your selection of a Commission-certificated mover and in understanding the various aspects of the move you are about to experience. Yes, moving is stressful. However, the more educated you are about the moving industry and your rights and responsibilities, the more likely your move will go as smoothly as possible.

This information was developed as a coordinated effort by the North Carolina Utilities Commission, the Public Staff of the Commission, and the North Carolina Movers Association. Let us know if you have any questions or suggestions about improvements to this document by calling the Public Staff's Transportation Rates Division at 919-733-7766. We are always interested in learning ways to help our citizens!

**Supplement No. 235**  
 **Cancels**  
 **Supplement No. 234**

# ***FUEL SURCHARGE***

## **NORTH CAROLINA UTILITIES COMMISSION**

**MAXIMUM RATE TARIFF NO. 1**

**INTRASTATE RATES AND CHARGES**

**Applying on**

**HOUSEHOLD GOODS**

**as described in**

**NCUC RULE R2-37**

**Between**

**POINTS IN NORTH CAROLINA**

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**MAXIMUM RATE TARIFF NO. 1**

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**ISSUED: May 5, 2025**

**EFFECTIVE: May 5, 2025**

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**ISSUED BY**

**NORTH CAROLINA UTILITIES COMMISSION**

**430 N. Salisbury Street**

**4325 Mail Service Center**

**Raleigh, North Carolina 27699-4300**

**Telephone: 919-733-4036**

**[www.ncuc.gov](http://www.ncuc.gov)**

## ***FUEL SURCHARGE***

1. Effective on and after May 5, 2025, and until further order of the Commission, a maximum rate of \$1.19 per bill of lading mile may be assessed as a fuel surcharge on all North Carolina intrastate household goods, weight/distance shipments governed by the Commission's Maximum Rate Tariff No. 1 (MRT). This charge is approved in accordance with the procedures in Commission Rule R2-16.2.
2. All fuel surcharge revenue assessed and collected shall be passed on or otherwise credited to the purchaser of the fuel. In addition, the fuel surcharge is to be assessed once per shipment regardless of the number of vehicles used.

Example: 150 bill of lading miles  $\times$  \$1.19 = \$178.50