#### APPENDIX A

Washington UTC Complaint

106929

Company: JAHN, GERALD M. M38500

Customer: Account# n/a

Melanie A Maynor

Contact:

3020 S Clinton Rd Apt #29

Spokane, WA 99219

Primary Phone: (509) 926-0913

E-mail addr: melaniemaynor@hotmail.com

Complaint: 106929 Serviced by: Dennis Shutler

Opened on: 07/08/2009 Grouped by: Disputed Bill Closed on: 08/18/2009 Disposition: Consumer upheld

#### Description:



Ms states on the morning of her move she received a call from Spokane Movers' supervisor, Odie, informing Ms the written estimate she received was inaccurate and the total cost of the move would likely be twice the written estimate. Ms states the owner, Jerry, called her but did little to appease her distress. Ms needed to move and she agreed to the written estimate.

After the move, Ms asked Odie how much this move was going to cost. Odie quoted Ms about \$1,700, though the company gave her a discount because the team lost time trying to figure out how to remove the legs from Ms' piano. Ms notes the final bill was \$472.50 over the \$1,000 she agreed to on her credit card. Ms stated she is sending the company a check for \$150, which is 15% over the \$1,000 written estimate.

Ms states that calling her three hours prior to the move, on the day of the move, to pressure her into agreeing to a higher price is poor business.

In accordance with the commission's response rule in Washington Administrative Code (WAC) 480-15-890(1) Spokane Movers' response is due not later than 5 p.m. PT on 7/15/09.

Please provide clear and legible copies of every document pertinent to this customer's relocation, this documentation should at a minimum include, but not be limited to: bill of lading(s), estimate(s), driver's/worker's records of duty status or time cards, itemized list of goods shipped, damages claim records, e-mails, information identifying each vehicle used, weight slips, ferry crossing receipts, etc. I look forward to your response.

NOTE: Failing to provide this requested information and/or documentation will result in an incomplete response violation against the company.

Complaint passed to Spokane Movers on 7/08/09, at 2:25 p.m.:

#### Results:

Spokane Movers gave Ms an improper estimate, inaccurate documentation, and charged the move as an hourly-rated move when the move should have been charged as a mileage-rated move. Spokane Movers also charges Ms in excess of the 25% allowed by tariff.

---VIOLATIONS NOTED---

#### Activity:

Activity Links

\*\*\* 07/08/2009 01:49 PM Email: Dennis Shutler << Ms



Thursday, June 4, 2009, 7:47 am [EST]

Attention: Sales

Message: I am planning on moving from 121 Crestview Dr. Colville, WA to 3020 S. Clinton St., Spokane Valley, WA on Sun, June 21, 2009. I am moving from a small 2 bd home with garage to a 2 bedroom apt with a storage area attached. Included in my furniture to be moved is a baby grand piano. There is easy access to remove the piano and easy access to the apt.

I would like a written estimate for this move please. From: Melanie Maynor (melaniemaynor@hotmail.com)

Below is the reply I received on 6-4-09:

Re: Salesâ€I

From: Jerry Jahn (jerry@spokanemovers.com)

Sent: Thu 6/04/09 4:05 PM

melaniemaynor@hotmail.com

Melanie, Thank you for your request for an estimate. Your Sunday, June 21st move sounds very simple as you describe it. Two of us would bring a 24 foot straight box truck (like the big ones they rent). Padding and dollies included. Your baby grand will be your heaviest piece but not bad. I will send my 'piano guys'. Everything should fit easily unless you have mega miscelanious. Is there alot in storage? Based on average 2 bdrm house with some storage and a plano. likely \$875.00 to \$1000. Did you read our customers comments? I am proud of our guys' great record of pleasing customers. Jerry@SpokaneMovers.com cell: 509 701 8211

I did not consider my household goods to be excessive, as the house I was moving out of was less than 900 sq ft, without a basement.

The day before the move, I received a voice mail on my cell phone requesting additional information about my household goods. I attempted to call the office, but only received an answering machine. I proceeded to email the contents of my move, as best as I knew how. The morning of the move, I received a call from the team supervisor, Odie, informing me that the written estimate I received was inaccurate, and that the total cost of the move would likely be twice the written estimate. Needless to say I was upset. He had the owner, Jerry, call me. Jerry did little to appease my distress. I needed to move and agreed to the written estimate.

After the move, I asked the team supervisor how much this move was going to cost me. He quoted me about \$1,700.00. This actually brought me to tears. He gave me a discount from this cost because the team lost a good hour to hour and a half trying to figure out how to remove the legs from my piano so that it could be moved. The final bill arrived for and additional \$472.50 over the \$1,000.00 I agreed to on my credit card.

I am sending Spokane Movers a check for \$150.00, which is 15% over the \$1,000 written estimate. I do not consider the manner in which Jerry handled this situation either ethical or legal.

I will be mailing to the Attorney General's Office a copy of the letter that I am sending along with the \$150.00 check.

Calling me 3 hours prior to the move, on the day of the move, is to pressure me into agreeing to a higher price is poor business. This caused me tremendous stress to the point that I was physically shaking and in tears.

Moving is stressful enough without having to worry about something like this. I am a a low-income, single mother. This is unacceptable.

Thank you for your assistance.

### \*\*\* 07/08/2009 02:20 PM Email: Dennis Shutler >> Ms Your complaint to the Attorney General's (AG) office was forwarded to the Utilities and Transportation Commission (commission) because this action falls under the jurisdiction of this commission and not that of the AG's office. I have opened an informal complaint investigation on your behalf and I will work with the company to seek resolution to your complaint. Household goods complaints usually take between two and six weeks to complete. depending on their complexity. Please provide me copies of any documents you have retained which are pertinent to your move. I will notify you with my findings, however, if you have questions in the meantime, please feel free to contact me at 1-888-333-WUTC (9882). Thank you. \*\*\* 07/08/2009 02:25 PM Email: Dennis Shutler >> Jerry Jahn Good afternoon. Passing a new complaint. NOTE: PLEASE REVIEW MS' COMMENTS IN FULL DETAIL PROVIDED DIRECTLY BELOW. I look forward to your response. \*\*\* 07/14/2009 02:32 PM Letter: Dennis Shutler << Company SEE ATTACHED COPIES OF CUSTOMER RECORDS PROVIDED BY SPOKANE MOVERS: \*\*\* 07/27/2009 11:49 AM Action: Dennis Shutler REVIEWING DOCUMENTS AND COMPLETING HHG JUMP START SHEET: \*\*\* 07/28/2009 10:56 AM Action: Dennis Shutler REVIEWING DOCUMENTS AND COMPLETING HHG JUMP START SHEET: \*\*\* 07/28/2009 11:26 AM Email: Dennis Shutler >> Ms The company has provided me copies of their documents pertinent to your relocation. However, would you please also provide me copies of any and all documents you have so I can compare the two together? Thank you. \*\*\* 07/28/2009 11:56 AM Email: Dennis Shutler >> Jerry Jahn Have you attended one of the many sessions commission staff have put on across the state regarding household goods moves and the applicable laws, rules and tariff issue? Did Ms complete an on-line estimate and did she electronically sign that estimate? Do you have the capability of on-line estimates on your web site? Did your employee who prepared the written estimate sign the written estimate for \$1,240 before or after Ms signed it?

Was a cube sheet completed for this move? Thank you.

#### \*\*\* 07/28/2009 11:58 AM Email: Dennis Shutler >> Ms

Did you complete an on-line estimate and did you electronically sign that estimate?

Did the company's employee who prepared the written estimate sign the written estimate for \$1,240 before or after you signed it? Thank you.

#### \*\*\* 07/28/2009 08:05 PM Email: Shutler, Dennis (UTC) << Ms

I did not complete an on-line estimate with Spokane Movers. All my correspondence was via email with the owner, Jerry. I included the emails in my original statement to the Attorney General's Office, which you have included here. I did receive a copy of Smart Consumer Guide from Odie on the morning of the move. That is where I learned that I was not required to pay anything over 15% of the written estimate for a move over 35 miles.

I was asked to sign the written estimate at my old address the morning of the move. I don't remember if Odie signed the written estimate prior to having me sign it, but he stood in my home and had me sign it prior to loading anything. I did not receive a copy of the written estimate other than the one that came through via email. I do remember that when Odie asked me to sign the written estimate, I told him I would only agree to the amount stated in the email written estimate, and I wrote this on the copy he asked me to sign. The amount was not to exceed \$1,000.00.

The request for additional information was not received until less than 24 hours prior to the move. The owner, Jerry, states in his rebuttal that I did not provide enough information prior to the move about the inventory to be moved. What he neglects to understand is that I, as a first time consumer, had no idea what information the company would need. Another company I called was going to send an estimator to my home to view first hand what all I needed to have moved prior to providing me a written estimate. The request from Spokane Movers should have been made immediately after I contacted them, not the day prior to the move.

The response from Jerry is quite distorted. It assumes that I, as a consumer, was well educated in how to complete a move with a professional moving company. This is incorrect. This was my first experience, and a most unpleasant experience.

Thank you for your assistance.

Melanie Maynor

#### \*\*\* 07/29/2009 04:47 AM Email: Shutler, Dennis (UTC) << Jerry Jahn

July 29, 2009

Good morning Mr. Shutler.

You have asked 5 questions.

The short answers are:

- 1. Yes: March 19, 2009, Cheney
- 2. No & no
- 3. No
- 4. I do not know
- 5. No

Respectfully, Jerry Jahn

\*\*\* 07/29/2009 07:48 AM Email: Shutler, Dennis (UTC) >> 'Ms

Good morning Ms Maynor:

Thank you for your response, however:

- Ø If you re-read that brochure under "Payment of Charges" on I believe page 16, you will notice it states you are only required to pay 15% above the estimate and then you have 30 days to pay the remaining total balance owed to the mover.
- $\varnothing$  If you re-read the brochure under "Estimates" on I believe page 5, you will see the company can legally charge you as much as 25% above the written estimate. This also clearly states the final cost can be more than the non-binding estimate. That said, \$1,472.50 is within that 25% above the signed written estimate for \$1,240.
- Ø Regardless of your statement that you would only pay up to \$1,000, you did sign the estimate for \$1,240, and you continued to utilize this movers services knowing there was a discrepancy in what you wanted to pay and what the company estimated the moving costs to be. The e-mailed example that an average two bedroom house with storage and a piano, likely to be \$875 to \$1,000 is not an acceptable or binding estimate, according to the rules pertaining to "electronic estimates" outlined in Washington Administrative Code (WAC) 480-15-630, you must electronically sign the appropriate estimate in agreement to the costs, terms and conditions prior to the move. You've even verified you did not complete an electronic estimate. In fact, this mover does not have the capability to provide electronic estimates from its web site. That said, you did sign the estimate for \$1,240.

I will continue to review the documents to determine if the company has operated in compliance with this commission's laws and rules.

I will notify both you and the company of my findings once I have completed my review, and violations will be recorded against the company for noncompliance with this commission's laws and rules.

Again, I thank you.

\*\*\* 07/29/2009 11:34 AM Action: Dennis Shutler



REVIEWING DOCUMENTS AND COMPLETING HHG JUMP START SHEET:

\*\*\* 08/06/2009 09:28 AM Violation: Tariff 15-C, Item 95(1)(I)(i) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-710(3) / Tariff 15-C, Item 95(1)(I)(i), Bills of Lading, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list the total mileage between the origin and destination upon the customer's bill of lading.

\*\*\* 08/07/2009 08:28 AM Violation: Tariff 15-C, Item 105(7) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-710(3) / Tariff 15-C, ltem 105(7), Bill of lading, The carrier must include the information in a bill of lading as described in the commission's tariff, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list the minimum charge weight upon the bill of lading.

\*\* 08/07/2009 08:41 AM Violation: Tariff 15-C, Item 115(2) -



VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-710(3) / Tariff 15-C, Item 115(2), Bill of lading, The carrier must include the information in a bill of lading as described in the commission's tariff, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to have the motor vehicle weighed by a certified weighmaster or on a certified scale.

#### \*\*\* 08/07/2009 08:49 AM Violation: Tariff 15-C, Item 105(1) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-710(3) / Tariff 15-C, Item 105(1), Bill of lading, The carrier must include the information in a bill of lading as described in the commission's tariff, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to perform and rate this customer's move under mileage rates, rather than hourly rates as were used, when this customer's move exceeded 56 miles for a total of 80 miles.

#### \*\*\* 08/07/2009 08:55 AM Email: Shutler, Dennis (UTC) >> 'Jerry Jahn'

Just a quick and easy question, do you have a fax machine for Spokane Movers? Thank you.

#### \*\*\* 08/07/2009 09:10 AM Violation: Tariff 15-C, Item 95(1)(j) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-710, Tariff 15-C, Item 95(1)(j) Bills of Lading, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list the correct estimates language on the bill of lading. The company's Estimate sheet does not list the correct language as is required by tariff.

Spokane Movers' bill of lading states, in part: "In no case will be required to pay more than 115% of the estimate..."

#### \*\*\* 08/07/2009 09:21 AM Violation: Tariff 15-C, Item 95(1)(k) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-710, Tariff 15-C, Item 95(1)(k) Bills of Lading, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list the correct valuation language on the bill of lading. The company's Bill of Lading sheet does not list the correct language as is required by tariff.

#### \*\*\* 08/07/2009 09:32 AM Violation: Tariff 15-C, Item 85(2)(c) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(c), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to provide a space for the customer to sign or initial they were provided a copy of the commission's brochure "Your Guide to Moving in Washington State" upon the company's estimate sheet.

#### \*\*\* 08/07/2009 09:34 AM Violation: Tariff 15-C, Item 85(2)(g) -

VIOLATION: Two (2) violations of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(g), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to complete a household goods cube sheet inventory of the items upon which the estimate is based -and- list the estimated cubic footage for each item.

#### \*\*\* 08/07/2009 09:35 AM Violation: Tariff 15-C, Item 85(2)(h) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(h), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list an explanation of the formula used to determine the estimated total weight upon the company's estimate sheet.

#### \*\*\* 08/07/2009 09:41 AM Violation: Tariff 15-C, Item 85(2)(j) -

VIOLATION: Two (2) violations of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(j), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list the mileage between the origin, destination and intermediate stops -and- associated rates and charges upon the company's estimate sheet.

#### \*\*\* 08/07/2009 09:45 AM Violation: Tariff 15-C, Item 85(2)(k) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(k), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list any applicable overtime hours and charges upon the company's estimate sheet. The company's Estimate sheet does not provide an area addressing applicable overtime as is required by tariff.

#### \*\*\* 08/07/2009 09:51 AM Violation: Tariff 15-C, Item 85(2)(I) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(I), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list any third-party or accessorial services to be provided upon the company's estimate sheet. The company's Estimate sheet does not provide an area addressing applicable third-party or accessorial charges as is required by tariff.

#### \*\*\* 08/07/2009 10:04 AM Violation: Tariff 15-C, Item 85(2)(m) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(m), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list charges for loss or damage protection coverage (valuation) upon the company's estimate sheet. The company's Estimate sheet does not provide an area addressing valuation choices for the customer to select as is required by tariff.

#### \*\*\* 08/07/2009 10:35 AM Violation: Tariff 15-C, Item 85(2)(n) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(n), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list storage to be provided and associated charges upon the company's estimate sheet. The company's Estimate sheet does not provide an area addressing storage choices for the customer to select as is required by tariff.

#### \*\*\* 08/07/2009 11:03 AM Attachment: Dennis Shutler >> Dennis S

SEE ATTACHED MILEAGE CALCULATION SHEET:

#### \*\*\* 08/07/2009 11:06 AM Violation: Tariff 15-C, Item 85(2)(o) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(o), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list charges for packing and unpacking services, and for containers upon the company's estimate sheet. The company's Estimate sheet does not provide an area addressing packing and unpacking services for the customer's information as is required by tariff.

### \*\*\* 08/07/2009 11:17 AM Violation: Tariff 15-C, Item 85(2)(q) -

VIOLATION: Three (3) violations of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(q)(ii, iii, and iv), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list the correct terms and conditions upon the company's estimate sheet. The company's Estimate sheet does not provide an area addressing the correct terms and conditions for the customer's



\*\*\* 08/07/2009 11:25 AM Violation: Tariff 15-C, Item 85(2)(a) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630(7) / Tariff 15-C, Item 85(2)(a), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list the company's fax number (509 455-0572) upon the company's estimate sheet.

\*\*\* 08/07/2009 11:36 AM Violation: Tariff 15-C, Item 95(1)(a) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-710, Tariff 15-C, Item 95(1)(a) Bills of Lading, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to list the company's fax number (509 455-0572) on the bill of lading.

\*\*\* 08/07/2009 11:45 AM Attachment: Dennis Shutler >> Dennis S

SEE ATTACHED HHG COMPLAINT JUMP START SHEETS:

\*\*\* 08/07/2009 01:32 PM Violation: 480-15-630 -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630, Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to issue an estimate to this customer containing all of the elements required by the commission-published tariff.

\*\*\* 08/07/2009 02:10 PM Violation: 480-15-630(6)(d)(iv) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-630(6)(d)(iv), Estimates, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for charging in excess of 25% above the e-mailed estimate this customer was provided.

In Spokane Movers' e-mail to Ms dated June 4, 2009, Spokane Movers provided Ms an e-mailed estimate for her move, stating, in part: "Based on average 2 bdrm [sic] house with some storage and a piano. Likely \$875 to \$1000." This quote was the amount Ms based her decision upon to choose Spokane Movers for her residential relocation.

\$1,000 (E-mail estimate) plus 25% = \$1,250. Spokane Movers charged Ms \$1,472.50. \$1,472.50 minus \$1,250 allowed = \$222.50 OVERCHARGE.

\*\*\* 08/10/2009 11:05 AM Email: Shutler, Dennis (UTC) << Jerry Jahn

Good morning Mr. Shutler. My Spokane Movers email server is down. This is an alternative email for me until that is resolved. Thank you. Jerry

jerryjahn@yahoo.com

\*\*\* 08/11/2009 04:29 PM Email: Dennis Shutler >> Jerry Jahn

Please provide me a copy of the commission's consumer brochure which you provide your customers. Thank you.

\*\*\* 08/12/2009 08:18 AM Email: Shutler, Dennis (UTC) << Jerry Jahn

Dennis we are perilously low on the pamphlets. We can print this info off internet, but we really prefer the pamphlets provided by the commission. Thank you. Jerry

\*\*\* 08/12/2009 08:37 AM Email: Shutler, Dennis (UTC) >> 'Jerry Jahn'

Please send me one of the commission's pamphlets you provide your customers. I'll then return it and make sure to send you a fresh and sizeable supply as well.

Thank you.

\*\*\* 08/12/2009 09:38 AM Email: Shutler, Dennis (UTC) << Jerry Jahn

OK, I'll send that right out. Thank you! Jerry

#### \*\*\* 08/12/2009 11:10 AM Voice Mail: Dennis Shutler >> Ms

I called Ms and left her a voice message stating/asking:

if she would provide me a copy of the brochure she was given, response = Ms is going to mail me her copy of the brochure.

I clarified the misinformation I had given her earlier regarding the 10 vs the 15 percent in payment.

I asked about Ms' Mother-in-law's stuff, were these goods included in her move and were these goods located in a storage facility requiring a stop in transit to load, response = all were on site.

Did the company do any of the packing, and did the company provide boxes or packing materials, response = Ms did all her own packing, no supplies provided by the company.

And finally I asked Ms why she would sign an estimate completed for more than she was willing to pay, response = Ms states she felt pressured. I asked Ms to return my call to address these issues.

#### \*\*\* 08/12/2009 11:25 AM Phone: Dennis Shutler >> Jerry Jahn

I called Mr Jahn and asked/stated:

What is the Customer Service Sheet used for, response = this is an in-office telephone interview document.

Was Mother-in-Law's stuff part of the goods moved, response = yes, from Ms' shed on site.

Did you pack any of Ms' goods while providing boxes/materials, response = no, Ms did her own packing, otherwise we would have been listed such on the bill of lading.

Did company complete an inventory sheet, response = no, I relied on Ms' list of goods to be moved.

Why would you move a customer who disputed the amount she was to be charged, response = I felt she would have been more upset had we just left, besides, I believed we could negotiate the price with her.

### \*\*\* 08/13/2009 07:32 AM Email: Dennis Shutler >> Melanie A Maynor

Yes, please mail me your commission brochure to my address listed below, please also "Attention to Dennis in Consumer Protection".

Also, if you have not yet paid the \$150 you mentioned, do not pay this or any additional amount to the company.

I will explain further very soon.

#### \*\*\* 08/13/2009 06:50 PM Email: Shutler, Dennis (UTC) << Melanie Maynor

I have already paid the \$150. I have also just received a statement for the

remaining \$300 something. I will not pay this. I will mail the Smart Consumer Guide tomorrow. Thank you for all your time and help.

#### \*\*\* 08/17/2009 01:05 PM Letter: Dennis Shutler << Ms / Company

SEE ATTACHED COPIES OF THE COMPANY PROVIDED AND CUSTOMER PROVIDED BROCHURES:

NOTE: THE COMPANY WAS REQUESTED TO PROVIDE A COPY OF THE SAME BROCHURE WHICH WAS GIVEN TO THE CUSTOMER FOR HER MOVE, THE CUSTOMER PROVIDED AN OLDER AND INACCURATE BROCHURE.

CONSEQUENTLY, THE COMPANY FAILED TO PROVIDE THIS CUSTOMER A CURRENT BROCHURE LISTING ACCURATE INFORMATION:

### \*\*\* 08/17/2009 01:46 PM Violation: 480-15-620(1) -

VIOLATION: One (1) violation of Washington Administrative Code (WAC) 480-15-620(1), Information household goods carriers must provide to customers, against Gerald M. Jahn d/b/a Spokane Movers (Spokane Movers) for failing to provide this customer a current and accurate consumer brochure.

This customer provided the copy of the consumer brochure she was given by the company, and it is outdated and it lists inaccurate information. The company was requested to provide a copy of the consumer brochure given to this customer and the company provided a consumer brochure different than the one the customer provided.

#### \*\*\* 08/18/2009 08:06 AM Voice Mail: Dennis Shutler >> Ms

I called Ms and advised her to not pay anything further towards her move. I told Ms that the results of her complaint is causing the company's business and operational practices to be reviewed by the commission's Compliance Investigation Section.

I told Ms I was now closing her complaint.

#### \*\*\* 08/18/2009 08:30 AM Phone: Dennis Shutler >> Jerry Jahn

I called Mr Jahn and went over the violations I had discovered in my investigation of this customer's complaint.

I suggested Mr Jahn contact the Household Goods Movers Association or other area movers to obtain accurate and correct bills of lading and estimate sheets. Mr Jahn was very argumentative and defensive, talking over me on several occasions.

Mr Jahn said he wasn't aware his company was under investigation, I told him that's clearly not the case, and my e-mails to him in this complaint requesting every document pertinent to this customer's move verifies such.

Mr Jahn stated his low number of complaints showed he did good moves and his customers were satisfied, and he insisted I address this fact in my closing statement.

I told Mr Jahn that his low number of complaints proved neither point, and I pointed out that all the documents he was using and providing his customers clearly gives his customers inaccurate information.

I told Mr Jahn that the commission was requiring he cease further collection from Ms for any remaining unpaid funds owed from Ms' move.

I told Mr Jahn this is because he failed to provide this customer an accurate and correct estimate and obtain weights and complete an inventory/cube sheet and he couldn't even verify he moved her goods and at what weight or amount of items.

Mr Jahn argued this fact as well, stating his company moved Ms and earned the expenses, and Ms made false accusations regarding the costs of the move. I told Mr Jahn that Ms based her decision to use his moving services from the amount he provided her, Mr Jahn continued to dispute the amounts from estimates given Ms.

I told Mr Jahn that I remembered I had personally handed him inventory and cube sheets and other bill of lading and estimate documents which he was clearly not using today.

I also noted how I asked Mr Jahn to forward me a copy of the customer brochure he had given Ms and the copy he provided me differed from the copy he provided Ms, he asked how would I know that, I told him because I was holding both in my hands as we talked.

Mr Jahn criticized the commission's involvement and role in this customer's complaint and Mr Jahn expressed little concern of complying with this commission's laws and rules requirements, stating he was working to satisfy the customer, not the commission's laws and rules.

I also told Mr Jahn that the commission's Compliance Investigations' Section would be contacting him and performing an in-depth review of his business practices and operations.

I told Mr Jahn I was closing this customer's complaint with both the customer and the company and I would forward him the violations I had discovered and he may want to go through them one at a time and make the necessary changes and corrections to lessen future violations.

\*\*\* 08/18/2009 11:49 AM Email: Shutler, Dennis (UTC) >> 'Jerry Jahn'

Mr Jerry Jahn d/b/a Spokane Movers:

Thank you for your time and efforts in working to resolve this customer's complaint issues.

I called Mr Jahn and went over the violations I had discovered in my investigation of this customer's complaint.

I suggested Mr Jahn contact the Household Goods Movers Association or other area movers to obtain accurate and correct bills of lading and estimate sheets. Mr Jahn was very argumentative and defensive, talking over me on several occasions.

Mr Jahn said he was not aware his company was under investigation, I told him that's clearly not the case, and my e-mails to him in this complaint requesting every document pertinent to this customer's move verifies I was investigating the company in this customer's move.

Mr Jahn stated his low number of complaints showed he did good moves and his customers were satisfied, and he insisted I address this fact in my closing statement.

I told Mr Jahn that his low number of complaints proved neither point, and I pointed out that all of the documents he was using and providing his customers clearly gives his customers inaccurate information.

I told Mr Jahn that the commission was requiring he cease further collection from Ms for any remaining unpaid funds owed from Ms' move.

I told Mr Jahn this is because he failed to provide this customer an accurate and correct estimate and obtain weights and complete an inventory/cube sheet and he couldn't even verify he moved her goods and at what weight or amount of items.

Mr Jahn argued this fact as well, stating his company moved Ms and earned the expenses, and Ms made false accusations regarding the costs of the move. I told Mr Jahn that Ms based her decision to use his moving services from the amount he provided her, Mr Jahn continued to dispute the amounts from estimates

given Ms.

I told Mr Jahn that I had personally handed him inventory and cube sheets and other bill of lading and estimate documents which he was clearly not using today.

I also noted how I asked Mr Jahn to forward me a copy of the customer brochure he had given Ms and the copy he provided me differed from the copy he provided Ms, he asked how would I know that, I told him because I was holding both in my hands as we talked.

Mr Jahn criticized the commission's involvement and role in this customer's complaint and Mr Jahn expressed little concern of complying with this commission's laws and rule requirements, stating he was working to satisfy the customer, not the commission's laws and rules.

I told Mr Jahn I would forward him the violations I had recorded and he may want to go through them one at a time and make the necessary changes and corrections to lessen future violations.

I also told Mr Jahn that the commission's Compliance Investigations' Section would be contacting him and performing an in-depth review of his business practices and operations.

I told Mr Jahn I was closing this customer's complaint with both the customer and the company.

However, during the course of my investigation into Ms' complaint, I found Spokane Movers operating in violation of the commission's rules in Washington Administrative Code (WAC) 480-15.

Consequently, I have recorded violations of the commission's rules in WAC 480-15 against Spokane Movers, as follows:

Ø One (1) violation of WAC 480-15-710(3) / Tariff 15-C, Item 95(1)(I)(i), Bills of Lading, against Spokane Movers for failing to list the total mileage between the origin and destination upon the customer's bill of lading.

Tariff 15-C, Item 95(1)(I)(i), Bills of Lading, states: (1) The carrier must issue a bill of lading for each shipment of household goods transported and must maintain a copy of each bill of lading on file for three years. Both the carrier and the customer must sign and date the bill of lading. The bill of lading must include, at a minimum, all information described below: (I) If the shipment will be calculated using mileage rates, include: (i) The mileage of the move.

Ø One (1) violation of WAC 480-15-710(3) / Tariff 15-C, Item 105(7), Bill of lading, The carrier must include the information in a bill of lading as described in the commission's tariff, against Spokane Movers for failing to list the minimum charge weight upon the bill of lading.

Tariff 15-C, Item 105(7) General application of rates for long distance (mileage-rated) moves, states: (7) The minimum charge for any shipment will be calculated on a weight of seven pounds per cubic foot of properly loaded vehicle space used. Both the minimum charge weight and the actual weight must be shown on the bill of lading.

Ø One (1) violation of WAC 480-15-710(3) / Tariff 15-C, Item 115(2), Bill of lading, The carrier must include the information in a bill of lading as described in the commission's tariff, against Spokane Movers for failing to have the motor vehicle weighed by a certified weighmaster or on a certified scale.

Tariff 15-C, Item 115(2) Carriers must calculate all tare and loaded weights by having the motor vehicle weighed by a certified weighmaster or on a certified scale.

Ø One (1) violation of WAC 480-15-710(3) / Tariff 15-C, Item 105(1), Bill of lading, The carrier must include the information in a bill of lading as described in the commission's tariff, against Spokane Movers for failing to perform and rate this customer's move under mileage rates, rather than hourly rates as were used, when this customer's move exceeded 56 miles for a total of 80 miles.

Tariff 15-C, Item 105(1) Rates in this section apply to moves of more than 55 miles.

Ø One (1) violation of WAC 480-15-710, Tariff 15-C, Item 95(1)(j) Bills of Lading, against Spokane Movers for failing to list the correct estimates language on the bill of lading. The company's Estimate sheet does not list the correct language as is required by tariff.

Spokane Movers' bill of lading states, in part: "In no case will be required to pay more than 115% of the estimate..."

\*\*\* 08/18/2009 11:57 AM Email: Dennis Shutler >> Melanie A Maynor

Good morning Ms Maynor:

Here is the text of your complaint showing my actions and the violations I've recorded against Spokane Movers.

You will also see where I instructed Spokane Movers to cease any further collection activities regarding the unpaid balance billed.

I hope this information is beneficial.

Thank you for having contacted this commission.

\*\*\* 08/18/2009 03:33 PM Email: Shutler, Dennis (UTC). << Jerry Jahn

Mr. Shutler, I get the feeling your remarks are meant for someone you haven't mentioned. No one else in the address bar but me. So who are you giving this to? Is this a report to the Commission?

Given the ease at which we can use email to keep our communications transparent, why did you choose a final inflammatory phone call on which to base your remarks? Your help with our compliance issues is appreciated. Your personal remarks against me are misquoted, misinterpreted and recklessly dishonest. Not helpful.

\*\*\* 08/18/2009 04:02 PM Email: Shutler, Dennis (UTC) >> 'Jerry Jahn'

I wrote my closing remarks in this customer's complaint just as I have for any other customer's complaint and in any other regulated industry. This is exactly how we do what it is we do here at the commission.

I also provided a copy to the commission's Compliance Investigation Section, just as I do in many other cases where I know any particular company in any regulated industry is going to be reviewed by that section.

Any report written by our staff is a report to the commission's records retained on each regulated company/industry, though no, not a report directly to the commissioners.

I was instructed to call you to go over the violations, request the company not charge further costs to this customer, and advise you the Compliance Investigation Section would be performing a review of Spokane Movers business and operating practices.

You may feel free to dispute my noting our conversation, however, I stand firm that everything I have stated in my closing conversation and e-mail to you is accurate.

I took every effort to ensure nothing discussed between us was misquoted or misinterpreted, and I was clearly never recklessly dishonest with you about anything we discussed.

I was about to contact you to let you know I was going to mail Spokane Movers 100 of the commission's consumer brochures, as you had stated your supply was very low.

If you have any concerns or questions regarding what it is Spokane Movers needs to do in any of the violations I've recorded, please feel free to contact me and I will be happy to assist you.

Thank you.

### \*\*\* 08/20/2009 01:30 PM Email: Shutler, Dennis (UTC) >> 'Jerry Jahn'

I must apologize, I thought we still provided carriers copies of the commission's consumer brochures to hand out to their customers, however, today I was corrected.

Carriers are now required to print off at their leisure as many copies of the brochure as they need.

See below:

WAC 480-15-620

Information household goods carriers must provide to customers.

- (1) Carriers must give each customer a copy of the publication, "Your Guide to Moving in Washington State" at the time the carrier gives the customer a written estimate.
- (2) The language contained in the publication is prescribed by the commission and may not be changed by the carrier.
- (3) The commission will provide carriers the prescribed language but will not provide copies of the publication. Carriers are responsible for making sufficient copies for their needs.
- (4) Carriers may access the prescribed language through the commission's web site at HYPERLINK "http://www.utc.wa.gov"www.utc.wa.gov or by contacting the commission at 360-664-1222.

Here is the link to the commission's brochure, please let me know if it does not open for you.

http://www.wutc.wa.gov/webimage.nsf/web+objects/Consumer%20Protection/\$file/2009 -6%20Household%20Goods%20-%20Consumer%20Guide.pdf

Please feel free to print off as many copies as you need. Thank you.

\*\*\* 10/07/2009 04:28 PM Action: Anna Gill

Returned customer survey attached.

#### APPENDIX B



#### STATE OF WASHINGTON

#### WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250 (360) 664-1160 • TIY (360) 586-8203

February 4, 2010

Gerald Jahn d/b/a Spokane Movers PO Box 19232 Spokane, WA 99219

RE: Data Request

Dear Mr. Jahn:

Under Washington State law (Revised Code of Washington 81.04.070), the Utilities and Transportation Commission (commission) has the right to inspect the accounts, books, papers, and documents of any household goods moving company doing business in this state.

As part of a staff review of your household goods moving company, please send us the following information and documents:

- For every residential move performed within the state of Washington from September 1, 2009, through October 31, 2009, please provide all supporting documents related to each customer's move, including, but not limited to, the bill of lading, estimate, supplemental estimate, inventory records, weight slips, and all documents related to temporary storage of the goods.
- A copy of the company's customer complaint and claims register, listing all complaints and claims received from September 1, 2009, through October 31, 2009, and including all documents related to each complaint and claim.

Gerald Jahn d/b/a Spokane Movers February 4, 2010 Page 2

You are required to furnish the above requested documents to commission staff by no later than 5:00 p.m. on February 18, 2009. Please attach a copy of this letter to the documents for reference.

If you have any questions you may contact Rayne Pearson, Compliance Investigator. Ms. Pearson can be reached at (360) 664-1111 or by email at rpearson@utc.wa.gov.

Sincerely,

David W. Danner

Executive Director and Secretary

### APPENDIX C

Spokane Movers Non Binding Esti	ima	 te		<u> </u>	
P O Box 19232	******				
Spokane, WA 99219-9232 Supplementary E	Stin	nate			
www.spokanemovers.com			ŀ	Date	9/1/2009
From: Name / Address / Phone:		Ship To:			
Jones, Helen 3617 W. Rockwell Spokane, WA 99205 509.263.6617		o: 11 S. Highla ookane, WA S		Drive	
Driver Signature: Bulky Date: 9-3-09	M	love Date:	: 9-	3-0° 9	
Description		Qty		Cost	Total
Hours Professional Service Truck #4 w/ 1 Man Hours Professional Service 1 Man		6 6		75.00 40.00	450.00 240.00
ITEMS INCLUDED IN THIS ESTIMATE					
Filing cabinets 150 Boxes (miscellaneous office supplies, books, etc.) Rearrange furniture at delivery location Sales Tax 3210					e a
Possisly additional 1-2 hrs Medeparting on access + Shuffle	140	n .		8.70%	0.00
-	.				
Customer Signature: 9/3/09			Valle Live		
www.spokanemovers.com			Tota	al	\$690.00

#### APPENDIX D



SPOKANE MOVERS
PO Box 19232
Spokene, WA 99219
HG 11890 Tel: (509) 456-8516

Order	
Pack 19 3	_
Load 10-19-09	
Del 10-19-03	
Sales Cath	_
Coord Lander	
de Cordo	

#### **ESTIMATED COSTS FOR SERVICES**

From	N. COLUMN CHARLES AND CO.	IT.
		<u>To</u>
Customer Facility Hall	41 11	Customer 34-
	N unwosity	Address 1809 AL Francisco Ad City/State/Zip Santa Lat 1992/6
	770.6	City/State/Zip Spark
H/Phone Cell		W/Phone email
	TED DELL'EDIT DEDIG	
EARLEST LATEST PREFERRED DANS	EED DELIVERY PERIOD	PAYMENT The customer and carrier agree that payment, at time of delivery,
ENFLEST LATEST PREFERRED ENAU	COI LAIESI PREFERE	will be made by: Gash Check
RECEIVE WITCH A contribution activate course acts	be estimate and common	Comments Is listed. It is not a warranty or representation that the actual charges will not
exceed the amount of the estimate. If you request a	dditional services to co	implete the move or add articles to the inventory attached to this estimate, the
household goods mover must prepare a supplemental e	stimate which will chang	ge the amount of the original estimate.
Household goods carriers are required by law to colle published tariffs, except as provided below:	ct transportation and o	other incidental charges computed on the basis of rates shown in their lawfully
(1) A household goods carrier may not charge more ti	non twenty-five percent	above its written non-binding estimate for time charges for a local hourly rated
move nor can the household goods carrier charge mon	e than twenty-five perce	ent above the written non-binding estimate for accessorial and other services not
related to time, unless the household goods carrier prep	ares and you sign a sup	pplemental estimate.
(2) A household goods carrier may not charge more that household goods carrier prepares and you sign a supple		bove your written non-binding estimate for a long distance-rated move unless the
		TED COSTS OF SERVICES
Your Guide to Moving in Washington S The carrier gave me a copy of the brochure "Your		RATED SHIPMENTS (55 miles or less) Entirested Charges
Moving in Washington State*.	Guise to HOURGET	hours for van and _2 men @ #.5 per hour \$ 6.20
	OVERTIM	IE: personnel, hours @ \$ per hour \$
		RATED SHIPMENTS (56 miles or more)
SIGNATURE OF GUSTOMER		iles pounds @ per pound \$
Valuation	BRIDGE C	OR FERRY TOLLS (Estimated) \$
Basic Valuation: Releases the shipment to a value	e of \$.60 VALUATION	ON CHARGES (choose one)
per pound per article.		per pound per article \$ No Charge
Replacement Cost Coverage/\$300 Deductible	Releases Replacem	cost, with deductibles \$ at per \$ 100 declared value - \$
the shipment to a value of \$5.00 per pound to shipment wt. at a rate of \$ per \$100 of declare	irmes the Replacement	ent cost, with no deductibles \$atper \$ 100 declared value \$
		E CONTROL OF THE CONT
Beplingement Cost Coverage/No Deductable: Reliablement to a value of \$5.00 per pound times the wt. at a rate of \$per \$100 of declared value.	sases theP	ounds, @\$ per 100 pounds, for each 30 days or fraction \$
shipment to a value of \$5.00 per pound times the wt. at a rate of \$ per \$100 of declared value	sripment Warehou	use Handling pounds @ \$ per 100 pounds \$
pri prio di cacara vanca.	1000000	n \$ @ per \$100 declared value \$
	OTHER S	
Estimates:		ckup, delivery or stop in transit at
This shipment is moving under a binding estim	ato. Ifes	g of appliances\$
means the shipment is moving under a gu price. The carrier will not charge more than the o	aranteed Plano/on	gan carry \$
price. The carrier will not charge more than the o charges without preparing a supplemental estimate		ticles \$
	Cong ca	levalor \$
<ul> <li>This shipment is moving under a non-binding est the charges shown on the bill of lading exceed the</li> </ul>		\$
on this estimate, the carrier must release the	shipment Ceber	š š
upon payment of no more than 110% of the e	DESCRIPTION OF THE PERSON	ers (see below)
charges and will extend credit for at least, 30 days time the remainder is due. Interest and late pays		/Unpacking (see below) \$
may apply in no case will I be required to pay m	ore than	
125% of the estimate plus supplements.		
IMPORTANT NOTICE: If this a binding estimate, it is a repr	esentation of the actua	· -
charges which will apply on the shipment. If you char		
shipment (request additional services, add items to household goods carrier must prepare a Supplement		
change the amount of the estimated costs of shipment.	La Latina William	TOTAL AMOUNT OF BINDING ESTIMATE \$
		CONTAINERS PACKING
DESIA DICO.	DESCR	
REMARKS:	DISH PACK	TOTAL COMMISSION CONTRACTOR AND CONT
intermediate Stop (if any)"	CARTONS LESS THA	AN 3 CIL ET.
	3 CU. FT.	4000.11
	4 1/2 CU. FT.	
	6 CU. FT.	
	WARDROBE CARTO	W4S
	MATTRESS CARTON	
Market in Defination II in property on these they haded within	MATTRESS CARTON	
Nation to Estimate: It is mandatory that the total cubic footage shown on the Table of Messuraments form be	MATTRESS CARTON	
multiplied by not less than SEVEN to determine the	MIRROR CARTONS	
total estimated weight. Articles not to be shipped should be indicated by a "check mark" in the column	LAMP CARTON	
should be indicated by a "check mark" in the column provided on the table of measurements. A table of	PLASMA TV CARTO	
measurement form must be attached to this form.	CRATES AND CONT.	
	CRATES AND CONT.	
	101	na milana and an
Signing below acknowledges receipt of an esignate of the charg	es for your move. Only the it	beens listed are included in the cost. Any additional there as applying may read the design of the cost.
ESTIMATOR'S SIGNATURE		CUSTOMER'S SIGNATURE
/		DATE 10/19/09
REV. 208 DATE 10-07-07		DATE TO THE

#### APPENDIX E

Spokane Movers Non Binding Estimate	mate		
P O Box 19232			
Spokane, WA 99219-9232 Supplementary Es	timate		
www.spokanemovers.com		Date	9/2/2009
From: Name / Address / Phone:	Ship To:		
Rettig, Glenda 20207 E. Pheasant Drive Greenbluff, WA 99016 509.922.9448	To: 3824 S. Lee Spokane, WA 992	003	
Driver Signature: Sluam Date: 9/4/09	Move Date:	3/4/09	
Description	Qty	Cost	Total
Hours Professional Service Truck #1 w/1 Man Hours Professional Service 1 Man  ITEMS INCLUDED IN THIS ESTIMATE  Fridge 3 Sofas Reclining sofa 3 Armoires 2 Dressers Dining table w/8 chairs 2 King size beds Queen size bed Full size bed Big screen TV Coffee table 5 End tables Sales Tax 3210	6 6	75.00 40.00	450.00 240.00
Customer Signature: 4.09	-		
www.spokanemovers.com	T	otal	\$690.00



PO BOX 19232 SPOKANE WA 99219-9232

Phone 509-455-8211 Website: www.spokanemovers.com WUTC Permit #HG-11890

BILL OF LADING NUMBER 4253 DATE ORDER TAKEN 7/1/09 MOVE DATE 9/9/09

#### Uniform Household Goods Bill of Lading

Customer: This bill of lading establishes a contract between you and the household goods carrier. It confirms instructions and authorizes the carrier to move, ship, pack, store and/or perform the services shown. Before you sign this document it is important that you first read the entire document, including the back, and that you ask for an explanation of anything that is not clear or that is different from any previous information, received from the carrier's representative(s). This contract is subject to conditions on the back of this form.

Rights and Responsibilities Gu	ide (sustome	er must sig	n this section	on)		
The carrier gave me, or I gestined, a copy of the procture "You	Rights and	Responsit	olities as a	Movina Co	mpany Cu	stomer*
Signature of customer:		Phone Nur	mber: 🔗	9.9.22	9448	,
FROM	9 200	C. Like Sept	1,000,000,000	0=-839	182-1938	H-100000000100
Customer: GICNOA RETTIA	Customer:	SAM			A CHARLES TO SHOOL	- CULTURE OF THE P.
Pick Up Address: 20207 F. PHEGSAVN DR	Delivery Ad		20 5	Lee		
	city: 5 P		470,	State: U/	ZinA	19203
Stops At	Storage-In-			State (D)	. 2p.	17205
WEIGHT OF SHIPMENT: (Weight Tickets Attached)	J08 C00E	Harlot, AL	_	PICKED UP	mv .	
Gress Weight Lbs. Weightmaster	PACKED BY			ORDER BOOK	ED BY	
Tare Weight Lbs. Weighmaster	DATE	TRIP NO.	The same of the sa	DRIVER		EQUIP. NO.
Not Weight	9/4/09	7	DUAY	ue Ro	f H	3
Expedited shipment: Moving at weight of pound	1					
Actual weight is: pounds. Agreed to by customer:		ABORERS & V		ECORD		
Customer's Signature:	10	EG HOURS (II	115.00 P	e start and stop ER HOUR = Ch	WARGES Z.Z.	30.00
Exclusive Use: Customer requests exclusive use of vehicle by signing below:		VERTINE RISE	- 12 P	EIK NUUK * U	CARLSON	
Oustomer's Signature:	Person 1: Start	Time_2 / 3	O Ston To	- 5/30	Total Mason	10
	Person 2: Start		8top Tir	5/30		10
Note: The customer must indicate choices made on the	Person 3: Start Person 4: Start		Stop Tim		Total Hours_ Total Hours	
items shown below by initiating the appropriate line.	P COSCAIN COMM	The second second	of packing a			-
Payment to be redie at the time of delivery by:		Description	or pacerning a	Quantity	Rate	Amount
Cash	Dish pack	Descripson		Guernay	Printe	Amount
Shipper & Carrier agree unpaid charges will incur a \$30.00 late fee.	Castage La	s than 3 ruh	r fast			
Shipper agrees to pay a 1.5% monthly interest charge on balances due.		ubic feet	- 1044		-	
If credit arrangements are made, bill to: NAME:		/2 cubic feet				-
ADDRESS:		abic feet				
ESTIMATES: The customer must initial the option selected:		/2 cubic feet				
I did not request a written estimate on this shipment and understand	Wardrobe ca	tons		-		
will be required to pay charges shown on this contract.	Mattress cartons - crib Mattress cartons - twin					
I understand this shipment is moving under a binding estimate and						
that I will be required to pay the amount shown on that estimate.  I understand this shipment is moving under a non-binding estimate.	Mattress cartons - double					
NOTE: If the changes shown on this bill exceed the charges on the	Mattress cart	ons - queen				
non-binding estimate given me by the carrier, the carrier must release	Mattress cart	ons - king				
the shipment to are upon payment of no more than 110% of the	Glass contain	ers minimum				
estimated charges and will extend credit for 30 days in which I must pay the remainder due. In no case will be required to pay more than	Glass contain	ers cub	ic feet			
115% of the estimate (plus any supplemental estimates) for mileage	Boxes or craft					
rated shipments nor more than 125% of the estimate (plus	Boxes or craft	es cub	ic feet			
suppliements) for hourly rated shipments.	Appliance pa	sking materia	is a		-	
VALUATION: The customer must initial the option selected:	Other:					
Basic value protection. I release this shipment to a value of 60	Total packing and materials charges ->					
cents per pound per article.		talis transpo	rtation, value	ation and ser	vices provid	led:
Depreciated Value Protection. I release this shipment to a value of \$2 per pound times the shipment weight.						
\$2 per pound times the shipment weight.	Transportatio					
I declare a lump sum total dollar valuation on this entire shipment of:	Trans. storag			i		
s and select the following option:	Warehouse to					
Roplacement Cost Coverage with a \$100 Deductible (Declared value must be at least \$3.50 times weight of	Storage-In-tra					
shipment.)	Warehouse h					
STORAGE: If shipment will be placed in storage, the customer must initial the	Storage value	ition charges				
option selected:	Extra stops					
While a binarroust in an incentional in advances for a paper of all town there are	Holuting or p	_				
<ul> <li>This shipment is to be placed in storage for a period of less than 90 days (storage in transit).</li> </ul>		ors, long cam				
This shipment is to be placed in atorage for more than 90 days.		n valuation c	haroes			
(permirrent storage).	Other:					
This shipment is to be placed in storage in transit for an unknown period of time). I understand that on the 91st day of storage the	Other:					
shipment becomes permanent storage.		Total	for transports			
				TOTAL BOT		
				LESS AMOU		
		./	BALANGE	DUE FROM	CUSTOME	41,150, a
All goods were received in good condition, exce	pt as noted on	this co <del>rtelati</del>	Ebron 1919 in	ventory form	1.	
Receipt for goods Durant Q 9/4/09 Date	Delivery rece	w Ll	Onders signatu	18	ot	Date
Driver's signature — Date		Conti	a argenatus	. (	1	

Preexisting damage:

Spokane Movers X Non Binding Est	imate		
P O Box 19232			
Spokane, WA 99219-9232 Supplementary E	Estimate		
www.spokanemovers.com		Date	9/2/2009
From: Name / Address / Phone:	Ship To:		
Pierson, Laurie 24916 E. Maxwell Lane Liberty Lake, WA 99019 509.979.4822	To: Storage Solutio Liberty Lake, V 21561 E. Rockt Liberty Lake, V	VA ridge Lane	
Driver Signature: R 1 Page Date: 9-9-09	Move Date:	9-9-09	
Description	Qty	Cost	Total
Hours Professional Service Truck #1 w/1 Man Hours Professional Service 1 Man ITEMS INCLUDED IN THIS ESTIMATE	4 4	75.00 40.00	300.00 160.00
Sofa Queen size bed (tempurpedic) Coffee table 2 End tables 2 Wing back chairs Sideboard Full size bed w/hd board Washer/dryer 2 Area rugs 25 Boxes Sales Tax 3210  Additional Items Plus Fone		8.70%	· · · · · · · · · · · · · · · · · · ·
Additional Items Plus Dome Pucking and Additional Stap Possibly Additional 2-11 hrs.			
	1		

Date: 9-9-09

Total

\$460.00

Customer

Signature: / Mwy

www.spokanemovers.com



Phone 509-455-8211 Website: www.spokanemovers.com WUTC Permit #HG-11890

BILL OF LADING NUMBER 4256
DATE ORDER TAKEN 3-27-39
MOVE DATE 9-9-9

#### Uniform Household Goods Bill of Lading

Customer: This bill of lading establishes a contract between you and the household goods carrier. It confirms instructions and authorizes the carrier to move, ship, pack, store and/or perform the services shown. Before you sign this document it is important that you first read the entire document, including the back, and that you ask for an explanation of anything that is not clear or that is different from any previous information received from the carrier or the carrier's representative(s). This contract is subject to conditions on the back of this form.

CONTAIN	one on the back of the form.						
	Rights and Responsibilities Gui	de (custom	er must sig	n this sect	ion)		
The ca	rrier gave me, or I declined, a copy of the brochure "Your	Rights and	Responsi	bilities as a	Moving Co	mpany Cu	stomer"
Signatu	ire of customer:	-		mber: 5		9-482	
A 36 103	PROM	1527.01.00			ON STREET	1-700	2
11 E3000			Control of the Contro	SACTOLINE	69/25 ATCHES	A SECTION SERVICE	0.000194940001
Custom	LAWIT PCICOPO	Customer:	- 5an	-0			
Pick Up	Address: 24916 E Marvell LA	Delivery Ad	idress: 2	1561.	E Roy	60-00	1-01
City:	116-ct 166 State: 1 4 Zp: 3Gn/3	City: 4. s	-1 . /	1	State:	Zie	99019
Stops A	132 / 1825	Storage-in-	Tennelli Ati	A.C.	The same	a-p-	17017
asupa M	THE RESERVE TO SERVE THE PROPERTY OF THE PROPE	JOB CODE	TIBRIBE AL				
_	WEIGHT OF SHIPMENT: (Weight Tickets Attached)	PACKED BY			PICKED UP ORDER BOOK	En Ev	
Gross W		DATE	TRIP NO.	T	DRIVER	EDBT	EQUIP. NO.
Tare We		7-9-03	25-1	-			27
Not Weig			24.7	- Comment	a faga	54.41	1-4-
	ed shipment: Moving at weight of pounds.			TIME C	RECORD		
	eight is: pounds. Agreed to by customer:	12	ABORERS & V		RECORD te start and stop	Some observations	
Custome	er's Signature:	6.25	EG HOURS @	2/4	ER HOUR - CH	(ARGES	1k. 75
Exclusiv	e Use: Customer requests exclusive use of vehicle by signing below:		OVERTIME HR	S (2)	PER HOUR = CI	HARGES	
Custome	r'a Signature: LA PLUVV	Person 1: Star	Time_7.34	Stop Ti	re_1~15	Total Hours	6.25
-		Person 2: Star	Time_72e	Stop Tir	re 145	Total Hours	6,25
-	Note: The customer must indicate choices made on the	Person 3: Star		Stop Tir	те	Total Hours_	
÷	items shown below by initialing the appropriate line.	Person 4: Star	THE RESERVE OF THE PERSON NAMED IN	Stop Ti		Total Hours_	
				of packing a	ind packing it	naterials	
Paymon	t to be from at the time of delivery by:		Description		Quantity	Rate	Amount
0	ash Credit/Debit CardLocal CheckOther	Dish pack					
s	hipper & Carrier agree unpold charges will incur a \$30.00 late fee.	Cartons - Le	es than 3 cub	io feet	1		
	hipper agrees to pay a 1.5% monthly interest charge on balances due.	34	ubic feet		-	-	
NAME:	arrangements are made, bill to:		1/2 guible feet				
ADDRES	00		ubic feet		-		
					-		
ESTIMA:	TES: The sustomer must initial the option selected:		1/2 ouble feet				
	I did not request a written estimate on this shipment and understand I	Wardrobe ca					
will be required to pay charges shown on this contract.		Matress can					
	I understand this shipment is moving under a binding estimate and	Mattress can	tons - twin		1		
10	fast I will be required to pay the amount shown on that estimate. I understand this shipment is moving under a non-binding estimate.	Mattress can	lons - double				
N	NOTE: If the changes shown on this bill exceed the charges on the	Mattress can	lons - queen				
	non-binding estimate given me by the carrier, the carrier must release	Mattress car	tons - kino		-		
	the shipment to use upon payment of no more than 110% of the		ners minimum	,	-		
	estimated charges and will extend credit for 30 days in which I must	Glass contai		sic feet	-		-
	pay the remainder due. In no case will be required to pay more than		tes minimum	NO PERSONAL PROPERTY AND PERSONAL PROPERTY P	-		
	115% of the estimate (plus any supplemental estimates) for mileage rated shipments nor more than 125% of the estimate (plus	Boxes or ora		oic feet	<del> </del>		
	supplements) for hourly rated shipments.				-		
			cking materia	ris .			
VALUAT	ION: The customer must initial the option selected:	Other:				ł	
1D	Basic value protection. I release this shipment to a value of 60			Total packing	ng and materia	els charges -+	
#	cents per pound per article.	De	talls transpo	rtation, valu	ation and ser	vices provide	ed:
	Depreciated Value Protection. I release this shipment to a value of	Details transportation, valuation and services provided:					
	\$2 per pound times the shipment weight.	Transportation	nmi.	Wt.			
OF,	and the second s	-	ge-in-transit s		-		
	I declare a lump sum total dollar valuation on this entire shipment of:  and select the following option:		o destination:		<del> </del>		
	Replacement Cost Coverage with a \$300 Deductible				-		
	(Declared value must be at least \$3.50 times weight of		ensit, 30 days				
	shipment.)		nanding in/ou				
STORAG	SE: If shipment will be placed in storage, the customer must initial the	Storage valu	ation charges				L
option se		Extra stops					
		Hoisting or p	iano handling	)			
	This shipment is to be placed in storage for a period of less than 90	Stairs, eleva	tors, long can	ies	1		
	days (storage in transit).		on valuation o		1		
-	This shipment is to be placed in storage for more than 90 days	Other:	Versendi G	2.000	<del> </del>		
	(permishent storage). This shipment is to be placed in storage in transit for an unknown	waren.					
	period of time). I understand that on the 91st day of storage the	Other:					
	shipment becomes permanent storage.		Tota	for transport	ation, valuatio		
	•					H SECTIONS	
					LESS AMOU		
				BALANC	E DUE FROM	CUSTOMER	718.75
							1
	All goods were received in good condition, except	t as noted on	this contrac	t or on the is	tventory form	h h	leanning and a
Washier !	99-09	Delivery reco	to L	Puir	$\sim$		
receipt)	for goods Dates Codenies Date		Custo	mer's aignot.	IFD.		Date
	A Parison or adjustment						

١.			
Spokane Movers Non Binding Est	imate		
P O Box 19232			
Spokane, WA 99219-9232 Supplementary E	stimate		
www.spokanemovers.com		Date	9/10/2009
From: Name / Address / Phone:	Ship To:		
Webb, Jeremy 403 S. Eastern Road Apt #302 Spokane Valley, WA 99212 509.720.7280	To: 19522 E. Shanr Liberty Lake, V		
Driver Signature: Date: 09-/2-09	Move Date:	09-12-09	
Description	Qty	Cost	Total
Hours Professional Service Truck #1 w/1 Man Hours Professional Service 1 Man	4 4	75.00 40.00	300.00 160.00
ITEMS INCLUDED IN THIS ESTIMATE			
Computer equipment 50 Boxes Sofa Recliner LCD TV Entertainment center Shelving unit Futon Bookshelf Desk			
Full size bed Sales Tax 3210  ADITZOMAL 2-3 HR PACKINH AS WELL		8.70%	0.00
Customer Signature: Lew Date: editor			
www.spokanemovers.com		Total	\$460.00



PO BOX 19232 SPOKANE WA 99219-9232 Phone 509-455-8211 Website: www.spokanemovers.com WUTC Permit #HG-11890

BILL OF LADING NUMBER 4259
DATE ORDER TAKEN 09-10-07
MOVE DATE 09-10-09

#### Uniform Household Goods Bill of Lading

Customer: This bill of lading establishes a contract between you and the household goods carrier. It confirms instructions and authorizes the carrier to move, ship, pack, store and/or perform the services shown. Before you sign this document it is important that you first read the entire document, including the back, and that you ask for an explanation of anything that is not clear or that is different from any previous information received from the carrier or the carrier's representative(s). This contract is subject to conditions on the back of this form.

conditions on the back of this form.					
Rights and Responsibilities Gui					
The carrier gave me, or I declined, a copy of the brochure "Your				stomer"	
Signature of customer: New Wile	Phone Number: 50	2-720-	72.50		
FROM		0	052-97280	(0°0-07.1	
Customer: JEREMY WEIR	Customer: ≤ Hav.€				
Pick Up Address: 400 5 EASTERN RD #302	Delivery Address: 19522 E	S. Marilland and St. A.	AVE		
City: SParVarie State: 649 Zip: 99212	Chy: LIBBRTY LAKE			0.	
- I DK HIV-		State: W	4 Zip:	9900	
Stops At:	Storage-in-Transit At:				
WEIGHT OF SHIPMENT: (Weight Tickets Attached)	JOB CODE	PICKED UP I	ID BY		
Greas Weighti.bs. Weighmaster	DATE TRIP NO.	DRIVER		EQUIP. NO.	
Tare WeightLbs. Weighmaster	8917-09 / Kourt	- King	-	#/	
Net Weight		-1.05		-7.7	
Expedited shipment: Moving at weight ofpounds	i TIME B	ECORD			
Actual weight is: pounds. Agreed to by customer:	LABORERS & VAN (Complete 5.5 REG HOURS @ //52 P	e start and stop	time chart below	1/22 50	
Customer's Signature:	.5.5 REG HOURS @ //528 P	ER HOUR = CH	ARGES	GOLDE	
Exclusive Use: Customer requests exclusive use of vehicle by signing below:	Person 1: Start Time 10.304"1 Stop Tim	en Houn - CH 2004 4.004	Total Hours	7.5	
Customer's Signature:	Person 2: Start Time 10 3017 Stop Time Person 2: Start Time 10 30174 Stop Time	4.000	Total Hours		
- Note the section of	Person 3: Start Time Stop Tim	30	Total Hours		
Note: The customer must indicate choices made on the	Person 4: Start TimeStop Tim	w	Total Hours_		
items shown below by initialing the appropriate line.	Details of packing a	nd packing m	aterials		
Payment to be made at the time of delivery by:CoshCredi/Debit CardLocal CheckOther	Description	Quantity	Rate	Amount	
Cash Credit/Debit CardLocal CheckOther	Dish pack	2	2.50	4250	
Shipper & Carrier agree unpaid charges will incur a \$30.00 late fee.	Cartons - Less than 3 cubic feet	17	1050	2.12-	
Shipper agrees to pay a 1.5% monthly interest charge on balances due. If credit arrangements are made, bill to:	3 cubic feet	1	7000		
NAME:	4-1/2 cubic feet				
ADDRESS:	6 oubic feet				
ESTIMATES: The customer must initial the option selected:	8-1/2 cutric feet		-		
	Wardrobe cartons				
<ul> <li>I did not request a written estimate on this shipment and understand I will be required to pay charges shown on this contract.</li> </ul>	Matiress carbans - crib				
I understand this shipment is moving under a binding estimate and	Mattress certons - twin				
A. > that I will be required to pay the amount shown on that estimate.	Mattress cartons - double		-		
I understand this shipment is moving under a non-binding estimate.	Mattress cartons - quoen				
NOTE: If the changes shown on this bill exceed the charges on the	The same of the sa				
non-binding estimate given me by the carrier, the center must release the shipment to me upon payment of no more than 110% of the					
estimated charges and will extend credit for 30 days in which I must	Glass containers minimum				
pay the remainder due. In no case will be required to pay more than	Glass containers outio feet				
115% of the estimate (plus any supplemental estimates) for mileage	Boxes or crates minimum				
rated shipments nor more than 125% of the estimate (plus supplements) for hourly rated shipments.	Boxes or crates cubic feet				
VALUATION: The customer must initial the option selected:	Appliance packing materials	5/65	1.50	750	
VALUATION: The customer must initial the option selected:	Other: TAX		-087	6.18	
Basic value protection. I release this shipment to a value of 60		g and materia		77,18	
cents per pound per article.	Details transportation, valuation and services provided:				
Depreciated Value Protection. I release this shipment to a value of					
\$2 per pound times the shipment weight.	Transportationmi. Wt				
ot; I declare a lump sum total dollar valuation on this entire shipment of:	Trans. storage-in-transit shipment	1			
s and select the following option:	Warehouse to destination:mi.				
Roplacement Cost Coverage with a \$300 Deductible	Storage-in-transit, 30 days or fraction				
(Declared value must be at least \$3.50 times weight of shipment.)	Warehouse handling in/out		-		
	Storage valuation charges				
STORAGE: If shipment will be placed in storage, the customer must initial the option selected:	Extra stops				
opson selection.	Hoisting or plane handling	-			
This shipment is to be placed in storage for a period of less than 90	Stairs, elevators, long carries				
days (storage in transit).	Transportation valuation charges		-		
This shipment is to be placed in storage for more than 90 days	Other:				
(permainent storage).  This shipment is to be placed in storage in transit for an unknown	Other:				
period of time), I understand that on the \$1st day of storage the	Total for transport	office and calls		-	
shipment becomes permanent storage.	I dtai for transport				
		TOTAL BOT			
		LESS AMOU		1	
	BALANC	E DUE FROM	CUSTOMER	709.48	
			C TI	1100=	
All goods were excepted in good condition, excep	at an noted on this contract or on the in	wentery form		809.68	
09-12-07	0./ /.9	die	eluli	W	
Receipt for poods	Delivery rocelpt Dustomer's signatu	ew.	1114	Date	
Drightle gaettre Date	Characters agreed			S-enc	
	\I				

Precisting damage:

Spokane Movers Non Binding Est	imate		
P O Box 19232 Spokane, WA 99219-9232 Supplementary E			
www.spokanemovers.com		Date	8/24/2009
From: Name / Address / Phone:	Ship To:		
Ruthstrom, Susan 4907 N. Vincent Newman Lake, WA 99025 509.990.6364	To: 4124 S. Scott S Spokane, WA 9		
Driver Signature: Bull 19-18-08	Move Date:	9-18-08	· · · · · · · · · · · · · · · · · · ·
Description	Qty	Cost	Total
Hours Professional Service Truck #1 w/1 Man Hours Professional Service 1 Man	4 4	75.00 40.00	300.00 160.00
ITEMS INCLUDED IN THIS ESTIMATE			
Sofa 3 Dressers Freezer Armoire Sales Tax 3210		8.70%	0.00
Additional Eterns, And Shutthing Furniture. Additional 4-6 hrs?			
			ď
		,	

Customer Signature: 19/18/09

www.spokanemovers.com

Total

\$460.00

# WB9C

### SPOKANE MOVERS PO Box 19232 Spokane, WA 99219 HG 11890 Tel: (509) 456-8516

- 1	Nº2order	6788
	Pack	
	Load.	
	Del.	
	Sales.	
	Coord.	
00	Joh Codo	

Uniform Household Goods E Cathonic This bill of loding establishes a centract between you and he because certain services show, letter ou sign the document the impedant has yet with het hard clear or that is different from any previous information received from the tisom Customer SUSAN RUTHSTROM Address 4907 A. VINCENT City/Starte/Dip INENTITION LARCE, WA 91025 City/Starte/Dip INENTITION Cell 990. See	oid goods conier. If confirms instruction if read the entire document, (schading if content or content in presentatively). This content or content in presentatively). This customer SUSAM	CONSTRUCTION OF THE PARTY OF TH	Cookd	e, and/o
Catalonie, This bill of bothing exhibitives a contract between you and the household of members shown. Between you sligh this document if it impediant that you sligh this document if it impediant that you should be not clear or that is different from any provious information received from the From Customer SUSAN RUMINISTROM  Customer 4907 A. VINCONT  City/State/2p INCENTIAN LAKE, WA 99025	oid goods conier. If confirms instruction if read the entire document, (schading if content or content in presentatively). This content or content in presentatively). This customer SUSAM	and authorize the c be back, and that you contract is subject to	anier to move, pack, storats for an explanation of tonditions on the back of	e, and/o
From Customer SUSAN RUMSTROM Address 4907 N. VINCENT City/State/2p NEWITAN LAKE, WA 99025	Customer SUSAN	contract is subject to	conditions on the back of	See dearest
Customer SUSAN KUTHSTROM Address 4907 N. VINCENT City/State/Dp NEWHAN LAKE, WA 99075	Customer SUSAN		A SECTION OF SECTION SECTION	this form.
Address 4907 N. VINCENT City/State/Dp NEWHAN LAKE, WA 99025		W. Jian	Andreas March	
City/State/Dp NEWITAN LAKE, WA 99025				
	Address	S. SCOTT	99203	
	H/Phone	, 1074	Cax 990.63	64
W/Phone Pager	W/Phone		Pager	
amali	email			
Add'l Pickup	Extra-Stop			
Billing Address	Other			
Hourly Rated Moves Day Vans Personnel Start Autve	Breaks Depart End	Total tijs	Rate C	horge
7/18/09 4 BREB 750 SHO	1250 10	5 <u>er</u>		12. S
Storage	Mileage Rated Moves		Market Street,	NOTE:
I shipment will be piaced into storage, the customer must initial option sele-	cled.	(No.)	Net	
Shipment is to be placed in storage for a period of 90 days o	Actual shipment weight		Chg .	
(Storage-in-Transit). Lunderstand that on the 91st day of sto	HIGGS Long Comy _	at	Cwf	
the shipment becomes permanent storage.	Stairs/Elevator	at	Cwf	
The storage location will be	Extra plakup/del	at _	ea .	
<ul> <li>Shipment is to be placed in storage for more than 90 days.</li> </ul>	Blono/Ovaca Comy	at _	ea	
I certify that I have requested Storage-In-Vehicle for a period days at an agreed upon rate of \$ per day	Od Of Oundings / oher	at _	perhour	
	Mieage			
frans to/from Whee ibs at Owt	Other	at _	ea .	-
Storage per month lbs at Owt		SERVICE THE PROPERTY.	ALVO DEPOSITIONE DE CONTROLE	A SOLUTION OF
Whise Handling in/out its at Cwt	Materials, Additional S	OTVICOS	A CONTRACTOR OF STREET	21050
Nald! Valuation \$ ofper\$100	Dishpacks	at _	perunit .	
Remanent Storage Cuff	Less than 3.0 cult ctrs	af	perunit .	
abor atperhour	3.0 cuff cths	at _	perunit .	_
Storage per month lbs at Cwt	4.5 cuff cfns	of _	perunit .	
Whise Handling In/out lbs at Cwt	6.0 cuff ctns	of _	perunit .	
Addit Valuation \$ at per \$100	Wardrobe ctns	of _	perunit .	
PfckupyLoad Vauits atpervauit	Cub maff cartan/cover _	of _	perunit .	
Oversized flems at ea	Single matticarton/cover _		perunit .	
Storage	Queen matt carton.cover _		perunit .	
	King matt cartarycover _	at _	perunit .	
Declarations (Customer must initial preferences)	King box cfn	of _	perunit .	
O LOSS AND DAMAGE PROTECTION (Valuation): The customer	Mirror ctn	of _	perunit .	
must select and initial only one of the following options: tasic Value Protection. I release this shipment to a vaule of 60 aer	tamp Corton	of _	per unit .	
per pound per article, at no cost to me. This means I will be poid 6	60 Plasma TV Carton	at _	perunit	
cents per pound for the net weight of the last or damage item,	Crafes cuff	af _	perunit .	
regardless of the actual value of the item.  Registered Cod Courses with Reductible which including a \$1.	Applances _	af _	perunit .	
Replacement Cost Coverage with Deductible which includes a St. cleductible paid by me. This aption will cost \$, The value	1 Production	at	perhour ,	
declare must be at least \$5.00 times the not weight of the shipma Replacement Cost Coverage with no Deductible at a cost of \$	ant. Heavy or strage for	of _		7, 1
The value I declare must be at least \$5.00 times not weight of the shipment.	Subtotal Moving, Packi	na. Materials Stor	goe Charges	
Estimates: The customer must initial option selected		eg. moronosa ara-		
<ul> <li>I understand this shipment is moving under a binding estimate on that I will be required to pay the amount shown on the estimate</li> </ul>	nd .	Adolfio	nal Valuation	
I understand this shipment is moving under a non-binding estimat	te.T	uel Surcharge	% _N	IA_
the charges shown on the bill of lading exceed the charges on the	he		tion Charges	
non-binding estimate given me by the corrier, the corrier must rel	(9099	Total	Amount Pold	
the shipment to me upon payment of no more than 110% of the estimated charges and will extend are differ at least 30 days in w	rhich I		Balance Due 63	2.5
must pay the remainder due. In no case will libe required to pay	more		Primite pre 655	-
than 125% of the estimate (plus any supplements) for mileage rat shipment, or more than 125% of the estimate plus supplements to	Method of Poyment:			
hourly rated shipments.	Cash D	Check 🛭 C	· · ·	
nouty rated stipments.  I declare a lump sum total dollar valuation of this entire shipm				
	Comments			_
I declare a lump sum total dollar valuation of this entire shipm  \$	Comments			
I declare a lump sum total dollar valuation of this entire shipm \$	Comments			
I declare a lump sum total dollar valuation of this entire shipm  the state of the contract the coughty, and re- the goods to the contract state of the contract the coughty.  The state of the contract	decase ove.  All goods were received		n, except as noted a	p this
I declare a lump sum total dollar valuation of this entire shipm  \$	Comments  lease ove.		n, except as noted a	o this
I declare a lump sum total dollar valuation of this entire shipm  the state of the carrier state of this contract thoroughly, and relay goods to the carrier state of the things and capabilions of the carrier state of the things and capabilions of the carrier state of the things and capabilions of the carrier state of the things and capabilions of the carrier state of the things and capabilions of the carrier state of the things are the carrier state of the carrier st	decase ove.  All goods were received		n, except as noted a	p this 18

				Date	9/25/2009
From: Name / Address / Phone:		Ship To	o:		
Richard Luna 4033 E 5th Spokane WA 99202 509 701 0430		TO 3613 E 21	st 99223		
Driver Signature:	Date: 092509	Move I	Date: 09-25-0	)9	
Descrip	ion	Qty	Cos	st	Total
Hours Professional Service Truck #1 w/1 Hours Professional Service 1 Man は に に いれん	Man		6 6 4	75.00 40.00 40.99	450 240 2 <i>寸</i>
3 BUFFET SIDE BY SIDE FRIDGE DINNING TABLE WITH 4 CHAIRS DESK SAFE 2 CHAIRS 2 COFFEE TABLES FRIDGE BENCH END TABLE 100 BOXES Sales Tax 3210	MS+PACKTING			8.70%	

## White

## SPOKANE MOVERS PO Box 19232 Spokane, WA 99219 HG 11890 Tel: (508) 456-8516

N Order 6800 Pack 09-25-09 Load 09-25-09 Del 09-25-09 Soles 09-21-09 Coord ODDE

Uniform Household Goods Bill of Ladina

From			noth carter. If confirms instructions of the entire document, including the rior content representative(s). This co- line	STOLENS OF THE		10000	
Customer RICH	ARD LUNG	Customer SAME					
Address 40.33	a -75		2/21				
		19202			19223		
t/Phone	C6	W	H/Phone	,	Cell	4	
N/Phone	Pa Pa	ger	W/Phone		Pager		
9mali			email				
Add T Pickup			Extra-Stop				
Billing Address			Other				
Hourly Rated Moves							
Pay Vans 74:25-01	Breened Sta	An 8:45An 6	pls Depart End	Total Hrs	1/850=	18.68	
lorage			Misoge Rated Moves	eneteportuo		reprovinte in	
	into electron the evelopers	out initial anilos sainatad	Institution states increase		Towns and the second		
	into storage, the customer of		Actual Shipment Weight(it)	(6)	Net		
Shipment is to be	placed in storage for a p	period of 90 days or less	Blied Shipment Weight	at _	Chg	-	
the shipment bed	placed in storage for a p st). I understand that on comes permanent storag	nne ynar ddy of aldroge le.	Long Carry	of _	Owt	_	
The storage local	nion will be			of _	Cwf	_	
	placed in storage for m	ore than 90 days.	Extra pickup/del	of _	ea	-	
I certify that I have	ve requested Storage-In-	Vehicle for a period of	Plano/Organ Carry	of _	ea		
days at a	n agreed upon rate of \$,	per day.	Overtime Labor	ot _	per ho		
Storage in Transit	Cu#		Other	ot _			
frons to/trom Whee	lbs at	Owf	Cities	0/ -	- 60		
Storage per month	lbs at	Owt	Materials, Additional Sen	vices		CONTRACTOR OF THE PARTY OF THE	
Mhse Handling in/out	lbs at	Owt	- 19 King - King				
Addit Valuation \$	at	per \$100	Dishpacks	at _	per un		
Nermanent Storage	cut		Less than 3.0 cuff cfns		per un		
abor	at	per hour	3.0 cult cins	at	per un		
itorage per month	bs at	Owt	4.5 cult cins	at _	perun		
While Handling In/out	bs at	Owt	. 6.0 cuft ctris	at _	perun		
Adiati Valuation \$	af	per \$100	. Wardrobe cfns	at _	perun		
Pickup/Load Vaults	at	pervout	Crib matt cartor/cover Single matt cartor/cover	at _	perun		
Oversized flems	at		Dauble matt carton/cover	at a	perun		
Storage Delivery of Vaults	motors	per/month	Queen matt cartor/cover	at a	per un		
		NAME AND ADDRESS OF THE PARTY O	King matt carton/cover	at at	per un		
Declarations (Custom	or must initial preferences)	PARTORNAL STREET	King box ctri	at a	per un		
LOSS AND DAMAG	E PROTECTION (Valuation):	The customer	Mirror off	af	per un	#	
must select and in	itial only one of the followin tion, I release this shipment	g options:	Lamp Carton	af _	per un	Α	
per pound per affi	cle, at no cast to me. This m	reans I will be paid 60	Plasma TV Carton	at _	perun	#	
cents per pound fo	or the net weight of the lost	or damage Item.	Crotes cuff	at _	perun		
	ctual value of the hem.	which brokertee at POON	Appliances	at _	perun		
ded other costs	Coverage with Deductible y me. This option will cost \$	. The value I	Add1Labor	at _	per ho	w	
declare must be a	fleast \$5.00 times the net v	veight of the shipment.	Ferry or Bridge Toll	at _			
Replacement Cost	Coverage with no Deduct	ble at a cost of \$			Same	et.	
shipment.	e must be at least \$5.00 firm tomer must initial aption se	417	Subtotal Moving, Packing	, Materials, Stor	age Charges	1860=	
I unclerstand this st	rigment is moving under a l	binding estimate and	1	: Additio	nal Valuation .		
that I will be requir	ed to pay the amount sho hipment is moving under a	vn on the estimate. If	Fue	Surcharge	96		
the charges shows	n on the bill of lading exper	ed the charges on the			afion Charges .		
non-binding estima	ate given me by the carrie	, the carrier must release		Total	Amount Paid		
the shipment to m	e upon payment of no ma s and will extend credit for	ne than i lutur of the					
must poy the remo	ainder due. In no case will I	be required to pay more			Balance Due		
than 125% of the e	etimate (plus any supplem	ents) for mileage rated					
shipment, or more	than 125% of the estimate	plus supplements for	Method of Payment:				
hourly rated shipm	NATION.		F 0-5 F 0	Sand			
I declare a lumo s	sum total dollar valuation	of this entire shipment :	at Cash C	heck			
			Comments				
- \$ <u> </u>							
have seed and und	entand this contract th	oroughly, and release	e				
ny goods to the game	er adbiect to the terms o	nd conditions above.					
	al Dina	Su + 25- 51	All goods were received in	n good conditio	n, except as no	led on this	
Newson of Goods/Jus	former State	09-25-09	centract or on the invento	ry form.			



## SPOKANE MOVERS PO Box 19232 Spokane, WA 99219 HG 11890 Tel: (509) 456-8516

Order.	10-19-09
Pack. Load.	10-15-09
Del.	10-19-09
Sales.	CATHY
Job Code	- Cago ray

#### **ESTIMATED COSTS FOR SERVICES**

From	Is	Q
Customer Jennier CSEH	1	Customer OAHE
Address TOSE ZY ALC City/State/Zip SFOKAJE WA	46.4	Address 1022 F. 147H AVE City/State/Zip SPOKAJE WA
City/State/ZipCellCellCell		City/State/Zip Spokaue was HVPhone Cell 475 752/
W/Phoneemail		W/Phone email
EARLEST LATEST PRETERRED EARL	DI CHESI MERENES M	AYNENT The customer and cerrier agree that payment, at time of delivery, will be made by:  Cash Check comments
exceed the amount of the estimate. If you request a household goods enver must prepare a suppliemental el- Household goods carriers are required by law to cole published battle, except as provided below: (1) A household goods carrier may not charge more it move nor can the household goods carrier charge neithed to fire, unless the household goods carrier prep	to articles and services lid different services to control different which will change the ct transportation and other are twenty-five percent abo- then twenty-five percent at the article and you align a supplier in twenty-five percent above mental estimate.	sted. It is not a warminty or representation that the actual charges will not els the move or add articles to the inventory attached to this estimate, the he amount of the original estimate. It is not not be not been assumed to the property of incidental charges computed on the basis of natios shown in their lawfully you its written non-binding estimate for time charges for a local hourly nated above the written non-binding estimate for socsessorial and other services not the property of the proper
The carrier gave me a copy of the brochure "Your Moving in Washington State".	Guide to HOURLY RAT	TED SHIPMENTS (55 miles or less)  Fatinated Charges  Irs for van and men @ //5" per hour \$ _//5"
		personnel hours @ \$ per hour \$
SIGNATURE OF CUSTOMER		pounds @per pound \$
Valuation	BRIDGE OR F	FERRY TOLLS (Estimated) \$
Basic Valuation: Releases the shipment to a valu per pound per article.	VALUATION ( 60 cents per	CHARGES (choose one) r pound per article \$ No Charge
Replacement Cost Coverage/\$300 Deductible the shipment to a value of \$5.00 per pound the shipment wt. at a rate of \$per \$100 of declars.	Releases Replacement or irres the Replacement or divalue.	cost, with deductibles \$atper \$ 100 declared value \$ cost, with no deductibles \$atper \$ 100 declared value \$
	STORAGE	ds, @ \$ per 100 pounds, for each 30 days or fraction \$
Replacement Cost Coverage/No Deductable; Reli shipment to a value of \$5,00 per pound times the		
wt, at a rate of \$ per \$100 of declared value.	Valuation \$_	Handling pounds @ \$ par 100 pounds \$ @ per \$100 declared value \$
	OTHER SERV	VICES
Estimates:		o, delivery or stop in transit at
This shipment is moving under a binding estim	MD. ITHS	appliances \$
means the shipment is moving under a gu price. The carrier will not charge more than the	erambeed Prenovorgan	s = = = = = = = = = = = = = = = = = = =
charges without preparing a supplemental estimate		* -
This shipment is moving under a non-binding est	cong cany	ntor \$
the charges shown on the bill of lading exceed the	charges Other	\$
on this estimate, the carrier must release the upon payment of no more than 110% of the e	hipment Other	\$
charges and will extend credit for at least 30 days	at which Containers (	(see below) \$
time the remainder is due, Interest and late pays may apply. In no case will I be required to pay m	ent fees Packing/Unp	packing (see below) \$
125% of the estimate plus supplements.	ore man	
RECRIMITION IN this a binding estimate, it is a repr charges which will apply on the shipment. If you char shipment frequent additional services, add items to household goods carrier must prepare a Supplement change the amount of the estimated costs of shipment.	ge the conditions of the be shipped, etc.), the tal Estimate which will	TOTAL ESTIMATED CHARGES \$ //5%  TOTAL AMOUNT OF BINDING ESTIMATE \$ CONTAINERS PACKING
	DESCRIPT	
REMARKS:	DISH PACK	3 3 1 1 1 1 1 1
MAY + AKE LONGER	CARTONS LESS THAN 3	CU.FT.
MAYTAKE CONFIC	3 CU. FT.	
COST MORE	4 1/2 CU. FT.	
	6 CU. FT. WARDROBE CARTONS	
<del></del>	MATTRESS CARTONS	WIED COID
_ '	MATTRESS CARTONS/C	
	MATTRESS CARTONS/C	
	MATTRESS CARTONS/C	COVER QUEEN
Natice to Estimator: it is mandatory that the total cubic footage shown on the Table of Measurements form be	MATTRESS CARTONS K	
footage shown on the Table of Measurements form be multiplied by not less than SEVEN to determine the	MATTRESS CARTONS/C MIRROR CARTONS	COVERKING
total estimated weight. Articles not to be shipped should be indicated by a "check mark" in the column	LAMP CARTON	
should be indicated by a "check mark" in the column provided on the table of measurements. A table of	PLASMA TV CARTON	
measurement form must be attached to this form.	CRATES AND CONTAINE	
	CRATES AND CONTAINE	ERS MIN
	TOTAL	
Signing below admovledges receipt of an estimate of the charge	s for your move. Only the items I	Island are included in the cost. Any editional Bibbser set Was deed result in additional costs.
ESTIMATOR'S SIGNATURE		CUSTOMER'S SIGNATURE
REV. 2/06 DATE /0//	7/09	DATE 10/19/09
	, , , , , , , , , , , , , , , , , , , ,	

## SPOKANE MOVERS PO Box 19232 Spokane, WA 99219 HG 11890 Tel: (509) 456-8516

N° Order 6837

Pack Load 1011916 9
Del 1011916 9
Sales CCF 17
Coord D.R.

splanes. This list of large, establishes a contract behavior, you and the household groot cards. If confries tellurations and probability to conserve more, post, size, analytic firm relation should have you guilt this charge? If a spectar that you free whe he serve servering a facility to be conserved to the contract of the contract		Uniform Ho	ousehold Goods Bill o	f Ladina		Job Code	
Listenier De La Control 16.3 E. 2.7.17  dichees 16.3 E. 2.7.17  dichees 16.3 E. 2.7.17  dichees 16.3 E. 2.7.17  dichees 17.5 — 9 E. Cel 17, 19 C. Cel 17, 19	Customer: This bill of looking a	stabilishes a confloct to	between you and the household goo	ds corrier. It confirms instruction	ons and authorizes the	e carrier to move, pack,	store, and/or
Customer PLAND   PLP   S.S.    Actives   ID 2.   S.P.   S.P.    Active   ID 2.   S.P.   S	that is not clear or that is diffe	rent from any previous	Mormation received from the carrier	or content representative(s). T	his confract is subject	to conditions on the bac	k of this form.
Anchores III 2 E LLT 1 A LC.  Withhorse III 2 I C LL 1 A LC.	From			-49			
### And Proper   Page				1 - 7 -	me Lut	h 41/15:	_
Withorne #155-7921 Cell Withorne Pager Withorne #155-7921 Cell Withorne Pager Withorne Pager Withorne Pager Withorne Pager Withorne Pager With Address Own Route Additional State of Pager Withorne Pager With Address Own Route Route Mines Pager Withorne Pager Wit							
Withorse	H/Phone 47.5-		Cell				
modul Pickup  Intro Andrews  Dory Vors Pegorpel  Stort Anive Brook Dory Pegorpel  Stort Anive Brook Depart Ford Story Pegorpel  Story Vors Pegorpel  Story Anive Brook Depart Ford Story Pegorpel  Story Pegor	W/Phone						
with Rolled Moves  Land Rolled Moves  Stronger Rolled Moves  Actual Stronger Weight (bb)  Rolled	emati						
Contract Robert Moves    Passongel   Start   Anive   Bracial   Depart   End   Dep	Add TPickup						
Section 19	Billing Address			Other			
Miscoge Rotes Moves	Hourty Rafed Moves						
Shipment to be placed in storage for a period of 90 days or less (Blooges-th-innel). Lundaminal fact on the 19th day of storage the internal place of 19th days or less (Blooges-th-innel). Lundaminal fact on the 19th day of storage that it is storage food to will be storage for more than 90 days.  It extra the storage food to will be storage thrivinkide for a period of period of agricult upon role of \$ per day.  It can be form Whee the storage thrivinkide for a period of period of agricultural period of the storage per more the storage of the storage per more the storage per more the storage of the s	me Vons	Pegonnel 0 J	2.15 Amve Brec	2 Depart Z	00 1.75		20125
Shipment is to be placed in strange for a period of 50 days or like placegos. Probably Linconstruct of that of the 9 ist day of storage for the shipment becomes permanent storage. Per strange focusion with be.  Shipment is to be placed in strange for more than 90 days. I certify that thewe requested Storages In-Visitals for a period of days. I certify that thewe requested Storages In-Visitals for a period of days of an agricultural of the shipment to according to the shipment to ship the sharpest give the shipment to ship the sharpest give the shipment to ship the shipment to a value of 60 certifications (Cartifications) and the shipment to ship the sharpest give the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to available of the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications) and the shipment to a value of 60 certifications (Cartifications) and the shipment to a value of 60 certifications (Cartifications) and the cartifications (Cartifications) and the cartifications (Cartifications) and the cartifications (Cartifi	Storage			Mileage Rated Move			**********
Shapment is to be placed in storage for a pastod of 90 days or less (Slooge-In-Inland). I understand that at the 1st lad you'd storage the Wishment Decomes permanent storage. The storage focusion will be a storage for more than 90 days. I certify that I have requised \$5 drong e.m. or days. I certify that I have requised \$5 drong e.m. or day. Storage in Storage in Storage in Storage or day. I certify that I have requised \$5 drong e.m. or day. I certify that I have requised \$5 drong e.m. or day. Over the post of an agried upon rate of \$5 drong e.m. or day. Over these form the storage per manth. Past of Curl consider the per \$100 drong per manth. Past of Curl consider the storage of per \$100 drong per manth. Past of Curl per \$100 drong per manth. Past of Per \$100 drong per \$100 drong per manth. Past of Per \$100 drong	I shipment will be placed.	into storage, the cur	fomer must initial option selected.	Actual Shipmont Weint	hti(lbs)	Not	
postoge-th-ectrary, fundamental and an interval aday of acting the Pittinans Decoming permitted and an interval aday of acting the Pittinans Decoming permitted and a first permitted and and and and and and and and and an	Shipment is to be	placed in storage	for a period of 90 days or less				
The stronge focusion will be stronge for more than 90 days. I certify that I have requested Stronge in-Visibilia for a period of days of an agricultural process of the stronge per morth and the stronge per morth. Dos of Curf Curf Curf Curf Curf Curf Curf Cur	(Silorogie-In-Ilions)	r). I understand ir	nation the vistably of storage:			Cwf	
Shipment is to be ploced in storage for more from 90 days.  Leetify that I have requested Stronges-In-Vehicle for a period of days at an agreed upon rate of \$ per day.  Description in thoma?  Cut?  Cut?  Coverance I have a construction of the second of \$ per day.  Description of the second of \$ per hour and the second of \$ per unit and the second of \$ per unit and the second of \$ per unit and \$ p			anaruge).				
Level that I have requested stronge-in-Vehicle for a period of dots of the period of a dispersion of the period of a dispersion of the period			for more than 90 days.				
days of an agreed upon ratio of \$ per day.    Continue to tonge per month   Des of   Court   Mileagree   Court   Mileagree   Court   C	I certify that I have	reguested Storo	age-in-Vehicle for a period of				,
Define the Joseph Country of the Cut of the Country of the Cut of	days at ar	agreed upon rat	te of \$ per day.		a a	per 1100	
trans before minds those in another most hose of Cwif three Handring in/out is so of Cwif death Valuation 5 of per 9 100 because the minds in the Cwif three Handring in/out is so of per 9 100 because of per month is so of Cwif three Handring in/out is so of Cwif door of per hour is a country of the so of Cwif door of per hour is a country of per north three Handring in/out is so of per 9 100 door of per world is so of per world in the first order	Storage in Transit				at		
the Handling in/out	Trans to/from Whee					A CONTRACTOR OF THE PARTY OF TH	PART OF THE PART O
delf Valuation 5 or per 8(00   Dishpacks of per unit behaviors of per limit of the semanant Storage or menth				Materials, Additional	Services		
Search Standard Stand				Dishpacks	at	per unit	
tronge per month	Permanent Storage				at	per unit	200
Additional file in the per unit work per valid.  City most control is a dispersional per unit work per valid.  City most control volution of per unit work per valid.  City most control volution of per unit per	Labor	af	perhour				
Additivation \$ of perval* Columnations of perval* Colu	Storage per manth						
Citizent Control Contr							
Accepted filenase of each per month control per month could most filenase per month could most control cover of per unit could most control or most this most of who customer must initial preference).  Social Value Protection, in the cost this highment to divoute of 60 cents per pound for the net weight of the later.  Beale value foot of the net weight of the later of companies of the cotton was the weight of the later of per unit control of the later.  Beale value foot of the net weight of the later of the per unit control of the later.  Beale value foot of the later	r result i series i i i i						
Perforage							
Delivery of Varuh's sectorations (Customes must initial specier and sectorations).  Loss AND DAMAGE PROTECTION (Valuation): The customes must elect and initial only one of the following options:  Saisk Value Protection. I release this hipment to a value of 60 cents per pound per officie, or in a cost to me. This means I will be poid 60 cents per pound for the net weight of the lost of domoge item, regardless of the option value of the Item.  Replacement Cost Coverage with Deductible which includes a 3 sold doctactible poid by me. This option will cost is The value I declare must be at least \$5.00 times the net weight of the shipment. Replacement Cost Coverage with neglectable of cost of 5.  The value I declare must be at least \$5.00 times the net weight of the shipment. Retrievage with neglectable of cost of 5.  The value I declare must be at least \$5.00 times net weight of the shipment. Retrievage with neglectable of cost of 5.  The value I declare must be at least \$5.00 times net weight of the shipment. Retrievage with neglectable of cost of 5.  The value I declare must initial cockins selected in the charges on the non-binding estimate. If the charges shown on the bill of lading exceed the charges on the non-binding estimate the shipment is moving under a bind before the carrier must release the shipment to me upon poyment of no more than 110% of the estimate charges and will estimate the carrier must release the shipment to me upon poyment of no more than 110% of the estimate charges and will estimate the carrier must release the shipment to me upon poyment of no more than 110% of the estimate charges and will estimate the carrier must release the shipment to me upon poyment of no more than 110% of the estimate charges and will estimate the carrier must release the shipment to me upon poyment of no more than 110% of the estimate charges and will estimate the carrier must release the shipment to me upon poyment of no more than 110% of the shipment to the post of the shipment to the shipment to the shipme	Storage		per.month				
Cost AND DAMAGE PROTECTION (Valuation): The customer must elect and initial only one of the following options:  Sasic Value halestian, I release this hipment to a volue of 60 cents per pound for the net weight of the lost of damages liem, regardless of the option value of the list means I will be poid 60 cents per pound for the net weight of the lost of damages liem, regardless of the option value of the listen. Which includes a 3 sold adductable poid by the his option value of a best best by this hindress of the option value of the listen. Which includes a 3 sold adductable poid by the his option value of the shipment. Replacement Cost Coverage with no best office of a cost of 5. The value I declare must be at least \$5.00 times the net weight of the shipment. Retinates the shipment is moving under a non-binding estimate, it has charges shown on the bill of loding exceed the charges on the non-binding estimate. If the charges shown on the bill of loding exceed the charges on the non-binding estimate, it has charges and will estimate of the attract that shipment to me upon power of the on more than 10% of the estimate than 10% of the estimate of the payment of the power of the on more than 10% of the estimate of the payment of the payment of the on more than 10% of the estimate of the payment of the shipment of the context of the shipment of the shi	Delivery of Vaults			Queen matt carton/cove	r at	per unit	
LOSS AND DAMAGE PROTECTION (Valuation): The customer must elect and initial only one of the following options:  Sails Youthe Protection, in release this highment to a value of 60 cents per pound per orticle, of no cost to me. This means I will be poid 60 certs per pound for the net weight of the lot of ordinage litem, regardless of the actual value of the litem.  Replacement Cost Coverage with the lot of ordinage litem, regardless of the actual value of the litem.  Replacement Cost Coverage with the bedy distinction of the shipment.  Replacement Cost Coverage with no Deductible which includes a 3300 deductible pold by me. This option will cost 3. The value I decide must be at load \$5.00 times the net weight of the shipment.  Replacement Cost Coverage with no Deductible of a cost of 5.  The value I decide must be at load \$5.00 times the net weight of the shipment.  Retimates: The customer must initial cotion selected in understand this shipment is moving under a non-binding estimate. If we charges on the non-binding estimate given me by the correct the content must release the shipment to me upon poyment of no more than 10% of the estimated charges and will estend credit for at least 30 days in which I must poy the eleminates dust, in no case will be required to poy more than 12% of the estimate obtained plus any supplements for mileage rated shipment.  I declare a fump sam total dollar valuation of this entire shipment at \$5.00 time estimated plus any supplements for mileage rated shipment.  I declare a fump sam total dollar valuation of this entire shipment at \$5.00 time estimated plus any supplements for mileage rated shipment.  I declare a fump sam total dollar valuation of this entire shipment at \$5.00 time estimated plus any supplements for mileage rated shipment.  I declare a fump sam total dollar valuation of this entire shipment at \$5.00 time estimated plus any supplements for mileage rated and shipment.  Some point of the following plus of the shipment at \$5.00 time estimated plus of the shipment at \$5	Declarations (Customs	ar must initial prefere	moet)				
Saile Value Protection. I release this highward to a value of 60 can'ts per pound per enticle, at no cost to me. This means I will be poid 60 can'ts per pound for the net weight of the later.  Replacement Cost Converge with Deductible which includes a 3300 deductible of a cottagl value of the 18cm.  Replacement Cost Converge with Deductible which includes a 3300 deductible poid by me. This option will cost 3. The value I declare must be at local \$5.00 times the net veight of the shipment.  Replacement Cost Converge with Deductible which includes a 3300 fiber on the state of the 18cm.  Replacement Cost Converge with the Obductible of a cost of 5. The value I declare must be at local \$5.00 times the net veight of the shipment.  Retinates the customer must initial cotton steeded indicated the control that will be required to pay the amount shown on the estimated indicated this shipment is moving under a non-binding estimate. If the charges and will estimate or one than 10% of the estimated charges and will estimate of locality exceed the charges on the non-binding estimate or more than 10% of the estimated charges and will estimate the shipment is moving under a non-binding estimate. If the charges and will estimate the shipment is moving under a non-binding estimate in the shipment is moving under a non-binding estimate. If the charges and will estimate the shipment is moving under a non-binding estimate. If the charges and will estimate the shipment is moving under a non-binding estimate. If the charges and will estimate the shipment is moving under a non-binding estimate. If the shipment is moving under a non-binding estimate. If the shipment is moving under a non-binding estimate. If the shipment is moving under an on-binding estimate. If the shipment is moving under a non-binding estimate. If the shipment is moving under an on-binding estimate. If the shipment is moving under an on-binding estimate. If the shipment is moving under an on-binding estimate is which in must perfect the shipment is moving under an							
Scale Yolds in process the support in the visit of the state and the poid of carris per pound for the net weight of the lost of domoge tiem, regardless of the octubrouse of the lost of domoge tiem, Replaces of the octubrouse of the state.  Replacement Cool Coverage with Deductible which includes a 3500 Adoption of doctor that poid by the floor point to state the point of the state of the state of the octubrouse of the state of the octubrouse of the state of the octubrouse of the state of the octubrouse of the o	<ul> <li>must select and init</li> </ul>	tial bely one of the t	following options:				
cer's per pound for the net weight of the lost or domage item, regardless of the actual value of the farm.  Replacement Cost Coverage with Destucible which includes a \$300 deductible poid by me. This option will cost at the value of declare must be or lose its \$500 times the net weight of the shipment.  Replacement Cost Coverage with the Deductible of a cost of a fine value of declare must be or lose its \$500 times the net weight of the shipment.  Subrocomment Cost Coverage with no Deductible of a cost of a fine value of declare must be controlled to declare must be or lose its \$500 times the net weight of the shipment is moving under a binding estimate and find it will be required to pay the amount shown on the estimate tunderstand this shipment is moving under a binding estimate, if the charges shown on the bit of loding exceed the charges on the non-binding estimate of the get must be controlled to a great of the control that is not may be a more than 10% of the estimate that shipment to me upon powered the or lose is 30 days in which I must pay the remainder dust in no case will be required to pay more than 12% of the estimate plus supplements for miscage and shipment, or more from 125% of the estimate plus supplements for hourly valid shipment.  I declare a fump sam total dollar valuation of this entire shipment at the control of the terms and conditions obove.  I declare a fump sam total dollar valuation of this entire shipment at the control of the terms and conditions obove.  I declare a fump sam total dollar valuation of this entire shipment at the control of the terms and conditions obove.  I declare a fump sam total dollar valuation of this entire shipment at the control of the terms and conditions obove.  I declare a fump sam total dollar valuation of this entire shipment at the control of the terms and conditions obove.  I declare a fump sam total dollar valuation of this entire shipment at the control of the terms and conditions obove.  I declare a fump sam total dollar valuation of this entire sh	Basic Value Protec	<b>lion.</b> I retecte this iff	upment to a vaule of 60 cents e. Tols means I will be paid 60.				
Replacement Cool Coverage with Deductible which includes 3 300 deductible policity time. The option will cost 3 in the value of deductible policity time. The option will cost 3 in the value of declared the policy will be of the shighment. Replacement Cool Coverage with no Deductible of a cost of 3. The value of declared the shighment is moving under a benchinding estimate and that half be required to pay the amount shown on the estimate indicated the shighment is moving under a non-binding estimate. If the charges shown on the bill of loding exceed the charges on the non-binding estimate, it is non-binding estimate, it is non-binding estimate. If the charges shown on the bill of loding exceed the charges on the estimated charges and will estend credit for all cast 30 days in which must pay the remainder due. In no case will be required to pay more than 10% of the estimate plus any supplements for miscage nated shipment, or more than 125% of the estimate plus supplements for miscage nated shipment, or more than 125% of the estimate plus supplements for the context of the shipment at 10 to							
decide must be of least \$500 times the net weight of the shipment.  Replacement Cort Correspond thin no Declarities of a cost of \$.  The value I decide must be at least \$500 times the net weight of the shipment.  Replacement Cort Correspond thin no Declarities of a cost of \$.  The value I decide must be at least \$500 times net weight of the shipment.  Replacement to must be at least \$500 times net weight of the shipment in the customer must initial colors selected in understand this shipment is moving under a binding estimate and that the horpes shown on the bill of lading exceed the charges on the non-binding estimate gettimate	regardless of the o	ctual value of the it	iem. Augiliais vahiolo isokusios a 2000				
decise must be at least \$5.00 times the net veight of the shipment.  Replacement Cost Converge with ne Declucible at a cost of \$ The value I decision must be at least \$5.00 times net weight of the shipment.  Bethindles: The customer must initial cotion selected.  Lunderstand this hipment is moving under a binding estimate and that it will be required to pay the amounts shown on the estimate.  Lunderstand this hipment is moving under a non-binding estimate. If the charges shown on the bill of loding exceed the charges on the non-binding estimate given me by the context the context must release the shipment to me upon poyment of no more than 110% of the estimated charges and will extend credit for at least 30 days in which I must pay the remainder due. In no case will be required to pay more than 125% of the estimate plus any supplements for miscage noted shipment, or more than 125% of the estimate plus supplements for miscage noted shipment, or more than 125% of the estimate plus supplements for miscage noted shipment, or more than 125% of the estimate plus supplements for miscage noted shipment.  I decrease a tump sam total dollar valuation of this entire shipment at \$  Comments  All goods were received in good condition, except as noted on this contract from Goods/Driver  Date  Recorpt for Goods/Driver  Date						per hou	·
The value I declare must be at load \$5.00 times not weight of the shipment.  Setimate: The customer must initial codion selected.  Lunderstand this imprement is moving under a bring estimate and that it will be required to pay the amount shown on the estimate. Lunderstand this imprement is moving under a non-brinding estimate. If the charges shown on the bill of loding exceed the charges on the non-brinding estimate given me by the context the context must release the shipment to me upon poyment of no more than 110% of the estimated charges and will extend credit for at least 30 days in which I must pay the remainder dus, in no case will be required to be pay more than 125% of the estimate plus any supplements for mileage rated shipment, or more than 125% of the estimate plus supplements for mileage rated shipment.  I decrete a fump sam total dollar valuation of this entire shipment at \$ 1 context and understand this contract thoroughly, and release by goods to the center replied to the terms and conditions obove.    Cost	declare must be a	t least \$5.00 times th	he net weight of the shipment.	Felly of Bridge Toll	or		
shipment.  Subnoted Moving. Pocking, Materials Storage Charges  I understand this shipment is moving under a binding estimate and that if will be required to pay the amount shown on the estimate tunderstand this shipment is moving under a non-binding estimate. If the charges shown on the bill of lading exceed the charges on the non-binding estimate estimates the shipment to me upon poyment of no more than 10% of the estimate (but of lading shown to be the or lading estimate) and if estimate (but of lading shown to the or lading estimate) and if estimate of the or lading shipment, or more from 125% of the estimate plus supplements for hourly valid shipment.  I declare a fump sam total dollar valuation of this entire shipment at the order of the contract thoroughly, and release by goods to the center replied to the terms and conditions above.  I declare a fump sam total dollar valuation of this entire shipment at the contract thoroughly, and release by goods to the center replied to the terms and conditions above.  I do the contract thoroughly, and release by goods to the center replied to the terms and conditions obove.  I do the contract thoroughly, and release by goods to the center replied to the terms and conditions obove.  I do the contract thoroughly, and release by goods to the center replied to the terms and conditions obove.  I do the contract thoroughly and release by goods to the center replied to the terms and conditions of the center replied to the terms and conditions of the center replied to the terms and conditions of the center replied to the terms and conditions of the center replied to the terms and conditions of the center replied to the terms and conditions of the center replied to the terms and conditions of the center replied to the terms and conditions of the center replied to the terms and conditions of the center replied to the terms and conditions of the center replied to the center replied to the center replied	Replacement Cost	Coverage with no	Deductible at a cost of S  5.00 times not weight of the				
Lunderstand this shipment is moving under a blacking estimate and that the be required to pay the amount shown on the estimate. I understand this shipment is moving under a non-binding estimate, if the charges shown on the bit of lading exceed the charges on the non-binding estimate given me by the context, the context must release the shipment have upon poyment of no more than 10% of the estimate than 10% of the estimate than 10% of the estimate plus any supplements for the non-binding estimate dispersion of the estimate than 10% of the estimate plus any supplements for the estimate plus any supplements for hourly valied shipment, or more than 125% of the estimate plus supplements for hourly valied shipment.  I declare a fump sum total dollar valuation of this entire shipment at \$\frac{1}{2}\$ Check \$\frac{1}{2}\$ \$\frac{3}{2}\$ \$\frac{1}{2}\$ Check \$\frac{1}{2}\$ \$\frac{3}{2}\$ \$\frac{1}{2}\$ \$\frac{1}{2		THE CO GI MAN S	accommodate wagen of the	Subtotal Moving, Pao	king, Materials, Si	lorage Charges _	
that fivil be required to pay the amount shown on the estimate. If the charges shown on the bill of lading exceed the charges on the non-binding estimate, the charges are not being estimated charges and the charges on the non-binding estimate given me by the control the control that control the control that the estimated charges and will extend credit for at least 30 days in which it must pay the estimated charges and will extend credit for at least 30 days in which it must pay the estimated plus any supplements for mileage rated shipment, or more fron 195% of the estimate plus supplements for mileage rated shipment.  I declare a fump sam total dollar valuation of this entire shipment at \$\frac{1}{2}\$ Cash \$\frac{1}{2}\$ Check \$\frac{1}{2}\$ \$\frac{3}{2}\$ \$\frac{3}{2}\$ \$\frac{1}{2}\$ Comments.  I declare a fump sam total dollar valuation of this entire shipment at \$\frac{1}{2}\$ Comments.    \( \frac{1}{2}\$ Cash \) \( \frac{1}{2}\$ Check \$\frac{1}{2}\$ \$\frac{3}{2}\$ \$\frac{3}{2}\$ \\ \frac{1}{2}\$ Comments to the control that control the teams and conditions above.    \( \frac{1}{2}\$ \)	Estimates: The cust	omer must initial op	otion selected				
Lunderstand this informent is moving under a non-binding estimate. If the changes show not the bill of loding exceed the changes on the non-binding estimate given me by the corrier, the content must release the showers to me upon power of no more than 10% of the showers to me upon power of no more than 10% of the showers to me upon power of the other of the showers of the showers of the content to the showers of the content of the required to pay more than 10% of the estimate plus any supplements for miscoge nated shipment, or more than 125% of the estimate plus supplements for hourly valid shipments.  I decrease a fump sam total dollar valuation of this entire shipment at \$\frac{1}{2}\$ Comments.  I decrease a fump sam total dollar valuation of this entire shipment at \$\frac{1}{2}\$ Comments.    Cosh   Check ## 3.5.3	fluct I will be require	ed to pay the amo	unt shown on the estimate			and the same of th	
ron-binding estimate given me by the carrier, the carrier must release the sharment home upon powered of no more than 10% of the sharment home upon powered of no more than 10% of the sharment home upon powered of the order of the sharment home upon powered than 10% of the sharment of t	I understand this sh	npment is moving u	inder a non-binding estimate. If				
the shipment to me upon payment of no more than 10% of the satimated charges and will ediend credit for all least 3 dias in which I must pay the remainder due, in no case will be required to pay more than 12% of the administration of the satimate plus supplements for miscage rated shipment, or make from 12% of the estimate plus supplements for hours valed shipments.  I declare a fusep sum total dollar valuation of this entire shipment at 5  thave read and understand this contract thoroughly, and release by goods to the certify tublect to the terms and conditions above.  I declare the sum of the terms and conditions above.  I declare a fusep sum total dollar valuation of this entire shipment at 5  Comments  All goods were received in good condition, except as noted on this contract or an the inventory form.  I do the certify tublect to the terms and conditions above.  I declare the shipment to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certify tublect to the terms and conditions obove.  I do the certification to the certifi	the charges shows	an the bill of lading	g exceed the charges on the a carrier, the carrier must release.				01.25
settinated charges and will extend credit for at least 30 days in which I must pay the remainder dust in no case will be required to pay more than 125% of the estimate (plus any supplements) for mileage rated shipment, or more from 125% of the estimate plus supplements for hourly valid shipment.  I declare a fump sam total dollar valuation of this entire shipment at \$	the shipment to me	to tremvog nogu e	no more than 110% of the				-/2
than 125% of the estimate (plus any supplements) for mileage rated shipment, or more than 125% of the estimate plus supplements for hourly valed shipment.  I declare a fump sum total dollar valuation of this entire shipment at \$ Comments.  I declare a fump sum total dollar valuation of this entire shipment at \$ Comments.    Court   Check # 3.5.3	estimated charges	s and will extend at	edit for at least 30 days in which I	1		Balance Due	
shipment, or more than 125% of this estimate plus supplements for hourly valed shipments.  I declare a fump sum total dollar valuation of this entire shipment at S. Check # 3.53/  S. Check # 3.53/  Comments  Comments  All goods were received in good condition, except as noted on this contract or an the inventory form.  Only 9/0.9  All goods were received in good condition, except as noted on this contract or an the inventory form.  I of 1.9/0.9  Receipt for Goods Driver  Date  Receipt 10 Goods Driver  Date	than 125% of the e	istimate (plus any si	upplements) for mileage rated				
I declare a fump sum total dollar valuation of this entire shipment at S  s  comments			stimate plus supplements for	Method of Payment:			
have read and understand this contract thoroughly, and release by goods to the centry religion to the terms and conditions above.    O   9   O				II Cosh w	Chack - 43 -		
have read and understand this contract thoroughly, and release by goods to the center subject to the terms and conditions above.    0/19/09	I declare a lump s	sum total dollar val	luation of this entire shipment a		Come To	53/	
have read and understand this contract thoroughly, and release by goods to the centrer triplect to the terms and conditions above.    10/19/09   All goods were received in good condition, except as noted on this centract or an the inventory form.    10/19/09   Receipt for Goods Driver   Date   Receipt for Goods				Comments			
ny goods to the certify highest to the terms and conditions above.    O/19/09   All goods were received in good condition, except as noted an this centract or an the inventory form.    O/19/09   Receipt for Goods Driver   Date   D	-	-		7 .			
ny goods to the certify highest to the terms and conditions above.    O/19/09   All goods were received in good condition, except as noted an this centract or an the inventory form.    O/19/09   Receipt for Goods Driver   Date   D	I have read and und	erstand this cont	ract thoroughly, and release				
ologic Control Colombia    Colombia   Colombia   Colombia   Control Colombia	my goods to the cent	raubject to the f	erms and conditions above.				
social Control	1118-1			All goods were receive	ed in good cond	tion, except as pale	ed on this
Screen for Goods Driver Date Receipt for Goods Driver Date	Release of Code Car	omer	Date	contract or on the inve	entary form.	and anaday as their	
ecept for Goods/Driver Date Records to Security	8	6	10/10/10		de la	14	119/00
and the contract of the contra	Receipt for Goody Driv	er	Date	Receipt for GeodyCu	stemer	D	ate
	transmitter con money and and	FLADING					

#### APPENDIX F

SPOKANE MOVESS PO BOX 19232 SPOKANE WA 99219-9232

Phone 509-455-8211 Website: www.spokanemovers.com WUTC Permit #HG-11890

BILL OF LADING NUMBER 4252

DATE ORDER TAKEN 8-31-27

MOVE DATE 7-7-27

#### Uniform Household Goods Bill of Lading

Customer: This bill of lading establishes a contract between you and the household goods carrier. It confirms instructions and authorizes the carrier to move, ship, pack, store and/or perform the services shown. Before you sign this document it is important that you first read the entire document, including the back, and that you ask for an explanation of anything that is not clear or that

conditions on the back of this form.	MUS				- COMMISSION I	s subject to
Rights and Responsibilities (A). The carrier gave me, or I deglined, a copy of the brochure "You	ide (custom	er must sig	n this section	on)		
Signature of customer: Lillen M. Comus_	r rights and	Responsit	nber:	Woving Co	impany cu	stomer.
FROM	WIND WALLES	Priorie Nui		0	5-111	0//
1. 1000 paragraph and the control of	A	in sumumi	DEPTENDED	U		
Customer: Helen Jones	Customer:	300				
Pick Up Address: 3617 W. Rachwell	Delivery Ac		175/	Lighterc	park	dine_
City: Spokene State: WA ZIX 98205		*are		State:	Zip:	99223
Stops At. 7	Storage-In-	-Transit At:				
WEIGHT OF SHIPMENT: (Weight Tickets Attached)	JOB CODE	tive and the same		PICKED UP ORDER BOOK	ED BY	
Gross Weight Lbs. Weighmaster Lbs. Weighmaster	DATE	TRIP NO.		DRIVER		EQUIP. NO.
Net Weight	3-3-59	1	Poris	Paran		-5
Expedited shipment: Moving at weight of pound						
Actual weight is: // pounds. Agreed to by customer:	2.			ECORD		
Customer's Signature: -	4.2	LABORERS & V RES HOURS @	AN (Complet	e start and stop ER HOUR = Cr	ARCES S	12.50
Exclusive Use: Customy/requests exclusive use of vehicle by signing below				ER HOUR = C		
Customer's Signature: LIFF M M GONEL	Person 1: Star	Time 72	Stop Tim	1200	Total Hours_	4.5
	Person 2: Star Person 3: Star		Stop Tie Stop Tie	× 1200	_Total Hours_ _Total Hours_	4.5
Note: The customer must indicate choices made on the	Person 4: Star		Stop Tier		_Total Hours_	
items shown below by initialing the appropriate line.	_		of packing a			A STATE OF THE PARTY OF THE PAR
Payment to be made at the time childelhour by:CashCreditDebit Card ####################################		Description		Quantity	Rate	Amount
CashCredit/Debit Gard ##2445al CheckOther	Dish pack					
Shipper & Carrier agree unpaid chalfges will incur a \$30.00 late fee. Shipper agrees to pay a 1.5% monthly interest charge on balances due	Cartons - Less than 3 oublo feet					
shipper agrees to pay a 1.5% monthly merest charge on bearices one if credit arrangements are made, bill to:	3 (	cubic feet			-	
NAME:	4-	1/2 cubic feet				
ADORESS:	6 (	oubic feet				
STIMATES: The customer must initial the option selected:	6-	1/2 cubic feet				
		Wardrobe carrions			L	
will be required to pay charges shown on this contract.	Natiress can	Mattress cartons - crib				
I understand this shipment is moving under a binding estimate and		Mattress cartons - twin				
that I will be required to pay the amount shown on that estimate.  I understand this shipment is moving under a non-binding estimate.	A STATE OF THE PARTY OF THE PAR	tons - double				
NOTE: If the changes shown on this bill exceed the charges on the		tons - queen				
non-binding estimate given me by the carrier, the carrier must release						
the shipment to me upon payment of no more than 110% of the estimated charges and will extend credit for 30 days in which I must		ners minimum			-	
pay the remainder due. In no case will be required to pay more than	CHRES COTTON	ners out	ic feet			
115% of the estimate (plus any supplemental estimates) for mileage rated shipments nor more than 125% of the estimate (plus	Bases or cra		ic feet			
supplements) for hourly rated shipments.		acking materia		-	-	
VALUATION: The outlomer must initial the option selected:	Other.	accing materia			-	
Mars.	Office.		Total packing	a and materia	vis charges +	-
Basic value protection. I release this shipment to a value of 60	Total packing and materials charges +  Details transportation, valuation and services provided:					
Ocen's per pound per article.  Depreciated Value Protection. Trelease this shipment to a value of		out o company			1	T
\$2 per pound times the stripment weight.	Transportation	onmi.	Wt.	-	-	
er,	_	ge-in-transit s			-	
I declare a tump sum total dollar valuation on this entire shipment of and select the following option:		to destination:				
Replacement Cost Coverage with a \$300 Deductible		ansk, 30 days				
(Dectared value must be at least \$3.50 times weight or		handling in/ou				
shipment.)	- Stormen unk	ation charges	-		-	
STORAGE: If shipment will be placed in storage, the customer must initial the cetion selected:	Extra stops					
·	Haisting er s	iano handling	1		-	
This shipment is to be placed in storage for a period of less than 90		nors, long can				-
days (storage in transit).  This shipment is to be placed in storage for more than 90 days.		on valuation c				
(no mighant storone)	Other:					
This shipment is to be placed in storage in transit for an unknown	Other:					
period of time), I undenstand that on the 91st day of storage the		Total	for transport	ation, valuatio	on, services 4	•
shipment becomes permanent storage.	-				H SECTIONS	
					INT PREPAIR	
			BALANCI	E DUE FROM		
					Typ C	50
All goods were received in good condition, exce	est as waterd	state di dicon	For on the le	wentary free		567.50
		1100	luin		000	1/2/19
Receipt for goods Daver's signature Dave	Delivery rec	eipt St. H.C. Custo	mer's signatu	18 /		Date

#### APPENDIX G



## SPOKANE MOVERS PO Box 19232 Spokane, WA 99219 HQ 11890 Tel: (509) 456-8516

Norder 6833

Pack
Load Load 19-01

Soles Del 12

Coord Fiction

The CONTRA						Scree Day		
Halfarm Harrachald Canada Bill - 4			Coord <u>Scian</u> Job Code					
Uniform Household Goods Bill o Customer. This bill of lading establishes a contract between you and the household goo					0.0000000000000000000000000000000000000			
Casember the bill of lading each parliam services shown. Before y that is not clear or that is different	ataries a contract penye ou sign this document it	ren you and the househoot got is Important that you lint read :	ods conter. It confirms t the eathe document, in	refructions and a scieding the back	suffrartees the co k, and that you	arter to move, po ask for an excitan	ick, store, and/or alian of anythina	
	from any previous inform	nation localwad from the conter	or confert representati	se(s). This combo	ct is subject to a	onditions on the b	back of this form.	
From			To	Ser				
Customer Vaca		21.1.51						
Address _/637 1		Paint DA			outhills			
City/State/Zip _S.p.trl: H/Phone		9 92a.	Clly/State/Zlp _	2000	- 49-	99201		
W/Phone		lager	H/Phone W/Phone			Cell Pager	-	
email		oge-	emai			rage		
Adid'l Plickup			Extra-Stop	-				
Bliling Address			Other	-			-	
Hourly Rated Moves					S 100 100 100 100 100 100 100 100 100 10		DESCRIPTION OF THE PERSON NAMED IN	
Day Vans 10-19-65 /	Personnel Str	ort Arrivo Bred	aks Deport	LISO	Total Hrs	Rate	Charges 460	
10-17-10	27,72				11.0	-113	100	
Storage			Mileage Raled	Moves				
If shipment will be placed into	storage, the customer	must initial aption selected.	Actual Shipment	Weight(lbs)		Net		
Shipment is to be pla	oed in storage for a	period of 90 days or less	Billied Shipmont W		_ at _	Che		
(Storage-In-Transit). I	understand that or	n the 91st day of storage	Long Cary		_ af _	Cw		
The shipment becom The storage location		Allo.	Stalts/Elevator		_ af _	Cw		
Shipment is to be plo		nore than 90 days.	Extra pickup/del		_ af _	60		
		n-Vehicle for a period of	Piano/Organ Ca	my	_ at _	ec		
days at an ag	greed upon rate of	\$per day.	Overlime Labor		_ af	perh	DUF	
Storage In Transit	Cuff		Mleage	-	-4	_		
Trans to/from Whee	lbs at	Cwt	Other		_ ar _	00	-	
Storage per month	Abs at	Cwt	Materials, Addit	tional Service	25	DOMESTIC STORY	MATERIAL STREET, STREE	
Whee Handling In/out	lbs at	Cwf						
Add1 Valuation \$	a/	per \$100	Dishpacks .	—	_ ot _	peru		
Permanent Storage	cu#		Less than 3.0 cut	rems	_ ot _	peru		
Labor	at	per hour	3.0 cutt ctns 4.5 cutt ctns		_ o* _	peru		
Storage per month		Ow!	6.0 cutt ctra		- # -	peru		
Addi Valuation 8		per \$100	Wordrobe ctns		at _	peru		
Pickup/Load Vaults		per vouit	Crib matt carton/	cover	at _	peru		
Oversized items	at	ea	Single matt corton		at	peru	nit	
Storage	months	permonth	Double matt carto	n.cover	_ at _	peru	nit	
Delivery of Vaults			Queen mail cartor	Acoset	_ at _	peru	nit	
Declarations (Outoners)	ust initial profesences;		King matt carton/	cover	at	peru		
, LOSS AND DAMAGE PR			King box ctn		_ at _	peru		
<ul> <li> must select and initials</li> </ul>	only one of the follow	ing options:	Mirror cfn		at _	per u		
M// Masic Value Protection	I release this shipme	nt to a vaule of 60 cents	Lamp Carlon		_ at _	peru		
per pound per article, cents per pound for th	at no cost to me.This	means I will be paid 60	Plasma TV Carto Crates cuft		_ a _	peru		
regardless of the actu	al value of the item.	an or damage none	Appliances		at _	Der u		
Replacement Cost Co	verage with Deductib	de which includes a \$300	Add1Labor		at _	n year,		
deductible paid by me	<ul> <li>a. This option will cost</li> </ul>	\$ The value I t weight of the shipment.	Ferry or Bridge To	W	af			
Replacement Cost Co	verage with no Dedu	clible at a cast of \$						
The value I declare mu	ust be at least \$5.00 fi	mes not weight of the	-					
shipment. Estimates: The custom	er must initial antion :	selector	Subtotal Moving	g, Packing, M	anemals, Starc	age Changes		
A. Luncleistand this shipm	nent is moving under	a binding estimate and			Addition	nal Valuation		
N <sub>A</sub> , that I will be required t	to pay the amount sh	own on the estimate		E tol St	rcharge	%		
All I understand this shipn	tion till of lading ander	a non-binding estimate. If			Total Relocat			
VLitrie charges shown on non-binding estimate	given me by the carr	ler, the conter must release				Amount Pold	460)	
the shipment to me up	oon payment of no m	rare than 110% of the	1					
extimated charges on	d will extend credit fo	ar at least 30 days in which l				Balance Due		
than 125% of the estin	nate (plus any supole	III be required to pay more ments) for mileage rated	1					
shipment, or more that	n 12\$% of the estimal	te plus supplements for	Method of Payr	nent				
hourly rated shipment	h f g shi				* 🔯 •			
I declare a lump sum	total dollar valuatio	n of this entire shipment a	□ Cash	Chec	× 1771 ×			
· account a samp aum			Comments					
5								
I have read and underst my goods to the carriers	and this contract	and conditions above	'					
my goods to the comers	Talk of the results	and the AC				-		
1/eng Wood	was a	(0-19-07	All goods were	eceived in go	od condition	n, except as n	ored on this	
Release of Goods/Custom	or I	Date	contract or on the	ne inventory t	omm. ∉		4	
Re-LR	-	10-19-09	Uem	NUS	el_	10-19	-07	
ecelpt for Goods/Driver		Date	Receipt for God	as/Custoryer			DO16	
ORIGINAL BILL OF L	ADING							

#### APPENDIX H

#### Start Times, Stop Times and Interruptions

- The bill of lading for Rettig on September 4 shows the employees worked a total
  of 10 hours without recording any break or meal times.
- The bill of lading for Pierson on September 9 shows the employees worked a total
  of 6.25 hours without recording any break or meal times.
- The bill of lading for Webb on September 12 shows the employees worked a total
  of 5.5 hours without recording any break or meal times.
- The bill of lading for Thornton on September 14 shows the employees worked a total of 5.5 hours without recording any break or meal times.
- The bill of lading for Ruthstrom on September 18 shows the employees worked a total of 5.5 hours without recording any break or meal times.
- The bill of lading for Rettig on September 18 shows the employees worked a total
  of 8.5 hours without recording any break or meal times.
- The bill of lading for Johnson on September 18 shows the employees worked a total of 7 hours without recording any break or meal times.
- The bill of lading for Ames on September 23 shows the employees worked at total of 5.5 hours without recording any break or meal times.
- The bill of lading for Luna on September 25 shows the employees worked a total
  of 12 hours with a 30 minute meal time recorded; however, the customer was
  charged for the meal period.
- The bill of lading for Crouse on September 28 shows the employees worked a total of 6.75 hours without recording any break or meal times.
- The bill of lading for Vanskike on September 28 shows the employees worked a total of 6 hours without recording any break or meal times.
- The bill of lading for Squire on October 5 shows the employees worked a total of 5.25 hours without recording any break or meal times.
- The bill of lading for Johnstone on October 9 shows the employees worked at total of 10.75 hours without recording any break or meal times.
- The bill of lading for Neal on October 17 shows the employees worked a total of 5.75 hours without recording any break or meal times.
- The bill of lading for Askegard on October 18 shows the employees worked a total of 5.5 hours without recording any break or meal times.
- The bill of lading for Crick on October 20 shows the employees worked a total of 6.5 hours without recording any break or meal times.
- The bill of lading for Pearson on October 23 shows the employees worked a total
  of 6 hours without recording any break or meal times.
- The bill of lading for Tutt on October 26 shows the employees worked a total of 8.5 hours without recording any break or meal times.
- The bill of lading for Smith on October 29 shows the employees worked a total of 6.5 hours without recording any break or meal times.
- The bill of lading for Teberg on October 30 shows the employees worked 5.25 hours without recording any break or meal times.
- The bill of lading for Brewer on October 31 shows the employees worked 7.5 hours without recording any break or meal times.