

INSURANCE CLAIMS POLICY

(800) 915-0663

MIRACLE MOVERS DAMAGE POLICIES AND LIMITS OF LIABILITY

Claim: Any damage claims must be submitted in written form via email to claims@mmovers.ca within 5 days of your moving day. Each claims must include pictures and description of the damages and how they may have occurred. We promise to thoroughly investigate and resolve all claims within five business days, provided all applicable moving payments have been received. We also would like to note that it is illegal for customers to deduct money from their final bill to compensate themselves for perceived damages, and that should our movers have not been compensated for their services, we reserve the right to not answer or refuse to process a claim.

Simulated Wood Furniture: Our movers cannot be responsible for damage to simulated wood, particle board, or pressed board furniture. This type of material is structurally weak and is not repairable.

Electrical Goods: Our movers are not liable for internal damage to electronic goods if no external damage has been caused. Certain electronics may develop unavoidable faults no matter how carefully they are handled.

Appliances: Movers cannot be responsible for dents or scratches on major appliances. Many of these are covered by a thin metal that is extremely vulnerable to dents and scratches.

Items With Water: Freezers, refrigerators, waterbeds, aquariums, and the like must be emptied and drained prior to being moved.

Fragile Items: Dishware, porcelain, glasses, pictures, lamp shades, and other specialty items are not covered by our movers' insurance unless packed by our professional movers using adequate packing materials. You are welcome to purchase your own packing materials (packing paper, bubble wrap, foam peanuts, cartons, tape, etc) and pack such items yourself prior to your move, and our movers will take great precaution to ensure they are transported as safely as possible, but they will not be insured.

Boxed Items: All boxed items are considered the client/owner's responsibility. The condition of any item(s) packed by the customer/owner prior to moving is not covered by Miracle Movers, unless there is clear proof that our movers have caused physical damage to the box itself. It is also the customer's responsibility to inspect all boxes for physical damage upon their delivery prior to the movers' departure. Miracle Movers will not accept any claims of physical damage to boxes after its movers have left their assignment's delivery location.

Self-inspection: It is the customer's responsibility, before signing their final receipt prior to the movers leaving, (i) to inspect their belongings to ensure they were delivered in good condition; and (ii) to inspect the truck's interior to ensure that nothing has been left behind.

Downtime: All downtime (waiting for elevators to be set up or arrive, for new keys to be delivered, traffic, customer inspecting their belongings upon delivery, etc.) is billable unless otherwise specified.

Valuables: Miracle Movers shall not be responsible for loss or damage to bills, cheques, evidence of debt, letters of credit, passports, tickets, documents, manuscripts, notes, mechanical drawings, securities, currency, money, precious stones, jewelry, or other similar valuables. All customers take full responsibility for moving the above-mentioned valuables themselves.

