

Billing, Insurance & Claims

9230 Xylon Ave N.
Brooklyn Park, MN 55445
Website: localmotion.com
Email: moving@localmotion.com
Telephone: [\(952\) 474-6683](tel:(952)474-6683)



The Trusted Mover™

Billing & Payments

Move Cost Terminology

Non-Binding Estimate: An estimated cost of your move; does not bind Local Motion to the estimated price. The final cost will be in accordance with our tariff filed with the Minnesota Department of Transportation.

Destination Fee (Trip Charge): The destination fee covers the travel time from Local Motion to your first location and from your final location back to Local Motion.

Billable Hours: We start the clock when we arrive at your first location and stop the clock when we leave your final location. All time spent loading, transporting between locations, and unloading your belongings is charged at the hourly rate.

Unforeseen Situations: Situations that can occur on a move not included in the original estimate. Customers are asked to sign off on unforeseen situations from the day of the move. The most common unforeseen situation occurs when there are several open boxes on a move and the customer is not prepared prior to our arrival.

In-Route Time: The in-route time is the traveling time between the stops on your move. This time is included in the billable hours on your final bill.

Hourly Rate: Our hourly rate is based on the number of movers we send to your home and the time of the month the move is conducted.

Bill of Lading

We ask that you sign a Bill of Lading at the time we arrive. Throughout the day we will ask you to sign off, indicating that you are satisfied during each phase of your move. The Team Leader will document the amount of time spent on your move and calculate the final cost on the

Bill of Lading Note: The estimate is based upon the information and inventory that was provided. All moves are billed to actual time and in fifteen minute increments after the minimum. All costs on move day are based upon the work you request to be completed. This may be reflected in your final bill. You can [download the Bill of Lading](#) to read beforehand on our [Customer Service Forms page](#).

Calculating Move Cost

Local Motion
9230 Xylon Ave N. Brooklyn Park, MN 55445

[\(952\) 474-6683](tel:(952)474-6683)

localmotion.com

Your move cost includes a destination fee (trip charge), billable hours, and any additional service fees specific to your move. The trip charge covers traveling to and from your location. Your billable hours start when we arrive at your first location and stop when we leave your final location.

Deposit Refund Policy

The deposit is applied directly towards your move costs. It is fully refundable up to 48 hours before your move date, and can be transferred without fee or penalty up to 24 hours before your move date.

Payment Methods

The Team Leader will review the final charges with you at the end of your move. Please have your preferred payment choice ready. We accept Visa, MasterCard, American Express, Discover, cash, and personal checks.

Insurance & Claims

Standard Coverage Insurance

The Minnesota Department of Transportation requires all moving companies to provide a minimum standard of coverage. This is defined as 60 cents per pound per item. For example, a 100-pound table would have standard coverage of \$60. There is no charge for standard coverage insurance.

Claims Information

Claims

Local Motion uses top of the line training techniques and moving equipment to ensure your move is completed in a timely and efficient manner, while maintaining the safety and condition of your belongings. However, given the fact that unfortunate situations can occur during the process of a move, Local Motion has a system in place to address issues of that nature. In the unlikely event of a damaged item, please use the following steps:

1. Complete and return the linked [claim form](#) on our [customer service forms page](#) by mail, fax or upload via the contact us page.
2. Please e-mail photos of the item and the damaged area to Bill Whiteis. Please send photos at various angles and distances that best represent the scope of the situation.
3. Upon receipt of the claim form and photos, we will either repair or cash out your claim, based on the type of coverage selected during your move.
4. Only submit one claim form per claim, if you have additional claims you must print and complete multiple claim forms and send photos of all damages and items

Local Motion
9230 Xylon Ave N. Brooklyn Park, MN 55445

[\(952\) 474-6683](tel:(952)474-6683)

localmotion.com