

Your Rights and Responsibilities

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YOUR RIGHTS

Know and exercise your rights:

Miracle Movers

- To get an accurate non-binding estimate. Get a written estimate from at least three companies. The estimate should cover:
 - How costs are calculated, such as truck and crew size, distance, cost per hour, materials.
 - Date and time the mover will provide services
 - The company's proper name, address and telephone number and name of the moving consultant who provided the estimate
 - How any extra charges will be calculated, such as heavy articles, stairs, storage?
 - Terms and forms of payment
 - To get a binding estimate or flat rate – guarantees that you cannot be required to pay more than the amount on the estimate.
 - To question anything you don't understand.
 - To know if the company follows the "[Good Practice Guidelines for Canadian Movers](#)"
 - To know if the company is insured. Ask company's policy number.
 - To know if the mover has a WSIB certificate. If not, you may end up paying for any employee injuries during the move.
 - To know the company's responsibility for loss or damage, limitations on liability and any extra costs for more protection
 - To know if the company has their own equipment or will a sub-contractor be providing the service
- Your moving consultant will email you a moving estimate that outlines exactly what you are moving, our services included, a breakdown of all charges, date and time of service, company's and moving consultant's full contact details, and terms of payment.
 - We can supply a flat-rate quote based on detailed information of your move. We usually add 2-3 hours more on a binding estimate to secure ourselves against any unforeseen circumstances.
 - We are happy to answer all your questions and concerns and want you to be fully informed and prepared prior to your move date.
 - Miracle Movers has always abided to these guidelines to ensure high standards of our moving services and continued excellent relations with our customers.
 - Miracle Movers holds a Certificate of Insurance. Policy number is MOVEP114
 - We have a valid WSIB certificate that can be provided upon request after booking the move.
 - Movers' liability and options for more protection are outlined in the "Terms" section of your moving estimate.
 - Miracle Movers owns all equipment: trucks, dollies, hand-trucks, pump trucks, etc., and ensures that it is always in good working order.

- To know whose storage facilities will be used, if your belongings will be left overnight in the moving truck or to store your belongings for short/long term, - company's or a third party's?

- Miracle Movers provides warehouse/storage services at its own facility located on 500 Esna Park Dr, Markham and storage services through third party at 32 Doncaster Ave, Thornhill.

- To check a company's track record by going to the Ministry of Consumer Services' online database at [ConsumerBeware](#)

- Miracle Movers has a clean record and has never been part of the Consumer Beware List.

- To cancel the move while respecting the cooling-off period

- You can cancel or reschedule your move date without penalty with a notice of more than 3 business for low-demand dates and more than 5 business days for high-demand dates.

- To see a contract. Make sure it has a mailing address, e-mail, etc., an itemized list of prices.

- Your moving consultant will email you a moving estimate with attached contract for your reference

- To sign a contract that contains all relevant information about all moving services provided and breakdown of all charges.

- The foreman of your crew will have the contract filled out in details with a complete breakdown of all charges

- To tip the movers for great service.

- Gratuities are optional but appreciated. The rule of thumb is \$5-\$10 per crew per hour. Tips can be paid in cash or added to the final bill.

- To share your moving experience by posting reviews online and referring us to your friends, family and other business and home owners

- Posting a positive review of your moving experience with Miracle Movers is the biggest "Thank You" for us. You will receive feedback request via email or text at the end of your move. We always want to know how did we do on your move.

YOUR RESPONSIBILITIES

- Reading all moving documents, fine print and footnotes issued by the mover.
- Knowing exactly what you want moved. Describe and show everything to the movers before they give you an estimate. A detailed inventory is essential for an accurate estimate.
- Telling the movers about any factors or obstacles that may slow them down, such as long carry (walking distance to/from movers' truck), stairs, elevator time-frames, disassembly/reassembly of items, packing of breakables and special-care items, difficult parking, waiting for the keys, etc.
- Ensuring that all items, such as cabinets, armoires, dressers, file cabinets, drawers, etc.) are empty prior to movers' arrival. Exceptions may apply. Ask your moving consultant for advice.
- Transport all valuables, such as passports, documents, currency, money, precious stones, jewelry, etc. by themselves.
- Ensuring that legal parking for our vehicles is available at all locations. Any and all parking tickets received will be added to the final bill.
- Finding out what is the mover's liability, limitations on liability and extra cost for more protection
- Securing your move date, time and crew with a deposit in advance.
- Notifying promptly your mover if something has changed regarding your move (dates, delivery address, additional items, etc.)
- Being available at the time of pick-up and delivery of your belongings. If you are not available, you should appoint a representative to act on your behalf.
- Making sure that all documents you are being asked to sign, such as contracts and waivers, are complete.
- Making payment in the amount required and in the form agreed to with the mover.
- Filing promptly claims for loss or damage with your mover, if necessary.

DEFINITIONS

Estimate, Non-binding – This is what the mover believes the cost will be, based upon the inventory provided, layout of pick-up and drop off households and services provided. The final charges will be based on actual moving time and services provided.

Estimate, Binding (flat rate) – it guarantees the total cost of the move based upon the quantities and services shown on the estimate.

Bill of Lading – the receipt of your shipment and the contract for its transportation

Inventory – the detailed list of your household goods to be moved

Extra Charges – accessorial or additional charges other than the hourly rate and travel time, such as packing, unpacking, appliance handling, stair carry, heavy article handling, etc.

Stair carry – stair fee charged when movers have to bring your belongings at least two floors up or down which requires more precautions and makes mover's work more strenuous, especially when handling your medium and large size items.

Long carry – a charge for carrying articles excessive distances between the mover's vehicle and your residence.

Mover's liability and valuation – the monetary value that you declare for your belongings. This is the maximum amount that your mover is liable for in the event of loss or damage of your items.

Cooling-off period – a specific number of days during which you can cancel the move without penalty.

Amazing!

Thank you for doing your due diligence and reading Your Rights and Responsibilities!