

Hero Moving

Austin: (512) 773-2125 Georgetown: (512) 862-4376 Temple-Killeen: 254-340-4376

Policy and Procedures

Moving boxes

We have moving boxes for you to use and return free of charge. (As long as our packing services are being used).

ALL BOXES BORROWED AS A CONVENIENCE NEEDS TO BE RETURNED WITHIN 14 DAYS TO AVOID CHARGES.

We also have other materials available for your purchase at cost (no up sale) as an added convenience for our customers.

If we quote you an hourly rate, it is usually based on a 2 or 3 man crew. In the event more or less men show up or leave from your move the hourly rate will be adjusted for how many men were working. We reserve the right to add or take men from your job.

Procedures

-Claims-If any items are damaged claims need to be submitted in writing within 30 days of the delivery date on the moving services contract.

Questions or complaints concerning the household goods carrier's claims handling should be directed to:

The Texas Department of Motor Vehicles, Enforcement Division: 1(888) 368-4689.

A household goods Carriers liability for loss or damaged items is \$.60 per pound per article.

Waiting Time

Any time spent waiting on the customer i.e. closing time, leaning, late arrival will be considered time on the clock and shall be charged.

If applicable, charges for mileage are calculated as follows: \$2.50 per mile traveled from pickup location to delivery location.

Every reasonable effort will be made to determine the shortest practical route.

If there is more than one desirable route with differing mileage, the customer will be charged the route with the least number of miles.

Extra Stops

At the request of the customer extra stops or deliveries may be necessary to complete the move. Extra stops or additional pickups made after the first pickup or additional deliveries prior to the final destination shall be calculated based on the extra time it takes to complete the job in addition to the extra mileage as stated previously

Extra Trips

If household goods require an additional trip the charges will continue at hourly rate and calculated mileage.

Packing is an extra service and is charged by the hour.

If you are not ready when we arrive and packing is required, your original estimate may be more, due to more time spent with you, if not part of the estimate given initially.

Unless specified estimates are based on 1 truck load and 1 trip. If your residence requires another trip upon arrival there will be further time required.

We do not comp. material if items are going into storage.

Payment

Payment and charges for services due upon delivery of goods.

We accept personal checks and/or cash. We also accept all major credit cards (Visa, MasterCard, Discover).

There is a \$35.00 returned check fee. Any additional time spent to collect payment after services are complete (phone calls, payment plans etc.) will result in excess charges.

Checks are not accepted on

- last minute moves
- items going into storage
- U-Haul loads.

Cash or credit card only.

Moves over \$700 will require a deposit or estimated payment upfront. All out of town moves must pay cash or credit card as well.

Tips are appreciated.