Appendix A

How Lugg Got Its On-Demand Moving App off the Ground

By Y Combinator

Interview Startups December 9, 2015

The co-founders of Lugg on hustling for their first users, learning by doing, and the adrenaline rush of solving people's pain points.

Y Combinator: Lugg has attracted a lot of positive attention recently, including a $3.8 million seed round shortly after you launched out of Y Combinator this past summer. But here we'd like to concentrate on the earlier days. Can you tell us about how it got started?

Jordan Brown : The idea came from solving our own pain points. I wanted to build my own desk, and it was a huge pain to get the wood back from Home Depot, because I didn't have a truck. Another time, I was moving from one tiny apartment to another. All the moving companies cost $300-$400 with a 3 hour minimum. I was like, "All I need is my mattress and dresser to go to this new location across town."

Eric Kreutzer : We've known each other so long, and we always talked about doing a startup together. It was always in the cards, and we'd always be texting ideas to each other. One day, Jordan texted me saying, "What if there was an Uber for just moving stuff?" And right away it

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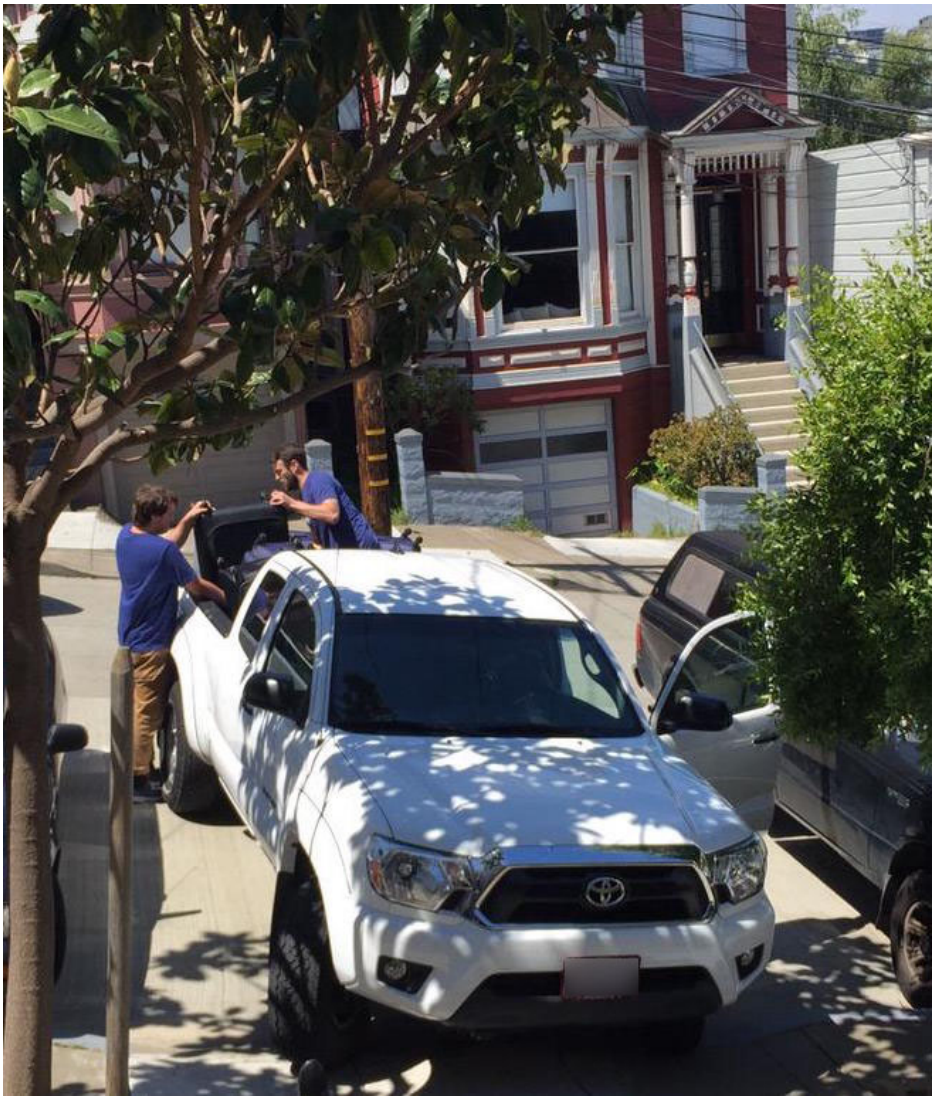
posted on March 10, 2020 | under YC Events, YC News

was a no-brainer sort of concept. It's a clear problem that's happening everywhere.

How did you get the service off the ground? Starting a marketplace from scratch can't be easy. We've heard there was a lot of sweat involved.

Jordan Brown : I started building the app while I was still living in Utah, where we're both from. In October 2014, I came out and moved to the Bay Area to start getting users and to be closer to Silicon Valley. I slept on a friend's floor in Concord, and just put the app in App store.



Jordan and Eric doing a Lugg in San Francisco, June 2015

How to Design a Better Pitch Deck

posted on November 15, 2015 | underAdvice, Startups

Learning Math for Machine Learning

posted on August 1, 2018 | under Advice,AI, Paths

A Minimum Viable Product Is Not a Product, It's a Process

posted on January 22, 2016 | under Essay

Every morning, I would go rent a truck on Getaround or RelayRides and go to Ikea. I'd watch people, and approach those who were struggling with tying stuff to the top of their car. I'd say, "Hey, instead of doing all this, what if you could just push a button and get someone with a truck to do it for you?" I'd also go up to the people who were waiting in line to schedule delivery to their homes.

They'd download the app, push the button, and I'd run into the parking lot and get in my truck and do the delivery. They'd be like, "Oh hey, it's you!" It was really a hustle.

That sounds intimidating, to approach people cold.

Jordan : I did have some people say, "How do I know you're not just to run away with my items?" There were a number of times I gave people my drivers' license, as collateral.

Eric : And we got a lot of nos, for sure. It was challenging. Ikea wasn't necessarily happy with us either. We eventually got kicked out, after about two months! But by then we had started getting Luggs through the app, without being in the Ikea parking lot and talking to people.

Jordan : There was one time that I was eating at the Ikea cafeteria — I was spending a *lot* of time there, I could tell you about the whole menu — and I got a Lugg notification for that same Ikea. It was an organic request. I had never talked to that person before. I threw away my food and ran downstairs to the parking lot. I was like, "Oh God, it's working! I didn't even have to bug this person!"

How did it start catching on like that?

Jordan : It was a lot of the word of mouth, in-person thing. Once we'd do a Lugg delivery into a home with four roommates, the other roommates would say, "Hey cool, how did you get this new couch here?" Or a customer would walk into a store and use Lugg to pick something up, and the store owner would say, "Hey, what's that service you're using?"

We also started to see the same users do more and more requests. There was a person I onboarded at Ikea, who requested a Lugg from Costco the next week. He said, "This is something we were going to buy two months ago, but we live in the city and don't have a car, so we didn't have a way to get it home." Once people start using it, they become repeat users.

How did you come to be in YC?

Jordan : We've always known about YC. We actually got rejected the first time we applied. I just had a prototype, and we weren't even in the App store yet.

Months later, we did a Lugg for someone, and ended up talking with them about our startup. We told them, "Oh, we'd like to do YC, but we got rejected." It turns out that they were friends of friends with Sam Altman. They made an introduction, and he encouraged us to apply again.

Being in YC was like having a compass, telling us to only build what's going to impact growth. We took that to heart. And the network was amazing. We are two Utah guys who

knew absolutely nobody. We didn't go to a prestigious college, we didn't have any connections. We're no success story yet, but we've been able to come really far in the past year, and I think YC was a big part of that.

It sounds like from the beginning it was an especially lean model.

Eric : Yes. At one point, we were both working and living at a friend's office loft. There was no shower there, so we would try to make it to the gym at 8am to get a shower before Luggs would start coming it at around 9am. We were living in an Airbnb for a while, too. We've always just done the bare minimum of what we needed to go to the next level.

Jordan : At the time that we were renting Getaround or RelayRides trucks for weeks at a time, someone once asked, "Why don't you guys just buy a truck?" But we knew that if we're really building something that's a marketplace, we shouldn't be doing that. We wanted to build a platform where people who own trucks and vans could make money themselves. If we got into the business of owning trucks, we'd be going against what we were trying to accomplish.

Aside from the obvious financial savings, were there other benefits to doing all the Luggs yourselves in the early days?

Eric : The big benefit was that we collected so much feedback every day. We're going into so many homes, and so we're able to build exactly what users wanted.

They would say, “I wish we didn’t have to do this by swiping my credit card with Square,” so one of the first things we built was a Stripe integration so the transaction could happen in the app. Some people were very vocal, which was great. There were times we would sit down on the couch we just delivered, and have a 30 minute conversation about what we should build next.

It’s allowed us to focus, and learn about what users wanted outside of just the app. We learned quickly how important it was to onboard Luggers who are trustworthy in your home. We could have just built the app and contracted with professional movers to do the Luggs, but I don’t think we would have figured as much out. We would have been talking to movers instead of users.

Jordan : Doing Luggs ourselves also helped us to really identify the qualities of what Luggers should be. The people that are on the Lugg system aren’t people you’d see on other on-demand companies. You never see the Luggers we have out also driving for Uber, or working for Postmates. Moving is such a different thing. There are born and bred movers. A lot of them, they get adrenaline off of helping people. When they do the impossible, and at the end, the customer is just so ecstatic — they just solved a pain point for that customer that’s often been there for months.

These Luggers, after a good Saturday of doing a ton of Luggs they go home fulfilled. It’s very satisfying. You’re really interacting with people. I still to this day love to Lugg. It’s also a great workout. (Laughs) I’ve been feeling

Appendix B

Lugg, An App For On-Demand, Short-Distance Moves, Raises $3.8 Million

Sarah Perez

@sarahintampa / 1:06 pm PDT • August 26, 2015

While Uber, Lyft, and similar ride-sharing services can help you get from one place to the next, they aren't practical for hauling your large purchases – like those from an IKEA shopping spree, or a sofa you found on Craigslist, for example. That's where a service called Lugg comes in. If Lyft is like your friend with a car, then **Lugg** is like your friend with a truck.

The startup, a recent grad from Y Combinator's Summer 2015 class, has now raised $3.8 million in seed funding from a number of investors, which will allow it to grow its team and expand to new cities.

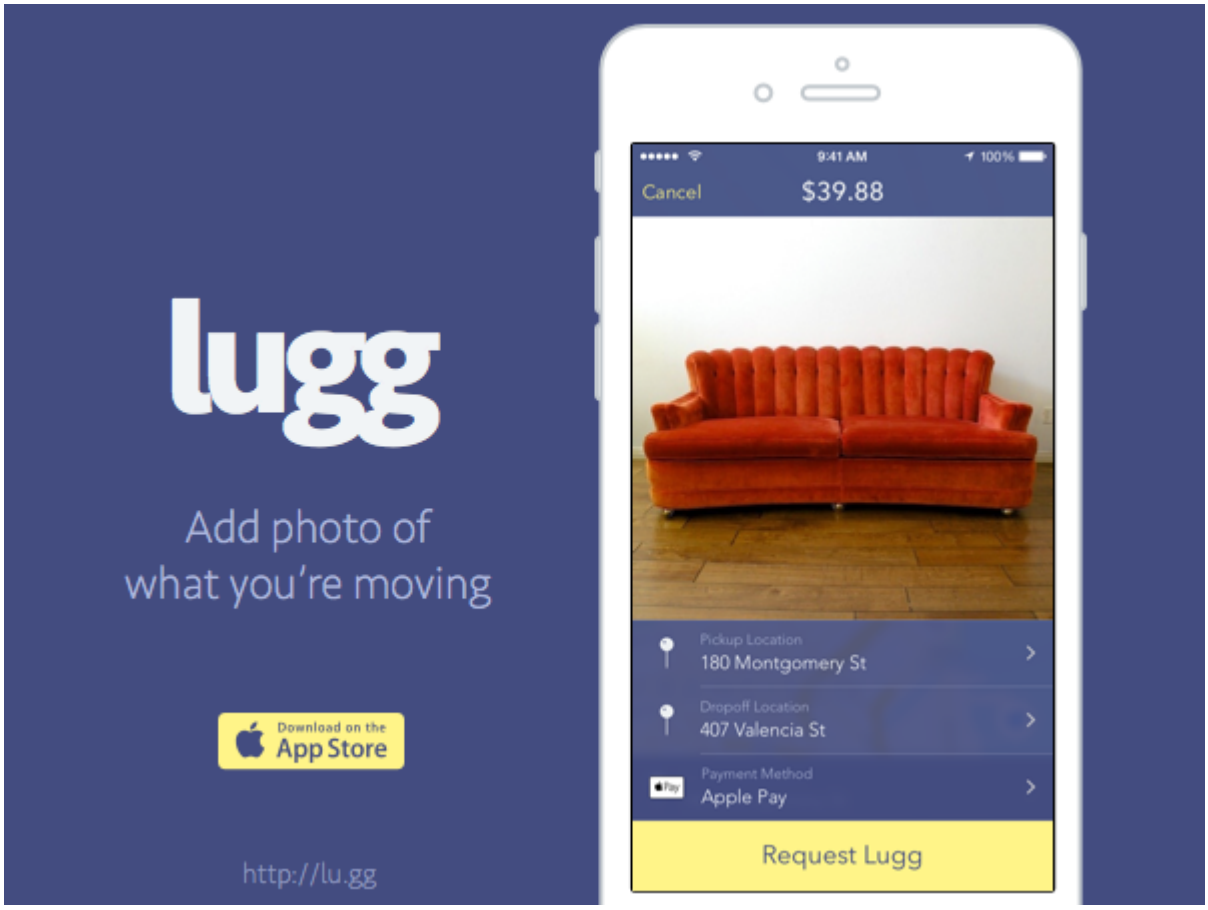
Ronny Conway's A Capital led the round, which also saw participation from SV Angel, CrunchFund (disclosure: a fund founded by TechCrunch's original founder, Michael Arrington), a

number of angel investors, including Gmail creator and FriendFeed founder Paul Buchheit, and Soma Capital.

First launched in the San Francisco Bay Area in early 2015, the idea for Lugg came from Jordan Brown, who previously worked at a healthcare startup, but found himself facing the problem Lugg aims to solve first-hand. Many of us, both with and without cars, can also relate. We often have to make special, and sometimes expensive, delivery arrangements for our bigger purchases that don't fit in standard-sized vehicles, or we have to hunt down someone who has a truck and convince them to help us.

Other times, we simply miss out on deals – such as in the case of larger, secondhand items like those you find at garage sales or in classified ads, for example.

Lugg offers an alternative by connecting you with local movers who will meet you at a pick-up site in around 20 minutes with their own vehicle equipped to handle your item. To use Lugg, consumers simply snap a photo of the item with the Lugg mobile app, enter their location and the destination. Similar to Uber, payment is handled in the app itself.



Currently, Lugg charges $30 as its base fare, plus $0.75 for per minute while unloading and loading, as well as $2 per mile. On average, moves cost around $40 to $65 in the San Francisco Bay Area, with slightly longer moves, like San Francisco to Oakland, inching closer to $80. Lugg's drivers keep 80 percent of the fare, and the rest goes to the company.

Also similar to other ride-sharing companies, anyone with access to a truck can sign up for Lugg, but they will need to be able to move heavy items. And they don't work alone – Lugg assigns two people per truck. That means that contractors can sign up to be "helpers" with Lugg, allowing them the option to work their own hours, even if they don't have a vehicle of their own. (The drivers pick up their helper at the start of a shift.)

Lugg's movers are given background screenings and have to complete a series of trial runs before they're allowed to officially join with Lugg. According to Brown, many of the workers are college students, athletes, former moving company employees, day laborers, and even ex-military.

Though, to some extent, Lugg competes with smaller moving companies, it wasn't really designed for moving an entire home's furnishings across town. Instead, the service is just meant to help out at those times you need a big truck to move something a short distance. However, notes Brown, that hasn't stopped some from using Lugg when moving apartments.

"[Customers] just started doing it…it's really interesting," he says. "They could get a quote of $300 with a two hour minimum from a moving company, or just request a few Luggs, and they're good to go," Brown explains. "I think a lot it is that moving companies are still so ancient – calling them and getting quotes versus just pushing a button," he adds.

To date, Lugg has handled thousands of moves (nearing the six digits) around the San Francisco area. By year-end, it plans to reach the wider Bay Area, including the peninsula, South Bay and East Bay. In 2016, the plan is to use the funding to expand to new cities, possibly New York or L.A., though that may change.

Consumers are discovering Lugg can be used for a variety of moves, but the startup is getting help from area retailers, too. The company has partnered with 17 stores who now refer business to Lugg, including Costco, IKEA, Home Depot, Pottery Barn, West Elm and more. Some even display in-store signage.

"A lot the stores [believe that they're] able to sell more furniture or more items because [shoppers] can get it home fast," explains Brown. "They know their customers want it now," he says.

At launch, Lugg was a bootstrapped, three-person team including Brown, plus co-founders Steve Zerneri, previously an operations manager at Uber, and engineer Eric Kreutzer. But Zerneri left the company shortly after its debut.

With the additional funding, the company will now be able to grow the team, including hires in both engineering and operations. It will also expand from being an iOS-only app to include support for Android.

Lugg makes sense as an alternative to hiring a mover or a do-it-yourself option, like U-Haul. But if the service takes off, it could face competition from bigger players like Uber, which has been working to expand the types of on-demand vehicles and delivery services available to consumers, which today include everything from black cars, to taxis and SUVs and even the option for hauling around kids.

Lugg's app is a free download on iTunes.

(Image credits: Lugg, Lugg Instagram)

Appendix C

STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
621 Woodland Square Loop S.E. ● Lacey, Washington 98503
P.O. Box 47250 ● Olympia, Washington 98504-7250
(360) 664-1160 ● TTY (360) 586-8203

September 12, 2019

Compliance Department
Lugg, Inc.
2 Clarence PL Unit 17
San Francisco, CA 94107

RE: Household Goods Moving in Washington State

Dear Compliance Department:

The Utilities and Transportation Commission has information that you are conducting household goods moves within the state of Washington. Advertisements for your household goods services have been found on lugg.com. You do not have a valid permit, as required by state law, to conduct this type of work. Conducting household goods moves requires a permit issued by the commission.

To avoid enforcement action, your complete household goods permit application, supporting materials, and application fee must be submitted to the commission by **September 26, 2019.**

Until you obtain a permit, you must immediately cease operating as a household goods mover in Washington State. Operating as a household goods mover without the required permit is illegal and subject to a penalty of **$5,000 per violation.**[1] This means that you may receive this penalty for each day you operate in violation of the law.

You must also immediately cease advertising as a household goods mover in Washington State. Advertising for the transportation of property for compensation in Washington without a proper permit is against the law. The penalty for advertising without a permit is **$5,000 per violation.** This means that you may receive a penalty for each and every advertisement. At this time, the commission has documented advertisements for household goods moving services from Lugg, Inc.

[1] RCW 81.80.075

If you advertise or operate as a household goods mover without a permit, the commission will take enforcement action against you. Such action may include the above-mentioned financial penalties; and you will be served with a subpoena and be required to appear before a judge.

Again, to avoid enforcement action, your complete application, supporting materials, and application fee must be submitted to the commission by **September 26, 2019.** In addition, you must stop operating and advertising as a household goods mover immediately.

If you have questions about the household goods laws, please contact Brian Braun, Compliance Investigator, at (360) 664-1129.

Should you decide to apply for a household goods moving permit, please note that you still may not operate as a household goods mover in Washington state until you have received a permit. To request a permit application, please call (360) 664-1222. You may also download an application from the commission's website at www.utc.wa.gov/mover.

Sincerely,

Bridgit Feeser
Assistant Director, Consumer Protection

Appendix D

STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
621 Woodland Square Loop S.E. ● Lacey, Washington 98503
P.O. Box 47250 ● Olympia, Washington 98504-7250
(360) 664-1160 ● TTY (360) 586-8203

December 4, 2019

Jordan Brown
Lugg, Inc.
487 Bryant Street, 3rd Floor
San Francisco, CA 94107

RE: Household Goods Moving in Washington State

Dear Jordan Brown:

On September 12, 2019, the Utilities and Transportation Commission sent you a letter regarding your company, Lugg, Inc. Staff reviewed your website, lugg.com, and found advertisements for household goods services within the state of Washington. You were informed state law requires a valid permit, issued by the commission, to conduct this type of work.

You were also informed that until you obtain a permit, you must immediately cease operating and advertising as a household goods mover in Washington State. Operating as a household goods mover without the required permit is illegal and subject to a penalty of $5,000 per violation.[1] This means that you may receive this penalty for each day you operate in violation of the law. Furthermore, advertising for the transportation of property for compensation is against the law and you may receive a penalty of $5,000 per violation for each and every advertisement.

You were advised in order to avoid enforcement action, your complete household goods permit application, supporting materials, and application fee must be submitted to the commission by September 26, 2019. The commission has not yet received application materials from Lugg, Inc., and your website, lugg.com, continues to advertise for household goods services within the state of Washington.

This letter is to remind you that moving household good items is regulated by the commission and only permitted household goods carriers are able to move these items for compensation. The definitions of a household goods carrier and household goods are as follows:

[1] RCW 81.80.075

- WAC 480-15-020 defines a household goods carrier as "A person who transports for compensation, by motor vehicle within this state, or who advertises, solicits, offers, or enters into an agreement to transport household goods."
- WAC 480-15-020 defines household goods as "The personal effects and property used, or to be used, in a residence when transported or arranged to be transported between residences or between a residence and a storage facility with the intent to later transport to a residence or when referenced in connection with advertising, soliciting, offering, or entering into an agreement for such transportation. Transportation of the goods must be arranged and paid for by the customer or by another individual, company or organization on behalf of the customer."

Again, to avoid enforcement action, your complete application, supporting materials, and application fee must be submitted to the commission by **December 18, 2019.** In addition, you must stop operating and advertising as a household goods mover immediately.

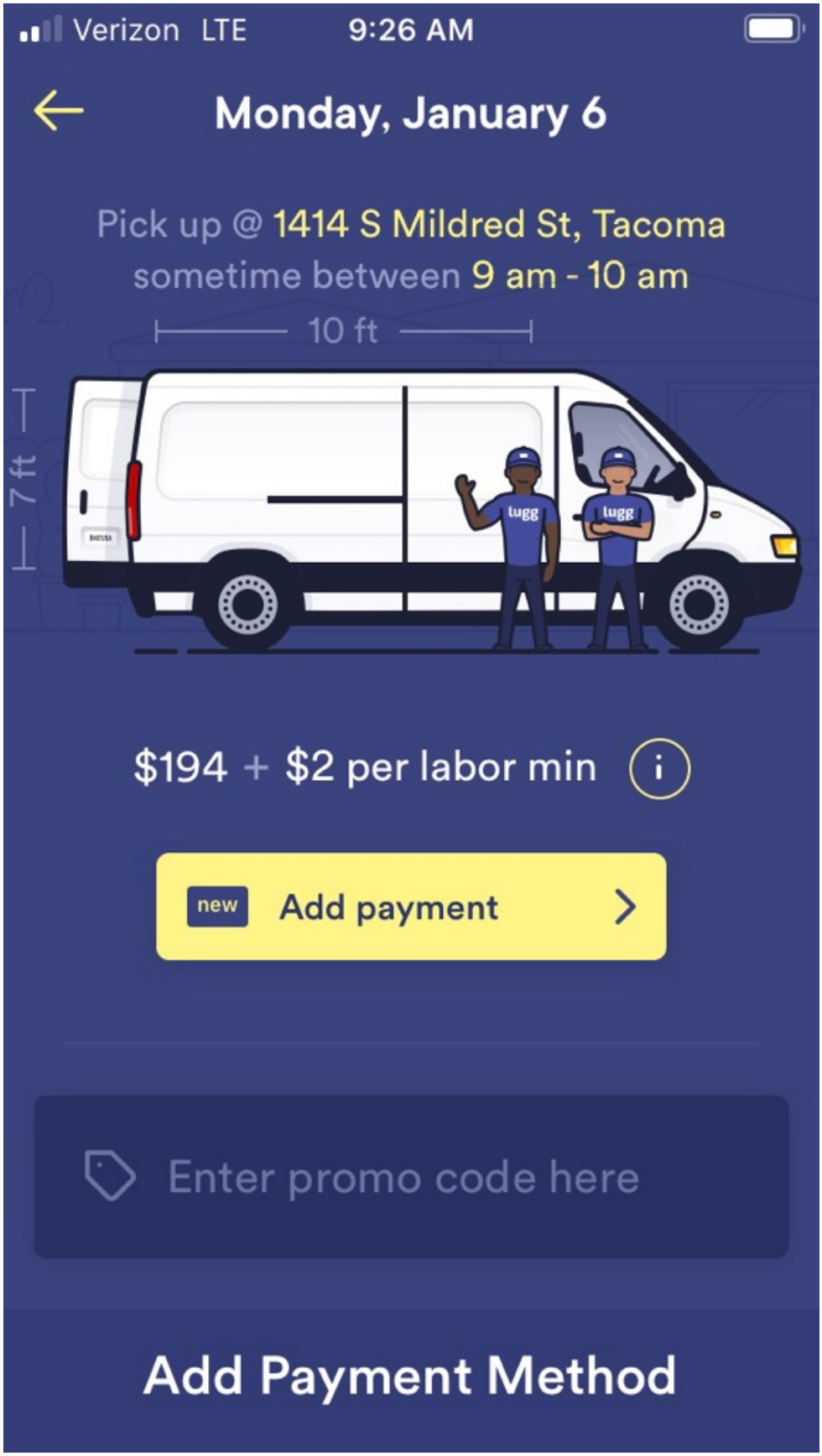
If you have questions about the household goods laws, please contact Jacque Hawkins-Jones, Compliance Investigator, at (360) 664-1105.

Should you decide to apply for a household goods moving permit, please note that you still may not operate as a household goods mover in Washington state until you have received a permit. To request a permit application, please call (360) 664-1222. You may also download an application from the commission's website at www.utc.wa.gov/mover.

Sincerely,

Bridgit Feeser
Assistant Director, Consumer Protection

Appendix E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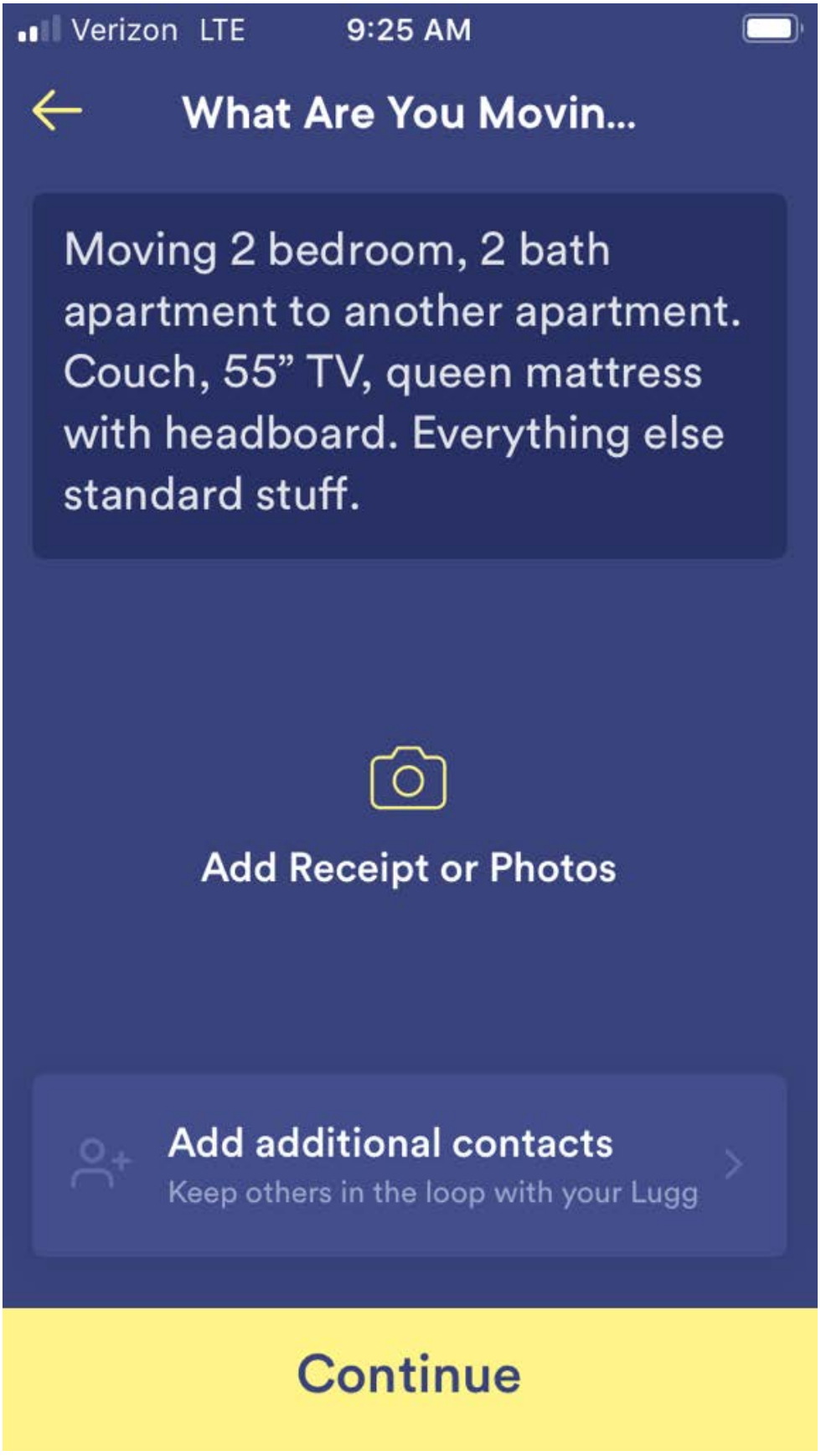
Add Payment Method



Screen capture of quote from Lugg app, on 12/23/2019.

Appendix F

From: Feeser, Bridgit (UTC)
To: Jordan@lugg.com
Subject: Cease and desist
Date: Friday, January 17, 2020 1:20:00 PM
Attachments: image003.png

Jordan Brown,

On Sept. 12, 2019, the Utilities and Transportation Commission sent you a letter regarding your company, Lugg, Inc. Commission staff reviewed your website, lugg.com, and found advertisements for household goods services within the state of Washington. You were informed:

- state law requires a valid permit, issued by the commission, to advertise and operate as a household goods mover in Washington State;
- you may receive a penalty of $5,000 per violation for each and every advertisement to transport property for compensation;
- you may receive a $5,000 penalty for each day you operate without the required permit;
- until you obtain a permit from the commission, you must immediately cease operating and advertising as a household goods mover in Washington State; and
- in order to avoid enforcement action, your complete household goods permit application, supporting materials, and application fee must be submitted to the commission by September 26, 2019.

The commission did not receive application materials from Lugg, Inc. and the company's website, lugg.com, continues to advertise for household goods services within the state of Washington. As a result, the commission sent another letter to you on Dec. 4, 2019, outlining the same information as the Sept. 12 letter. The company has yet to respond to the commission, and continues to advertise for household goods services in the state of Washington.

In addition, Lugg, Inc. advertises to transport solid waste without the required solid waste hauling certificate, and to transport property other than household goods by motor vehicle without a commission issued common carrier permit.

Operating or advertising a household goods mover, solid waste hauler, or common carrier without the proper permits from the commission is illegal and subject to penalties per violation. Until you obtain the proper commission issued permits, you must immediately cease and desist from operating or advertising as a household goods mover, solid waste hauler, or common carrier in Washington State.

This is our final attempt to make contact before the commission pursues enforcement action.

If you believe your operations do not require authority from the commission, please explain in writing your operations in detail. Direct your written response to Jacque Hawkins-Jones, Compliance Investigator, at Jacque.hawkins-jones@utc.wa.gov or to P.O. Box 47250, Olympia, WA 98504. Your written **response is due by January 31, 2020**.

If you have questions about the household goods laws, please contact Ms. Hawkins-Jones at (360) 664-1105.

Bridgit Feeser
Assistant Director, Consumer Protection
(360) 664-1111 Office
bridgit.feeser@utc.wa.gov
www.utc.wa.gov

Appendix G

From: Feeser, Bridgit (UTC)
To: Hawkins-Jones, Jacque (UTC)
Subject: FW: Cease and desist
Date: Tuesday, February 4, 2020 2:32:02 PM
Attachments: image001.jpg
image002.png

Fyi…

From: Jordan Brown [mailto:jordan@lugg.com]
Sent: Tuesday, February 4, 2020 2:11 PM
To: Feeser, Bridgit (UTC) <bridgit.feeser@utc.wa.gov>
Subject: Re: Cease and desist

Hi Bridgit,

Thank you for the email. When we first received your notice, we stopped accepting any household goods/waste removal/common carrier requests from customers in the state of Washington. We have stopped advertising it on the Seattle webpage.

We are currently in the process to become compliant with the proper permits as we have in place in other states where we service.

Thank you
Jordan

On Fri, Jan 17, 2020 at 1:20 PM, Bridgit <bridgit.feeser@utc.wa.gov> wrote:

> Jordan Brown,
>
> On Sept. 12, 2019, the Utilities and Transportation Commission sent you a letter regarding your company, Lugg, Inc. Commission staff reviewed your website, lugg.com, and found advertisements for household goods services within the state of Washington. You were informed:
>
> - state law requires a valid permit, issued by the commission, to advertise and operate as a household goods mover in Washington State;
> - you may receive a penalty of $5,000 per violation for each and every advertisement to transport property for compensation;
> - you may receive a $5,000 penalty for each day you operate without the required permit;
> - until you obtain a permit from the commission, you must immediately cease operating and advertising as a household goods mover in Washington State; and
>
> - in order to avoid enforcement action, your complete household goods permit application,

supporting materials, and application fee must be submitted to the commission by September 26, 2019.

The commission did not receive application materials from Lugg, Inc. and the company's website, lugg.com, continues to advertise for household goods services within the state of Washington. As a result, the commission sent another letter to you on Dec. 4, 2019, outlining the same information as the Sept. 12 letter. The company has yet to respond to the commission, and continues to advertise for household goods services in the state of Washington.

In addition, Lugg, Inc. advertises to transport solid waste without the required solid waste hauling certificate, and to transport property other than household goods by motor vehicle without a commission issued common carrier permit.

Operating or advertising a household goods mover, solid waste hauler, or common carrier without the proper permits from the commission is illegal and subject to penalties per violation. Until you obtain the proper commission issued permits, you must immediately cease and desist from operating or advertising as a household goods mover, solid waste hauler, or common carrier in Washington State.

This is our final attempt to make contact before the commission pursues enforcement action.

If you believe your operations do not require authority from the commission, please explain in writing your operations in detail. Direct your written response to Jacque Hawkins-Jones, Compliance Investigator, at Jacque.hawkins-jones@utc.wa.gov or to P.O. Box 47250, Olympia, WA 98504. Your written **response is due by January 31, 2020**.

If you have questions about the household goods laws, please contact Ms. Hawkins-Jones at (360) 664-1105.

Bridgit Feeser
Assistant Director, Consumer Protection
(360) 664-1111 Office
bridgit.feeser@utc.wa.gov
www.utc.wa.gov

Appendix H

From: Feeser, Bridgit (UTC)
To: Jordan Brown
Cc: Hawkins-Jones, Jacque (UTC)
Subject: RE: Cease and desist
Date: Friday, February 7, 2020 12:38:14 PM
Attachments: TV-161308 Ghostruck, Inc. - Order 04 Initial Order.pdf
TV-161308 - Order 05 Denying Admin Review.pdf
TV-171212 Dolly - Order 02 - Initial Order.pdf
TV-171212 - Final Order 04 Denying Petition for Administrative Review - ....pdf
image003.png
image004.png

Mr. Brown,
As of February 7, 2020, your website (lugg.com) still lists Seattle and surrounding areas as Washington cities your company services. Additionally, we were able to obtain an estimate for a small move and a junk removal between two points in Washington State using the estimate feature on your website. It appears that your company continues to advertise and operate without the required permits.
As stated in my previous email, operating or advertising a household goods mover, solid waste hauler, or common carrier without the proper permits from the commission is illegal and subject to penalties per violation. You must immediately remove all advertisements and cease performing these operations within Washington state to avoid enforcement action.
It may be beneficial to review actions the commission has taken against two other companies with similar business models. Attached is Order 04 and Order 05 regarding Ghostruck - you can find the entire docket here. Also included is Order 02 and Order 04 regarding Dolly, Inc. - you can find the entire docket here. This will provide insight to how the commission has viewed other similar companies.

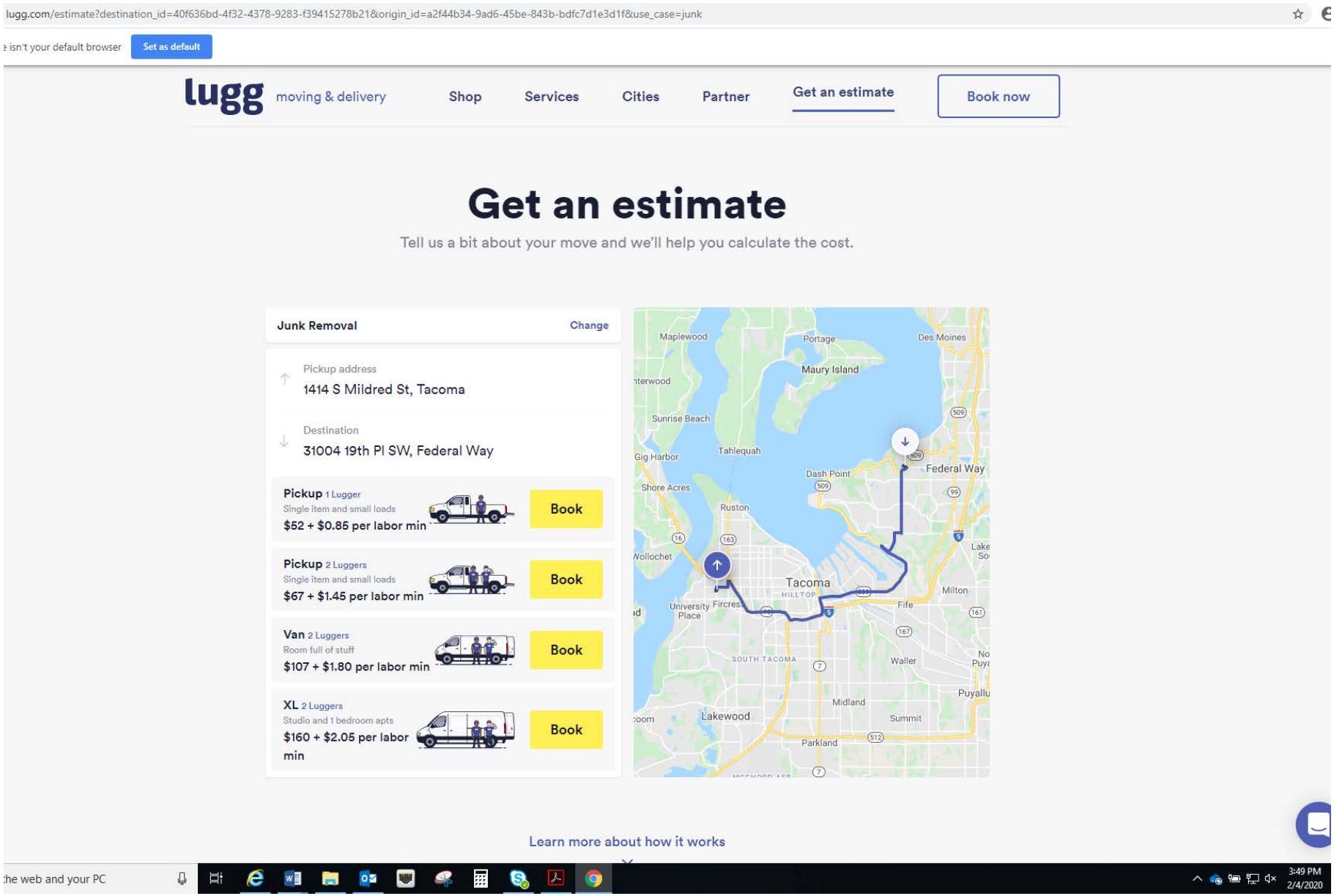
Please provide evidence in detail that you have ceased to advertise and offer household goods, solid waste, and common carrier services within Washington state. Otherwise, the commission will move forward with enforcement action. Please direct your written response to Jacque Hawkins-Jones, Compliance Investigator, at Jacque.hawkins-jones@utc.wa.gov or to P.O. Box 47250, Olympia, WA 98504.

If you have questions about the household goods laws, please contact Ms. Hawkins-Jones at (360) 664-1105.

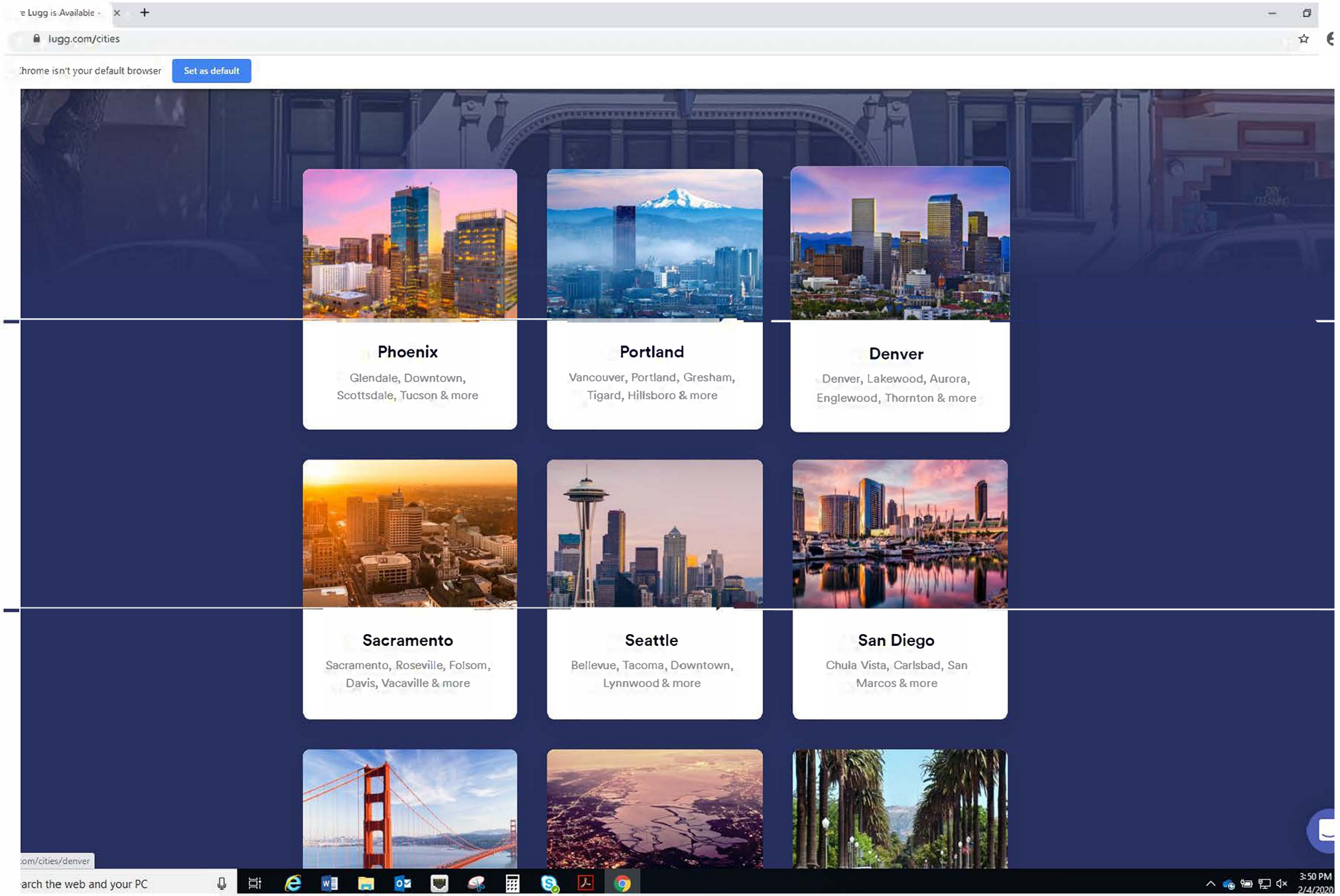
Thank you,

Bridgit Feeser
Assistant Director, Consumer Protection
(360) 664-1111 Office
bridgit.feeser@utc.wa.gov
www.utc.wa.gov

Appendix I

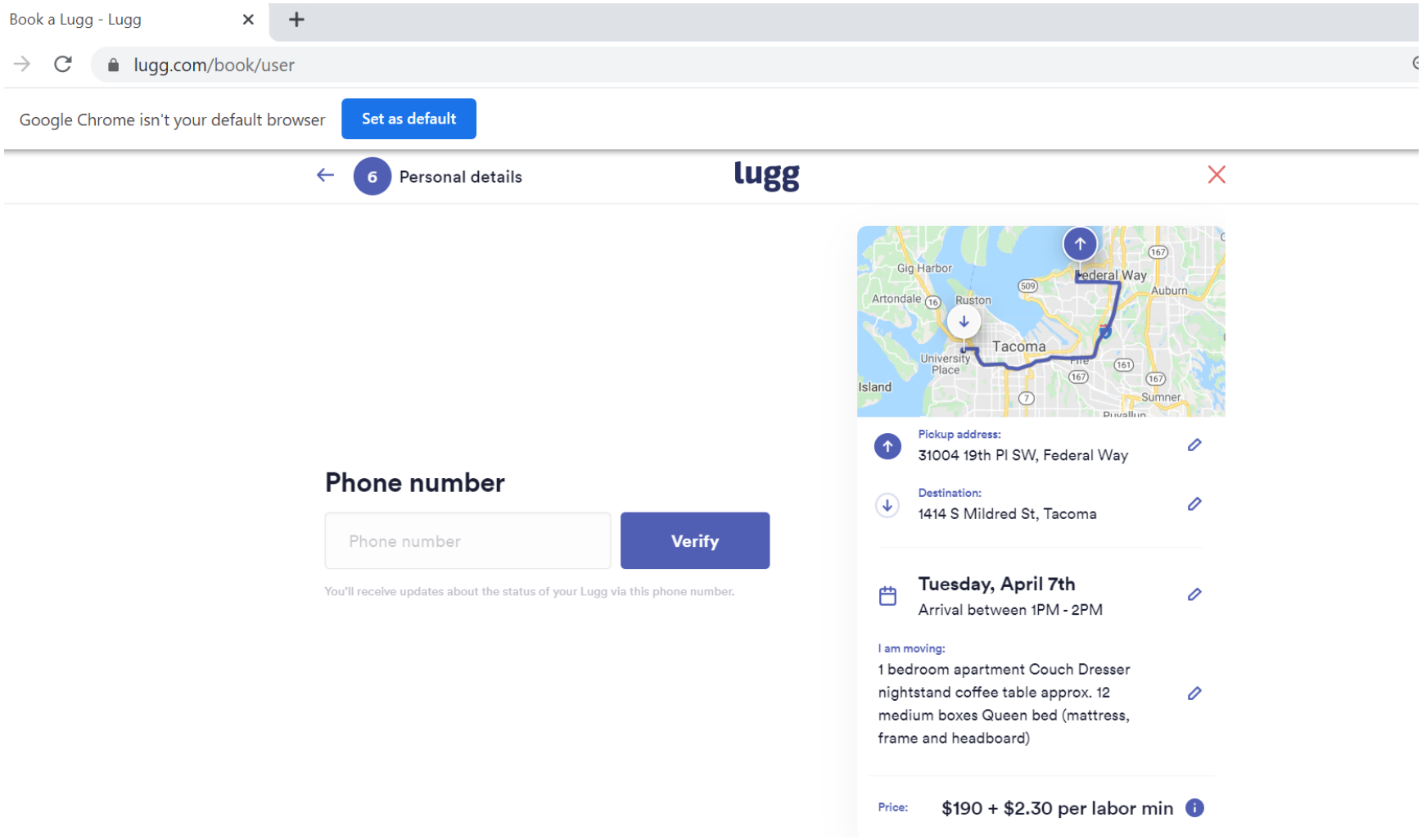


Screen capture of estimate from Lugg.com on 02/04/20.



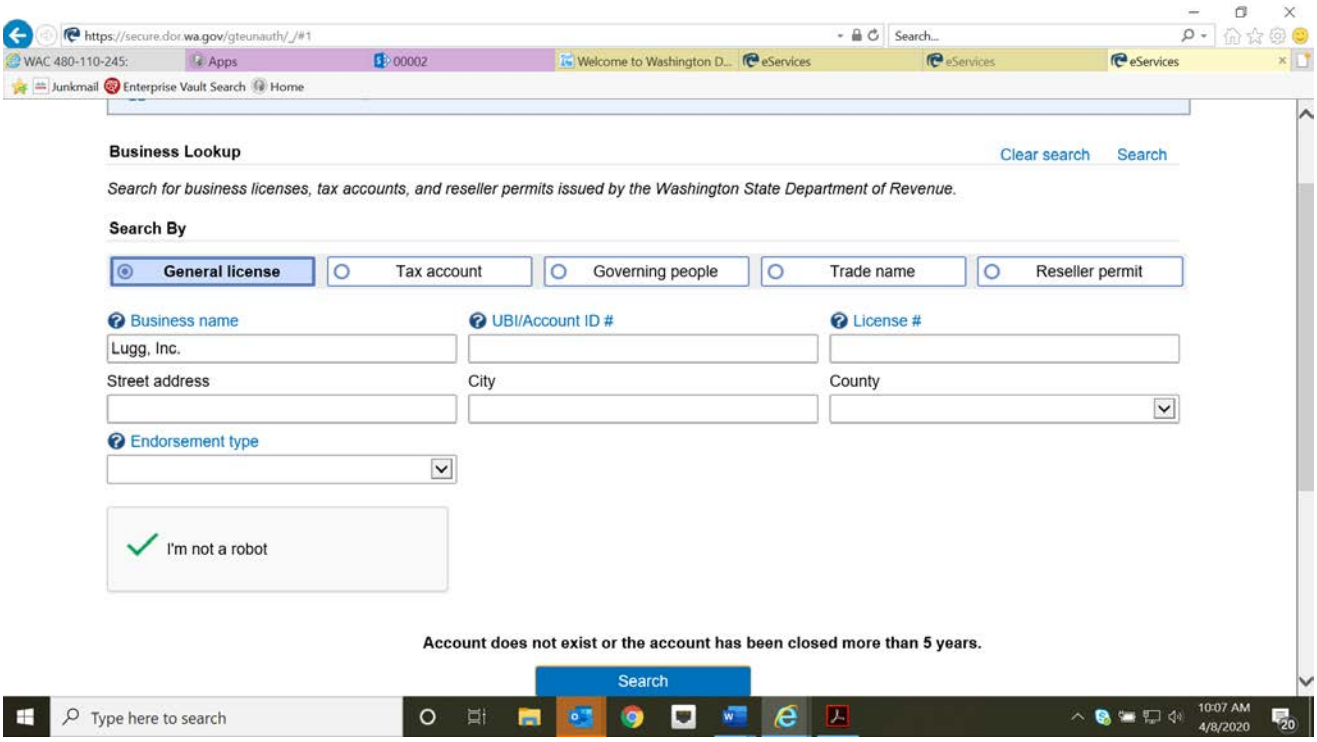
Screen capture of web page from Lugg.com on 02/04/20.

Appendix J



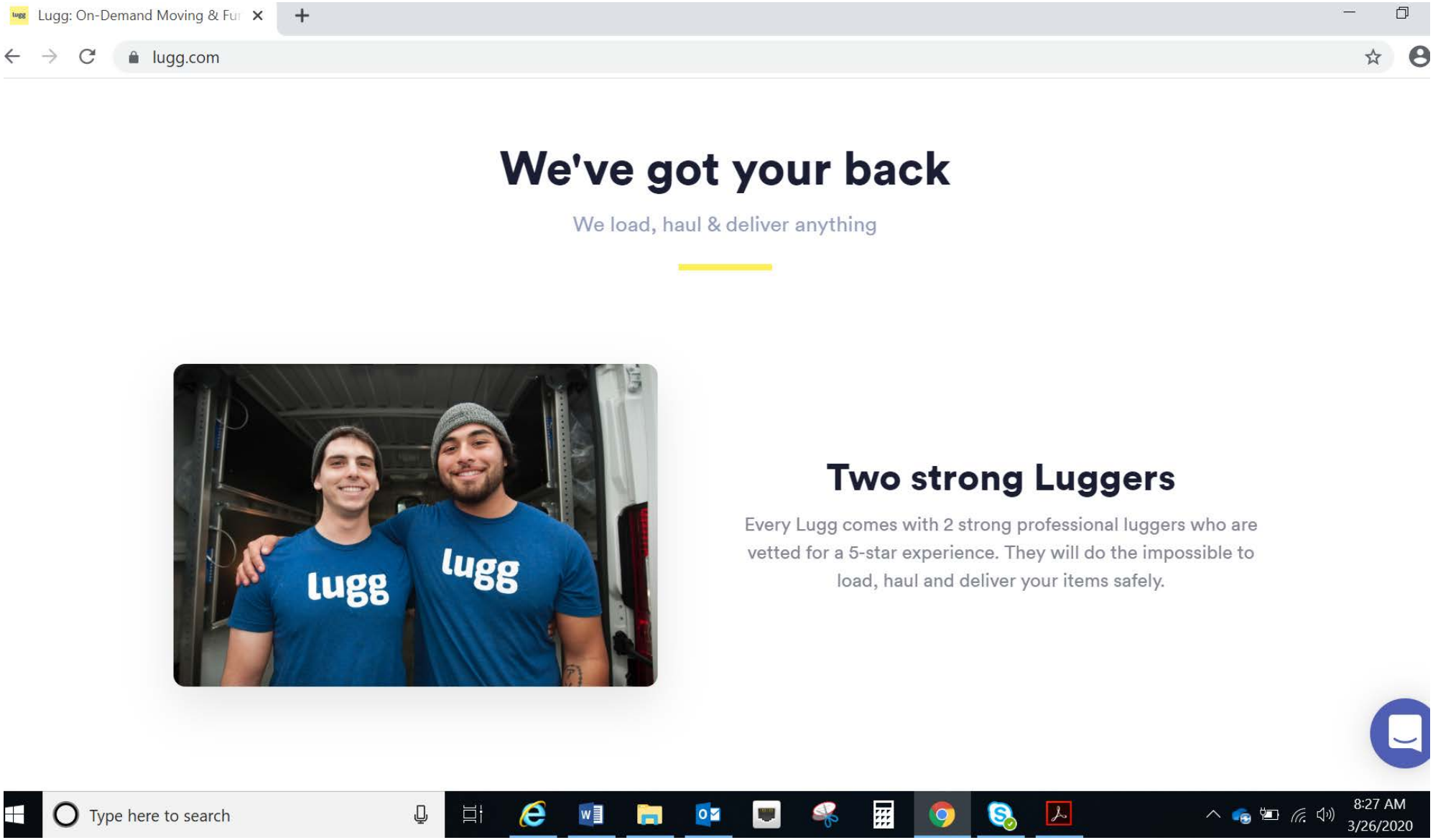
Screen capture of quote from Lugg.com on 3/30/20.

Appendix K



Screenshot of Department of Revenue business search, captured April 8, 2020.

Appendix L



Screen capture of webpage from Lugg.com on 3/26/20

lugg

Appendix M

Frequently asked questions

Q. What is Lugg?

A. Lugg connects you to a truck and two movers, ready to move your stuff within the hour or up to 30 days from now. We'll move anything for you as long as it fits in a truck.

Q. How much does a Lugg cost?

A. The price depends on the vehicle you choose, the miles between pick-up and drop-off and the time spent loading and unloading. A quick example: You're scheduling a Lugg Pickup to pick up a sofa you bought of craigslist 5 miles away from your home, which will take 10 minutes to load up the sofa and 10 minutes to unload the sofa. Your price will be as followed:

- Base: $30. This is for the crew to show up at the pickup location
- Mileage: $2.00 × 5 miles equals $10. This includes drive time.
- Labor: $1.40 × 20 minutes (10 minutes at each location) equals $28. This is for the time it takes the crew to load and unload your stuff.

Your total in this example will be $68. Pricing varies per vehicle and crew size. There is no minimum labor time. If it takes 5 minutes to load, you only pay for 5 minutes.

You can get a free estimate **here**.

Q. How many items are included in the price of the Lugg?

A. A Lugg is whatever can fit into a Lugg Pickup, Lugg Van or Lugg XL. If it can't all fit in the truck you requested, you'll need to request another Lugg to make sure all of your items get moved.

Q. What are the dimensions of the Lugg vehicles?

A. Please be sure to compare these dimensions to what needs to be moved.

Lugg Pickup Truck: 6ft+ long and 4.5ft wide. The tailgate can be left open for extra length. All items will be secured with straps for transport. Lugg Van: 8ft+ long, 4ft wide, and 5ft tall. Lugg XL: 10ft+ long, 6ft wide, and 7ft tall.

Q. What hours does Lugg operate?

A. You can schedule a Lugg Monday - Saturday 8 AM - 9 PM and Sunday 9 AM - 8 PM. You can schedule up to 30 days ahead of time in our app or on **Lugg.com/book**

Q. Will the Luggers bring my items inside?

A. Yes of course! The Luggers will pick-up and drop-off your items all the way into your room of choice. No matter what floor or how many stairs! Please ensure the dimensions of the product being moved will fit into your desired location. If the item does not end up fitting where you would like, simply let your Luggers know where you would like the item. If you would like the item(s) returned to the pickup location, you are responsible for the cost of the return.

Q. Will the Luggers take any of my old furniture out?

A. When we're delivering new furniture your delivery crew can bring your old stuff to the sidewalk for free. Anything more than that you'll have to schedule a new Lugg to dispose or donate any old items.

IMPORTANT: Disposal centers charge a fee to dispose of your items. This fee will be charged to your card on top of your regular Lugg fee. This fee ranges from $30 - $200+ based on the weight of your items.

Q. What will the Luggers bring?

A. All of our Luggers have moving dollies, moving blankets, stretch wrap and other moving material to ensure the safety of your items.

We do not provide moving boxes or mattress covers. Please have your items boxed before our arrival and have a mattress cover ready for your Luggers to put on your mattress to keep it spotless during the move.

Q. What happens if the drop off location is closed?

A. If the drop off location is closed, or will not accept the items that your crew is delivering your crew will reach out to let you know and will request an alternate location to deliver your items to complete your delivery. If no secondary location is available, your crew will need to return the items to the pickup location. **IMPORTANT:** We recommend calling ahead to ensure that the location we're scheduled to drop off your items will be open, and willing to accept the items being delivered upon your crew's arrival.

Q. How do I make changes to my Lugg?

A. You can edit your Lugg by going to your scheduled lugg in our app or online. We allow you to update whatever part of the Lugg that needs to be changed before the Lugg has been started.

In our mobile app, just tap on the locations to update your locations. If you need to update your time or vehicle, tap 'Edit' top right.

Q. When will my Lugg arrive?

A. Your Lugg will arrive within the window you choose in the app. You can schedule up to 30 days in advance or request on-demand to arrive as soon as 30 minutes or 1 hour depending on availability. Check your app for available times in your area.

Q. Do I need to be at the pickup location or destination?

A. We do require someone to be available at every location, either you or someone else. You can add other people as a contact to your Lugg through our mobile app.

When you're buying items from a store it's actually best to head home, relax and wait for your Lugg to arrive with your items. Just make sure you attach a photocopy of your receipt when you schedule your delivery or send a copy of the receipt with the Luggers via text when we're heading to the store.

When you're donating or recycling stuff you don't have to come with us to the destination. We'll take care of that for you.

Q. Can I have multiple stops in a single Lugg?

A. A Lugg is only from A to B. We currently do not have anything in place to accommodate for multiple stops within a single trip. If you have multiple stops you'll have to schedule separate Luggs.

Q. Can Lugg help me move items within my home or from the street to my home?

A. Yes we can! At this time, since we do not offer labor only Luggs, you'll still need to make a traditional request through the app or our website. We don't offer our service without a truck, so the best option would be to schedule our Lugg Pickup. If you only need the help of one Lugger, you can request a Lugg with just one person as well! We do ask though that you are able to help should an item be too heavy for the one Lugger.

When booking, you'll want to enter your pickup address and destination address as the same address, which you'll then see a breakdown for what to expect of your Lugg bill. It will include the base fare and the price per minute on top of that for the Lugger(s) to help with your needs.

Q. Can Lugg dispose of or recycle any items for me?

A. We sure can! When using our mobile app you simply select one of the suggested destination addresses. Please keep in mind that disposal and recycle centers close sooner than you think, so you'll want to request early in the day.

IMPORTANT: Recycle centers charge a fee to dispose your items. This fee will be charged to your card on top of your regular Lugg fee. This fee ranges from $30 - $200+ based on the weight of your items.

Q. What area does Lugg cover?

A. You can schedule your move or delivery with Lugg in: San Francisco Bay Area, Silicon Valley, Sacramento, Los Angeles, Orange County, San Diego, Seattle, Portland and Denver. You can see all the cities we service **here**.

Q. How do I pay for my Lugg?

A. Paying for your Lugg is simple and easy using your debit or credit card when you schedule your Lugg through our mobile app or website. We do not accept cash for your Lugg.

Q. Where do I enter my promo code?

A. You enter your promo code on the last screen when you're scheduling your Lugg. You can still add a promo by editing your Lugg, up until your Lugg is started.

Q. When do I pay for my Lugg?

A. After your Lugg is complete, we will then charge the card that's associated with your account. You'll also be prompted to leave a rating & review, and optional tip for your crew the next time you open the Lugg app.

Q. Do I get charged if I cancel my Lugg?

A. Absolutely not! We'll only charge you for a Lugg that gets completed.

Q. I see a $25 fee on my credit card statement? Is that in addition to my Lugg?

A. This $25 is not a booking fee, it's simply a pre-authorization fee in order to verify your bank account is valid and funds are available. Each time you schedule a Lugg we run a $25 pre-auth charge. These funds will never leave your bank and should show as available within 1-2 days.

Q. How do I schedule my Lugg?

A. You can schedule your Lugg through our mobile app or website via **lugg.com/book**. Simply enter your pick-up location and destination. Set a time that works best for you and tell us what you're moving. Make sure that you complete the whole process up until you receive a text message confirmation that your Lugg is scheduled.

The 4-digit code you receive via text when scheduling online is to verify your phone number. Please enter this on our website next to the phone number field. This 4-digit code is not your booking confirmation.

Q. How do I know my scheduled Lugg is on the way?

A. As soon as you book you'll receive a text message confirmation with the details of your Lugg. We'll then send you a new text message again on the day of your move as a reminder and another one when your Luggers are actually on their way.

Q. May I schedule multiple Luggs in advance?

A. Of course! After you schedule your first Lugg, you can go ahead and schedule as many that meet your needs. They can be at the same time or weeks apart.

Q. Can I tip my Luggers?

A. Tipping is entirely optional, but if you want to reward your movers for a job well done you'll have the opportunity to do so in our app, right after your Lugg is completed.

Please make sure if you tipped them in cash to select 'No Tip' in our app or website to prevent a double tip.

Q. How do I speak with my mover(s)?

A. Once the Luggers are assigned to your Lugg you have the ability to text or call your Luggers directly about any details or logistics through our mobile app. If you need to work out any details ahead of time, please edit your Lugg in the app or website or email us at **support@lugg.com**.

Q. Will Lugg disassemble/assemble my items?

A. Our Luggers will have the basic tools needed to do most assembly work. If your items need special tools please have them ready for your Luggers.

Keep in mind that you pay per minute of labor, so assembling any items will affect your final price.

Q. Does Lugg move refrigerators, washer & dryers, pianos, and other large items?

A. Yes, we do! However, in most cases, it requires two Lugg crews to successfully move these items. Please schedule two separate crews during the same pickup window to ensure for a smooth move with these heavier items.

Q. Can I ride in the same vehicle as my stuff?

A. Unfortunately we do not authorize ridesharing on our system.

Q. My building requires moving companies to provide a Certificate of Insurance for a specified amount. Can Lugg work with it?

A. Yes! Please send us an email at **support@lugg.com** for a copy of our insurance certificate that you can provide for your building.

Q. Can I have the Luggers pay for my Craigslist item?

A. No, we won't be able to pay for your items you buy through Craigslist, OfferUp or other similar services. We recommend you to pay for these items using services like Venmo, Square Cash or Paypal prior to the Lugg pick up.

lugg Become a Lugger

Lugg

My Account

Services

Cities

Get an estimate

Shop with Lugg

Become a partner

Luggers

Become a lugger

Questions?

Frequently asked questions

Contact us

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Careers

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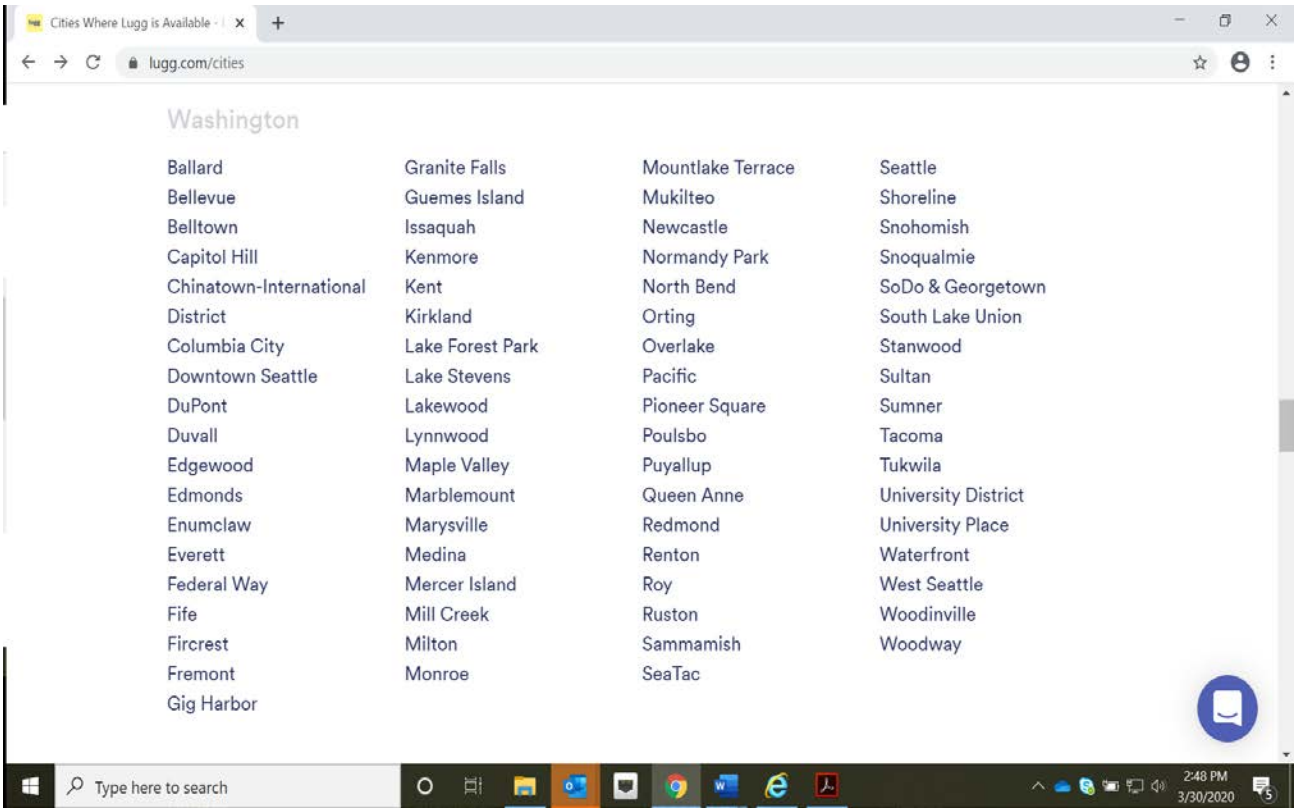
Appendix N



Lugg's website advertising cities serviced in Washington, captured March 30, 2020.

Appendix O

lugg moving & delivery

Terms of Service

1. CONTRACTUAL RELATIONSHIP

These Terms of Use ("Terms") govern the access or use by you, an individual, from within the United States and its territories and possessions of applications, websites, content, products, and services (the "Services") made available in the United States and its territories and possessions by Lugg, Inc and its subsidiaries and affiliates (collectively, "Lugg"). PLEASE READ THESE TERMS CAREFULLY BEFORE ACCESSING OR USING THE SERVICES. In this Agreement, the words "including" and "include" mean "including, but not limited to."

Your access and use of the Services constitutes your agreement to be bound by these Terms, which establishes a contractual relationship between you and Lugg. If you do not agree to these Terms, you may not access or use the Services. These Terms expressly supersede prior agreements or arrangements with you. Lugg may immediately terminate these Terms or any Services with respect to you, or generally cease offering or deny access to the Services or any portion thereof, at any time for any reason.

Supplemental terms may apply to certain Services, such as policies for a particular event, activity or promotion, and such supplemental terms will be disclosed to you in connection with the applicable Services. Supplemental terms are in addition to, and shall be deemed a part of, the Terms for the purposes of the applicable Services. Supplemental terms shall prevail over these Terms in the event of a conflict with respect to the applicable Services.

Lugg may amend the Terms related to the Services from time to time. Amendments will be effective upon Lugg's posting of such updated Terms at this location or the amended policies or supplemental terms on the applicable Service. Your continued access or use of the Services after such posting constitutes your consent to be bound by the Terms, as amended.

2. THE SERVICES

The Services constitute a technology platform that enables users of Lugg's mobile applications or websites provided as part of the Services (each, an "Application") to arrange and schedule moving and/or logistics services with third party providers of such services, including independent third party moving providers and third party logistics providers under agreement with Lugg or certain of Lugg's subsidiaries ("Third Party Providers"). Unless otherwise agreed by Lugg in a separate written agreement with you, the Services are made available solely for your personal, noncommercial use.

YOU ACKNOWLEDGE THAT LUGG DOES NOT PROVIDE MOVING OR LOGISTICS SERVICES OR FUNCTION AS A MOVING CARRIER. LUGG'S SERVICES MAY BE USED BY YOU TO REQUEST AND SCHEDULE MOVING OR LOGISTICS SERVICES WITH THIRD PARTY PROVIDERS, BUT YOU AGREE THAT LUGG HAS NO RESPONSIBILITY OR LIABILITY TO YOU RELATED TO ANY MOVING OR LOGISTICS PROVIDED TO YOU BY THIRD PARTY PROVIDERS THROUGH THE USE OF THE SERVICES OTHER THAN AS EXPRESSLY SET FORTH IN THESE TERMS.

LUGG DOES NOT GUARANTEE THE SUITABILITY, SAFETY OR ABILITY OF THIRD PARTY PROVIDERS. IT IS SOLELY YOUR RESPONSIBILITY TO DETERMINE IF A THIRD PARTY PROVIDER WILL MEET YOUR NEEDS AND EXPECTATIONS. LUGG WILL NOT PARTICIPATE IN DISPUTES BETWEEN YOU AND A THIRD PARTY PROVIDER. BY USING THE SERVICES, YOU ACKNOWLEDGE THAT YOU MAY BE EXPOSED TO SITUATIONS INVOLVING THIRD PARTY PROVIDERS THAT ARE POTENTIALLY UNSAFE, OFFENSIVE, HARMFUL TO MINORS, OR OTHERWISE OBJECTIONABLE, AND THAT USE OF THIRD PARTY PROVIDERS ARRANGED OR SCHEDULED USING THE SERVICES IS AT YOUR OWN RISK AND JUDGMENT. LUGG SHALL NOT HAVE ANY LIABILITY ARISING FROM OR IN ANY WAY RELATED TO YOUR TRANSACTIONS OR RELATIONSHIP WITH THIRD PARTY PROVIDERS.

LICENSE

Subject to your compliance with these Terms, Lugg grants you a limited, non-exclusive, non-sublicensable, revocable, non-transferrable license to: (i) access and use the Applications on your personal device solely in connection with your use of the Services; and (ii) access and use any content, information and related materials that may be made available through the Services, in each case solely for your personal, noncommercial use. Any rights not expressly granted herein are reserved by Lugg and Lugg's licensors.

RESTRICTIONS

You may not: (i) remove any copyright, trademark or other proprietary notices from any portion of the Services; (ii) reproduce, modify, prepare derivative works based upon, distribute, license, lease, sell, resell, transfer, publicly display, publicly perform, transmit, stream, broadcast or otherwise exploit the Services except as expressly permitted by Lugg; (iii) decompile, reverse engineer or disassemble the Services except as may be permitted by applicable law; (iv) link to, mirror or frame any portion of the Services; (v) cause or launch any programs or scripts for the purpose of scraping, indexing, surveying, or otherwise data mining any portion of the Services or unduly burdening or hindering the operation and/or functionality of any aspect of the Services; or (vi) attempt to gain unauthorized access to or impair any aspect of the Services or its related systems or networks.

THIRD-PARTY SERVICES AND CONTENT

The Services may be made available or accessed in connection with third-party services and content (including advertising) that Lugg does not control. You acknowledge that different terms of use and privacy policies may apply to your use of such third-party services and content. Lugg does not endorse such third party services and content and in no event shall Lugg be responsible or liable for any products or services of such third party providers. Additionally, Apple Inc., Google, Inc., Microsoft Corporation or BlackBerry Limited will be a third-party beneficiary to this contract if you access the Services using Applications developed for Apple iOS, Android, Microsoft Windows, or Blackberry-powered mobile devices, respectively. These third-party beneficiaries are not parties to this contract and are not responsible for the provision or support of the Services in any manner. Your access to the Services using these devices is subject to terms set forth in the applicable third-party beneficiary's terms of service.

OWNERSHIP

The Services and all rights therein are and shall remain Lugg's property or the property of Lugg's licensors. Neither these Terms nor your use of the Services convey or grant to you any

rights: (i) in or related to the Services except for the limited license granted above; or (ii) to use or reference in any manner Lugg's company names, logos, product and service names, trademarks or services marks or those of Lugg's licensor.

3. YOUR USE OF THE SERVICES

USER ACCOUNTS

In order to use most aspects of the Services, you must register for and maintain an active personal user Services account ("Account"). You must be at least 18 years of age, or the age of legal majority in your jurisdiction (if different than 18), to obtain an Account. Account registration requires you to submit to Lugg certain personal information, such as your name, address, mobile phone number and age, as well as at least one valid credit card. You agree to maintain accurate, complete, and up-to-date information in your Account. Your failure to maintain accurate, complete, and up-to-date Account information, including having an invalid or expired credit card on file, may result in your inability to access and use the Services or Lugg's termination of this Agreement with you. You are responsible for all activity that occurs under your Account, and, as such, you agree to maintain the security and secrecy of your Account username and password at all times. Unless otherwise permitted by Lugg in writing, you may only possess one Account.

USER REQUIREMENTS AND CONDUCT

The Service is not available for use by persons under the age of 18. You may not authorize third parties to use your Account, and you may not allow persons under the age of 18 to receive moving or logistics services from Third Party Providers unless they are accompanied by you. You may not assign or otherwise transfer your Account to any other person or entity. You agree to comply with all applicable laws when using the Services, and you may only use the Services for lawful purposes (e.g., no transport of unlawful or hazardous materials). You will not in your use of the Services cause nuisance, annoyance, inconvenience, or property damage, whether to the Third Party Provider or any other party. In certain instances Lugg may require you to provide proof of identity to access or use the Services, and you agree that you may be denied access or use of the Services if you refuse to provide proof of identity.

The Lugg app was designed for on-demand hauling and moving of your items, not for you personally. Any driver who transports a user during the transaction, is doing so completely under their own personal insurance and liability. This is not a service that Lugg provides. This breaches your agreement with Lugg. Please use your best judgment and proceed with caution before getting in the vehicle with another person.

TEXT MESSAGING

By creating an Account, you agree that the Services may send you informational text (SMS) messages as part of the normal business operation of your use of the Services. You acknowledge that opting out of receiving text (SMS) messages may impact your use of the Services.

PROMOTIONAL CODES

Lugg may, in Lugg's sole discretion, create promotional codes that may be redeemed for Account credit or other features or benefits related to a Third Party Provider's services, subject

to terms that Lugg establish on a per promotional code basis ("Promo Codes"). You agree that Promo Codes: (i) must be used for the intended audience and purpose, and in a lawful manner; (ii) may not be duplicated, sold or transferred in any manner, or made available to the general public, unless expressly permitted by Lugg; (iii) may be disabled by Lugg at any time for any reason without liability to Lugg; (iv) may only be used pursuant to the specific terms that Lugg establish for such Promo Code; (v) are not valid for cash; and (vi) may expire prior to your use. Lugg reserves the right to withhold or deduct credits or other features or benefits obtained through the use of Promo Codes by you or any other user in the event that Lugg determines or believes that the use or redemption of the Promo Code was in error, fraudulent, illegal, or in violation of the applicable Promo Code terms or these Terms.

USER PROVIDED CONTENT

Lugg may, in Lugg's sole discretion, permit you from time to time to submit, upload, publish or otherwise make available to Lugg through the Services textual, audio, and/or visual content and information, including commentary and feedback related to the Services, initiation of support requests, and submission of entries for competitions and promotions ("User Content"). Any User Content provided by you remains your property. However, by providing User Content to Lugg, you grant Lugg a worldwide, perpetual, irrevocable, transferrable, royalty-free license, with the right to sublicense, to use, copy, modify, create derivative works of, distribute, publicly display, publicly perform, and otherwise exploit in any manner such User Content in all formats and distribution channels now known or hereafter devised (including in connection with the Services and Lugg's business and on third- party sites and services), without further notice to or consent from you, and without the requirement of payment to you or any other person or entity.

You represent and warrant that: (i) you either are the sole and exclusive owner of all User Content or you have all rights, licenses, consents and releases necessary to grant Lugg the license to the User Content as set forth above; and (ii) neither the User Content nor your submission, uploading, publishing or otherwise making available of such User Content nor Lugg's use of the User Content as permitted herein will infringe, misappropriate or violate a third party's intellectual property or proprietary rights, or rights of publicity or privacy, or result in the violation of any applicable law or regulation.

You agree to not provide User Content that is defamatory, libelous, hateful, violent, obscene, pornographic, unlawful, or otherwise offensive, as determined by Lugg in its sole discretion, whether or not such material may be protected by law. Lugg may, but shall not be obligated to, review, monitor, or remove User Content, at Lugg's sole discretion and at any time and for any reason, without notice to you.

NETWORK ACCESS AND DEVICES

You are responsible for obtaining the data network access necessary to use the Services. Your mobile network's data and messaging rates and fees may apply if you access or use the Services from a wireless-enabled device. You are responsible for acquiring and updating compatible hardware or devices necessary to access and use the Services and Applications and any updates thereto. Lugg does not guarantee that the Services, or any portion thereof, will function on any particular hardware or devices. In addition, the Services may be subject to malfunctions and delays inherent in the use of the Internet and electronic communications.

4. PAYMENT

You understand that use of the Services may result in payments by you for the services you receive from a Third Party Provider ("Charges"). After you have received services obtained through your use of the Service, Lugg will facilitate payment of the applicable Charges on behalf of the Third Party Provider, as such Third Party Provider's limited payment collection agent, using the preferred payment method designated in your Account, and will send you a receipt by email. Payment of the Charges in such manner shall be considered the same as payment made directly by you to the Third Party Provider. Charges will be inclusive of applicable taxes where required by law. Charges paid by you are final and non-refundable, unless otherwise determined by Lugg. You retain the right to request lower Charges from a Third Party Provider for services received by you from such Third Party Provider at the time you receive such services. Lugg will respond accordingly to any request from a Third Party Provider to modify the Charges for a particular service.

All Charges are due immediately and payment will be facilitated by Lugg using the preferred payment method designated in your Account. If your primary Account payment method is determined to be expired, invalid or otherwise not able to be charged, you agree that Lugg may, as the Third Party Provider's limited payment collection agent, use a secondary payment method in your Account, if available.

Lugg reserves the right to establish, remove and/or revise Charges for any or all aspects of the Services at any time in Lugg's sole discretion. Further, you acknowledge and agree that Charges applicable in certain geographical areas may increase substantially during times of high demand of the Services. Lugg will use reasonable efforts to inform you of Charges that may apply, provided that you will be responsible for Charges incurred under your Account regardless of your awareness of such Charges or the amounts thereof. Lugg may from time to time provide certain users with promotional offers and discounts that may result in different Charges for the same or similar Services, and you agree that such promotional offers and discounts, unless also made available to you, shall have no bearing on your use of the Services or the Charges applied to you. You may elect to cancel your request for Services from a Third Party Provider at any time prior to such Third Party Provider's arrival, in which case you may be charged a cancellation fee.

This payment structure is intended to fully compensate the Third Party Provider for the services provided. Lugg does not designate any portion of your payment as a tip or gratuity to the Third Party Provider. You understand and agree that, while you are free to provide additional payment as a gratuity to any Third Party Provider who provides you with services obtained through the Service, you are under no obligation to do so. Gratuities are voluntary. After you have received services obtained through the Service, you will have the opportunity to rate your experience and leave additional feedback about your Third Party Provider. In the event you feel unwelcome pressure to provide a gratuity, you may factor that experience into the rating or additional feedback you give.

DAMAGES

If an item or something that belongs to you is damaged during the extent of a Lugg request, Lugg is in no way responsible or accountable for covering those damages. However, you can submit a claim to **support@lugg.com** and it can go through the claims process. The claims process may include communication with the Moving Provider in order to settle any disputes.

5. DISCLAIMERS; LIMITATION OF LIABILITY; INDEMNITY

DISCLAIMER

THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE." LUGG DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, NOT EXPRESSLY SET OUT IN THESE TERMS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IN ADDITION, LUGG MAKES NO REPRESENTATION, WARRANTY, OR GUARANTEE REGARDING THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, OR AVAILABILITY OF THE SERVICES OR ANY GOODS OR SERVICES OBTAINED THROUGH THE USE OF THE SERVICES, OR THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. YOU AGREE THAT THE ENTIRE RISK ARISING OUT OF YOUR USE OF THE SERVICES, AND ANY THIRD PARTY GOOD OR SERVICES OBTAINED IN CONNECTION THEREWITH, REMAINS SOLELY WITH YOU, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

THIS DISCLAIMER DOES NOT ALTER YOUR RIGHTS AS A CONSUMER TO THE EXTENT NOT PERMITTED UNDER THE LAW IN THE JURISDICTION OF YOUR PLACE OF RESIDENCE.

LIMITATION OF LIABILITY

LUGG SHALL NOT BE LIABLE TO YOU FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST DATA, PERSONAL INJURY, OR PROPERTY DAMAGE, EVEN IF LUGG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. LUGG SHALL NOT BE LIABLE FOR ANY DAMAGES, LIABILITY OR LOSSES INCURRED BY YOU ARISING OUT OF: (i) YOUR USE OF OR RELIANCE ON THE SERVICES OR YOUR INABILITY TO ACCESS OR USE THE SERVICES; OR (ii) ANY TRANSACTION OR RELATIONSHIP BETWEEN YOU AND ANY THIRD PARTY PROVIDER, EVEN IF LUGG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. LUGG SHALL NOT BE LIABLE FOR DELAY OR FAILURE IN PERFORMANCE RESULTING FROM CAUSES BEYOND LUGG'S REASONABLE CONTROL. YOU ACKNOWLEDGE THAT THIRD PARTY MOVING PROVIDERS PROVIDING MOVING SERVICES REQUESTED THROUGH LUGG MAY OFFER PEER-TO-PEER MOVING SERVICES AND MAY NOT BE PROFESSIONALLY LICENSED OR PERMITTED. IN NO EVENT SHALL LUGG'S TOTAL LIABILITY TO YOU IN CONNECTION WITH THE SERVICES FOR ALL DAMAGES, LOSSES AND CAUSES OF ACTION EXCEED FIVE HUNDRED U.S. DOLLARS (US $500).

THESE LIMITATIONS DO NOT PURPORT TO LIMIT LIABILITY THAT CANNOT BE EXCLUDED UNDER THE LAW IN THE JURISDICTION OF YOUR PLACE OF RESIDENCE.

INDEMNITY

You agree to indemnify and hold Lugg and its officers, directors, employees and agents, harmless from any and all claims, demands, losses, liabilities, and expenses (including attorneys' fees), arising out of or in connection with: (i) your use of the Services; (ii) your breach or violation of any of these Terms; (iii) Lugg's use of your User Content; or (iv) your violation of the rights of any third party, including Third Party Providers.

6. DISPUTE RESOLUTION

ARBITRATION

You agree that any dispute, claim or controversy arising out of or relating to these Terms or the breach, termination, enforcement, interpretation or validity thereof or the use of the Services (collectively, "Disputes") will be settled by binding arbitration between you and Lugg, except that each party retains the right to bring an individual action in small claims court and the right to seek injunctive or other equitable relief in a court of competent jurisdiction to prevent the actual or threatened infringement, misappropriation or violation of a party's copyrights, trademarks, trade secrets, patents or other intellectual property rights. You acknowledge and agree that you and Lugg are each waiving the right to a trial by jury or to participate as a plaintiff or class in any purported class action or representative proceeding. Further, unless both you and Lugg otherwise agree in writing, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of any class or representative proceeding. If this specific paragraph is held unenforceable, then the entirety of this "Dispute Resolution" section will be deemed void. Except as provided in the preceding sentence, this "Dispute Resolution" section will survive any termination of these Terms.

ARBITRATION RULES AND GOVERNING LAW

The arbitration will be administered by the American Arbitration Association ("AAA") in accordance with the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (the "AAA Rules") then in effect, except as modified by this "Dispute Resolution" section. (The AAA Rules are available at **www.adr.org/arb_med** or by calling the AAA at 1-800-778-7879.) The Federal Arbitration Act will govern the interpretation and enforcement of this Section.

ARBITRATION PROCESS

A party who desires to initiate arbitration must provide the other party with a written Demand for Arbitration as specified in the AAA Rules. (The AAA provides a form Demand for Arbitration at **www.adr.org/aaa/ShowPDF?doc=ADRSTG_004175** and a separate form for California residents at **www.adr.org/aaa/ShowPDF?doc=ADRSTG_015822**.) The arbitrator will be either a retired judge or an attorney licensed to practice law in the state of California and will be selected by the parties from the AAA's roster of consumer dispute arbitrators. If the parties are unable to agree upon an arbitrator within seven (7) days of delivery of the Demand for Arbitration, then the AAA will appoint the arbitrator in accordance with the AAA Rules.

ARBITRATION LOCATION AND PROCEDURE

Unless you and Lugg otherwise agree, the arbitration will be conducted in the county where you reside. If your claim does not exceed $10,000, then the arbitration will be conducted solely on the basis of documents you and Lugg submit to the arbitrator, unless you request a hearing or the arbitrator determines that a hearing is necessary. If your claim exceeds $10,000, your right to a hearing will be determined by the AAA Rules. Subject to the AAA Rules, the arbitrator will have the discretion to direct a reasonable exchange of information by the parties, consistent with the expedited nature of the arbitration.

ARBITRATOR&S DECISION

The arbitrator will render an award within the time frame specified in the AAA Rules. The arbitrator's decision will include the essential findings and conclusions upon which the arbitrator based the award. Judgment on the arbitration award may be entered in any court having jurisdiction thereof. The arbitrator's award damages must be consistent with the terms of the "Limitation of Liability" section above as to the types and the amounts of damages for which a

party may be held liable. The arbitrator may award declaratory or injunctive relief only in favor of the claimant and only to the extent necessary to provide relief warranted by the claimant's individual claim. If you prevail in arbitration you will be entitled to an award of attorneys' fees and expenses, to the extent provided under applicable law. Lugg will not seek, and hereby waives all rights Lugg may have under applicable law to recover, attorneys' fees and expenses if Lugg prevail in arbitration.

FEES

Your responsibility to pay any AAA filing, administrative and arbitrator fees will be solely as set forth in the AAA Rules. However, if your claim for damages does not exceed $75,000, Lugg will pay all such fees unless the arbitrator finds that either the substance of your claim or the relief sought in your Demand for Arbitration was frivolous or was brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)).

CHANGES

Notwithstanding the provisions of the modification-related provisions above, if Company changes this "Dispute Resolution" section after the date you first accepted these Terms (or accepted any subsequent changes to these Terms), you may reject any such change by providing Lugg written notice of such rejection by mail or hand delivery to: (please email **support@lugg.com** to obtain the address, or by email from the email address associated with your Account to: support@lugg.com, within 30 days of the date such change became effective, as indicated in the "Last update" date above. In order to be effective, the notice must include your full name and clearly indicate your intent to reject changes to this "Dispute Resolution" section. By rejecting changes, you are agreeing that you will arbitrate any Dispute between you and Lugg in accordance with the provisions of this "Dispute Resolution" section as of the date you first accepted these Terms (or accepted any subsequent changes to these Terms).

7. OTHER PROVISIONS

CHOICE OF LAW

These Terms are governed by and construed in accordance with the laws of the State of California, U.S.A., without giving effect to any conflict of law principles.

CLAIMS OF COPYRIGHT INFRINGEMENT

Claims of copyright infringement should be sent to Lugg's designated agent, please email **support@lugg.com** for more information.

NOTICE

The Company may give notice by means of a general notice on the Services, electronic mail to your email address in your Account, or by written communication sent by first class mail or pre-paid post to your address in your Account. Such notice shall be deemed to have been given upon the expiration of 48 hours after mailing or posting (if sent by first class mail or pre-paid post) or 12 hours after sending (if sent by email). You may give notice to Lugg, with such notice

deemed given when received by Lugg, at any time by first class mail or pre-paid post. Please email **support@lugg.com** to get the address information.

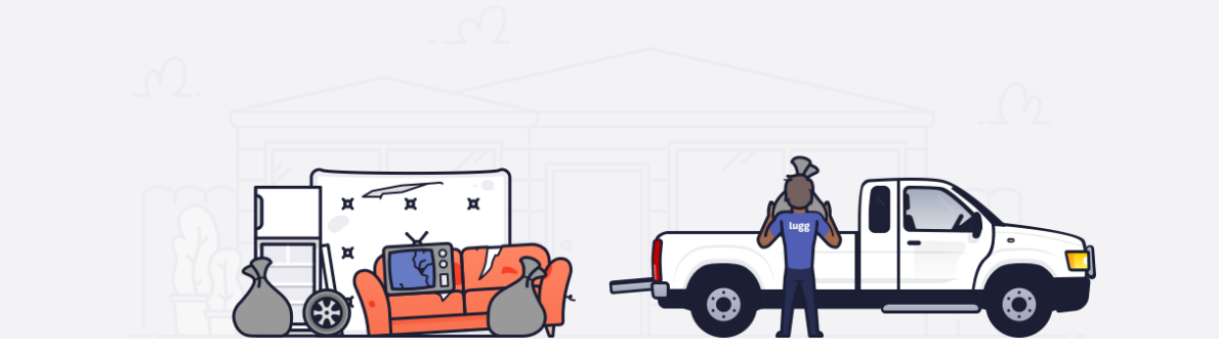
GENERAL

You may not assign these Terms without Lugg's prior written approval. Lugg may assign these Terms without your consent to: (i) a subsidiary or affiliate; (ii) an acquirer of Lugg's equity, business or assets; or (iii) a successor by merger. Any purported assignment in violation of this section shall be void. No joint venture, partnership, employment, or agency relationship exists between you, Lugg or any Third Party Provider as a result of this Agreement or use of the Services. If any provision of these Terms is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced to the fullest extent under law. Our failure to enforce any right or provision in these Terms shall not constitute a waiver of such right or provision unless acknowledged and agreed to by Lugg in writing.

Appendix P

lugg moving & delivery

Shop | Services | Cities | Partner | Get an estimate | Book now



Junk removal with a tap

We send a truck and movers same day to remove and haul away your junk to the nearest transfer station.

Snap a picture

Take a quick picture of what you want to get removed. It's that easy.

On your schedule

Two Luggers and a truck will pick up your junk when you're ready.

A clean house

Your junk removed in no time.

Recycle your items

We're happy to clear out the following items for you

Bedding

Mattresses (incl. waterbed mattresses), boxsprings, sleeping pillows, and covers.

Damaged items

Damaged electronics, dvds, furniture, tools and other items.

Small Appliances

Small refrigerators, freezers, washers/dryers, and other small appliances.

Closing times

After you set a dump or recycle station as the destination in the app please take their closing times in account when you select a pick up time. They mostly close early afternoon.

Additional fee

Dump and recycle stations charge a fee to dispose of your items which will be added to your total fare. This could range from $40 to $100+ based on the size and weight.

Q. Will the Luggers take any of my old furniture out?

A. When we're delivering new furniture your delivery crew can bring your old stuff to the sidewalk for free. Anything more than that you'll have to schedule a new Lugg to dispose or donate any old items.

```
**IMPORTANT:**
Disposal centers charge a fee to dispose of your items. This fee will be charged to your card on top of your regular Lugg fee. This fee ranges from $30 - $200+ based on the weight of your items.
```


Craigslist pick up and delivery

Shop used, buy local. It's never been easier to buy on services like Craigslist, Offerup & Letgo. Pay online and let Lugg pick it up and deliver into your home.

Anything, anywhere

We'll go the distance to pick up that item you love. We deliver up to 150 miles outside our service area.

Pay the seller

No more runs to the ATM. Pay for your items using services like Venmo or Square Cash prior to pickup.

Delivered into your home

Just let the seller know that Lugg will pick up your purchase for you. You don't even have to leave the house.

lugg moving & delivery

Shop Services Cities Partner Get an estimate Book now

Pick up and delivery to and from storage

Effortlessly move your belongings in and out of your storage unit. Store your things with a tap and have them back in as little as an hour when you need them.

Store anywhere

Store your belongings at your nearest storage unit or your parents garage. We'll load, haul, and deliver anything, anywhere.

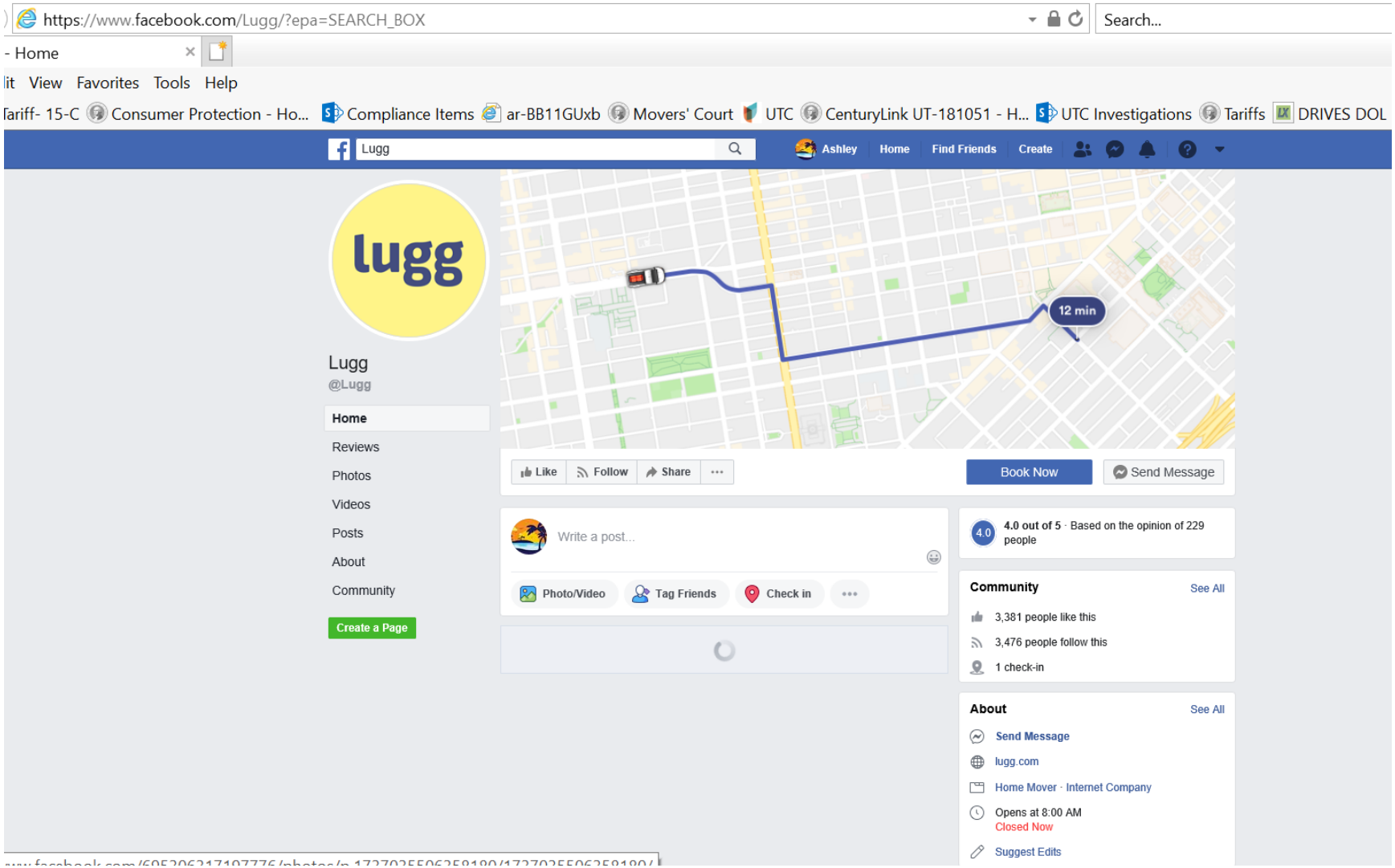
Convenient access

Your storage unit and everything in it just a tap away. Picked up and delivered in under an hour.

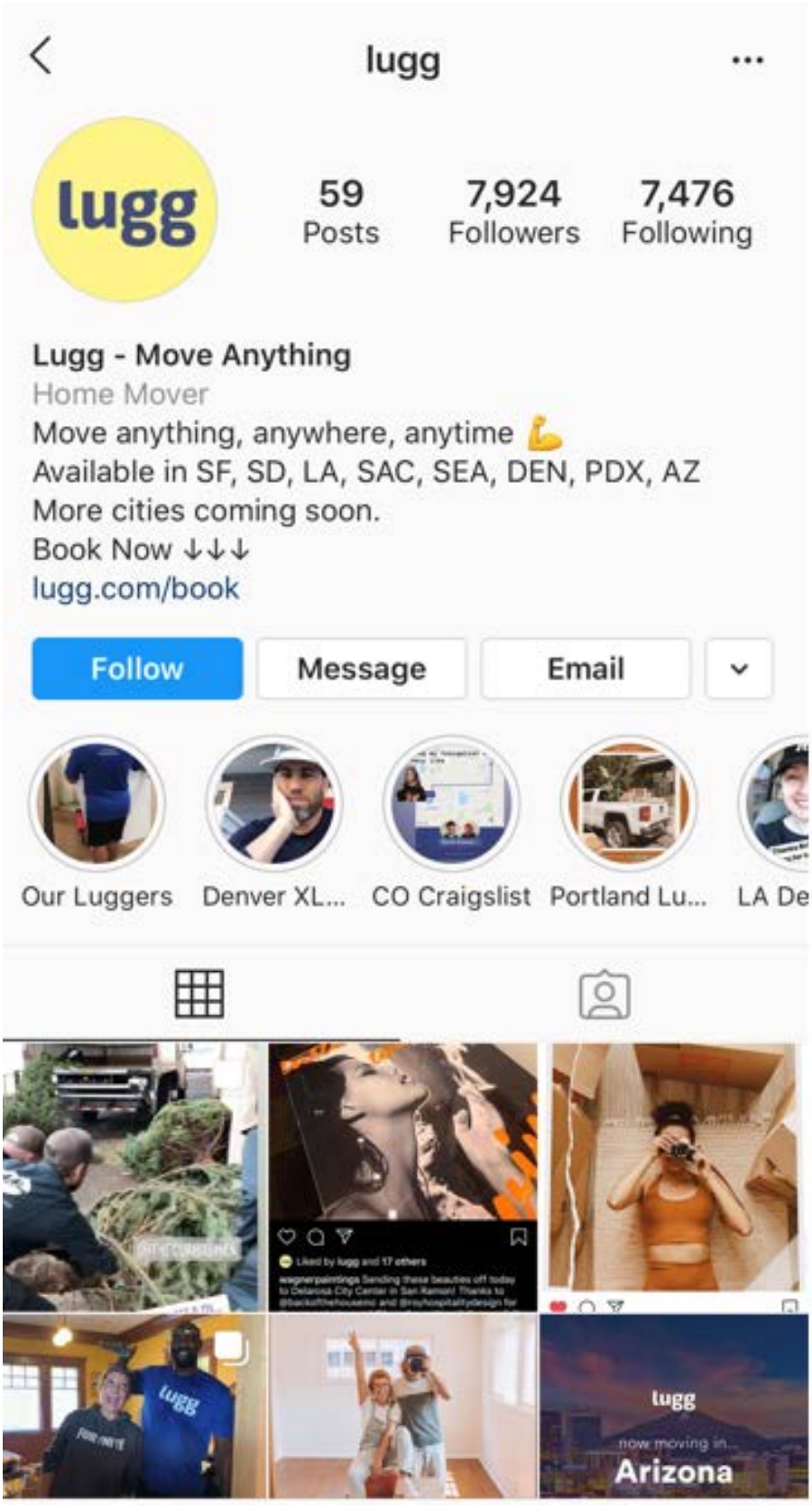
Your things protected

Your Lugg will be backed by our multi-million dollar insurance policy from the moment your items are in our hands.

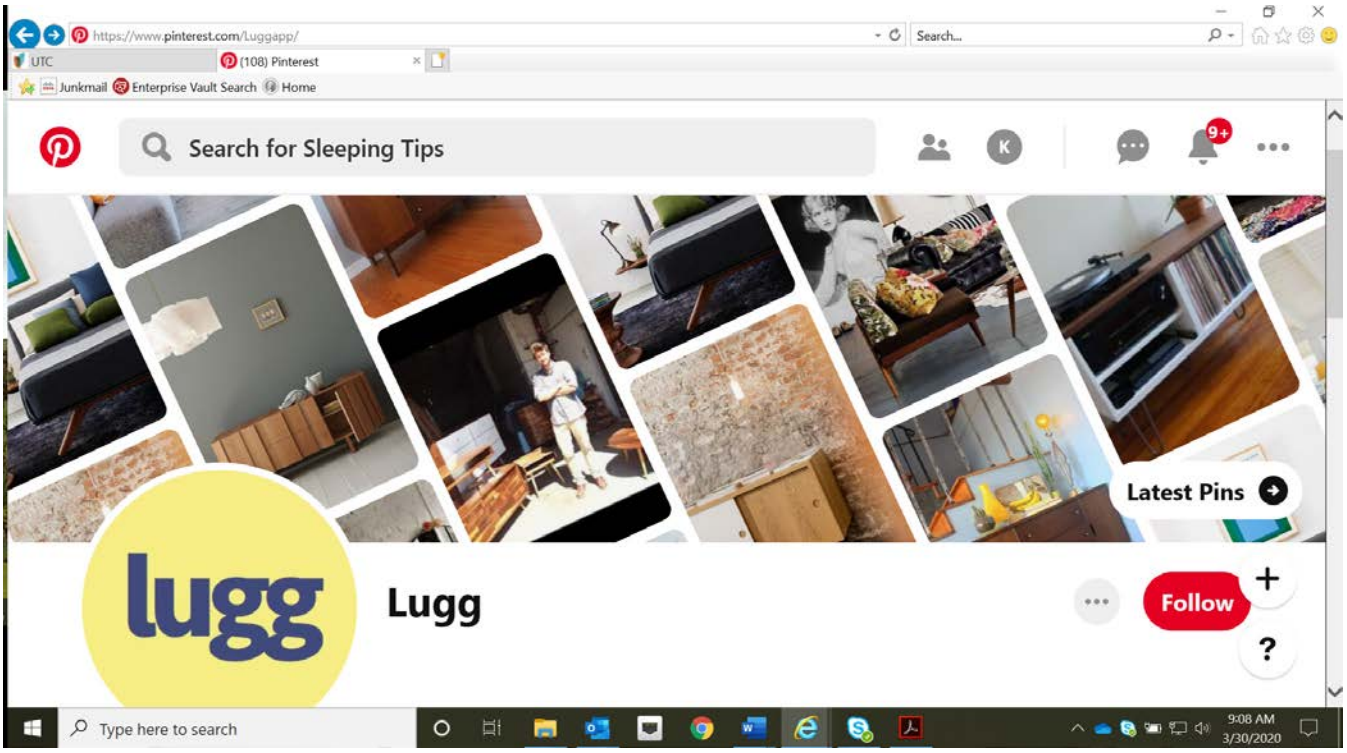
Lugg website pages captured 1/15/20



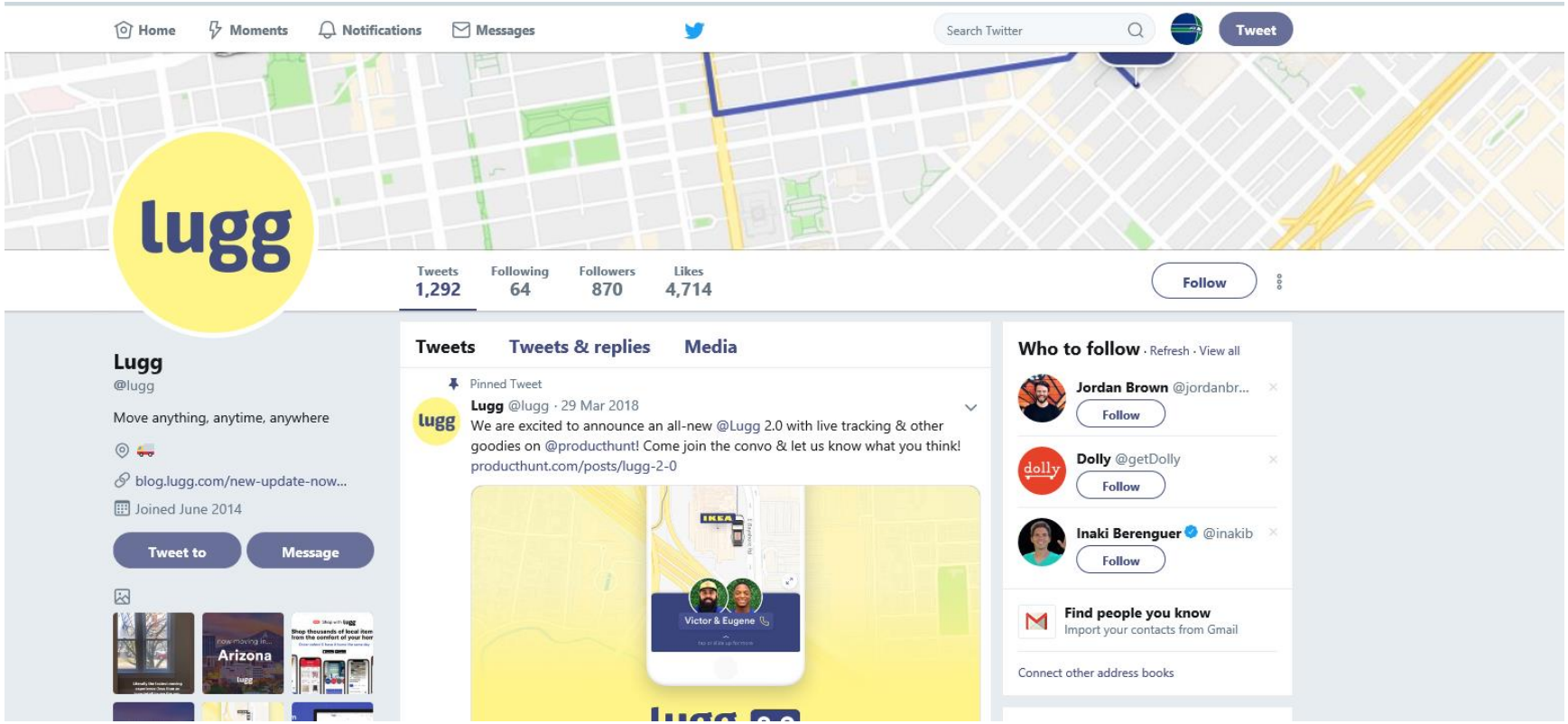
Lugg advertisement captured on Facebook page March 30, 2020.



Lugg advertisement on Instagram page, captured on 3/10/20



Lugg advertisement on Pinterest, captured March 30, 2020.



Lugg's advertisement on Twitter, captured March 30, 2020.

https://seattle.craigslist.org/see/lbs/d/seattle-affordable-professional-movers/7087780356.html

Search...

fordable Professional Mo...

Edit View Favorites Tools Help

Tariff- 15-C | Consumer Protection - H... | Compliance Items | Movers' Court | UTC | CenturyLink UT-181051 - ... | UTC Investigations | Tariffs | DRIVES DOL | Cases Application Home | Junkmail | Enterprise Vault Search | Outlook | Tariff 15-C | Welcome - Washington St... | 16 Tariff 15-C

seattle > seattle > services > labor / hauling / moving

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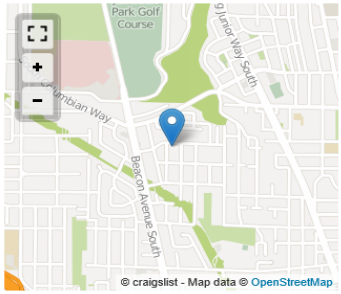
reply ☆ favorite hide flag Posted 5 days ago print

Affordable Professional Movers On-demand!!!



(google map)

Hey Seattle

Our team will move anything on-demand
Anytime + Anywhere!

Limited Time OFFER!!!! $10 off, use promo code: SPRINGCLEAN

Lugg.com/download
or
Lugg.com/book

Move big and bulky. Anytime. Anywhere.
★★★★★
Completed over 200,000 5-star moves

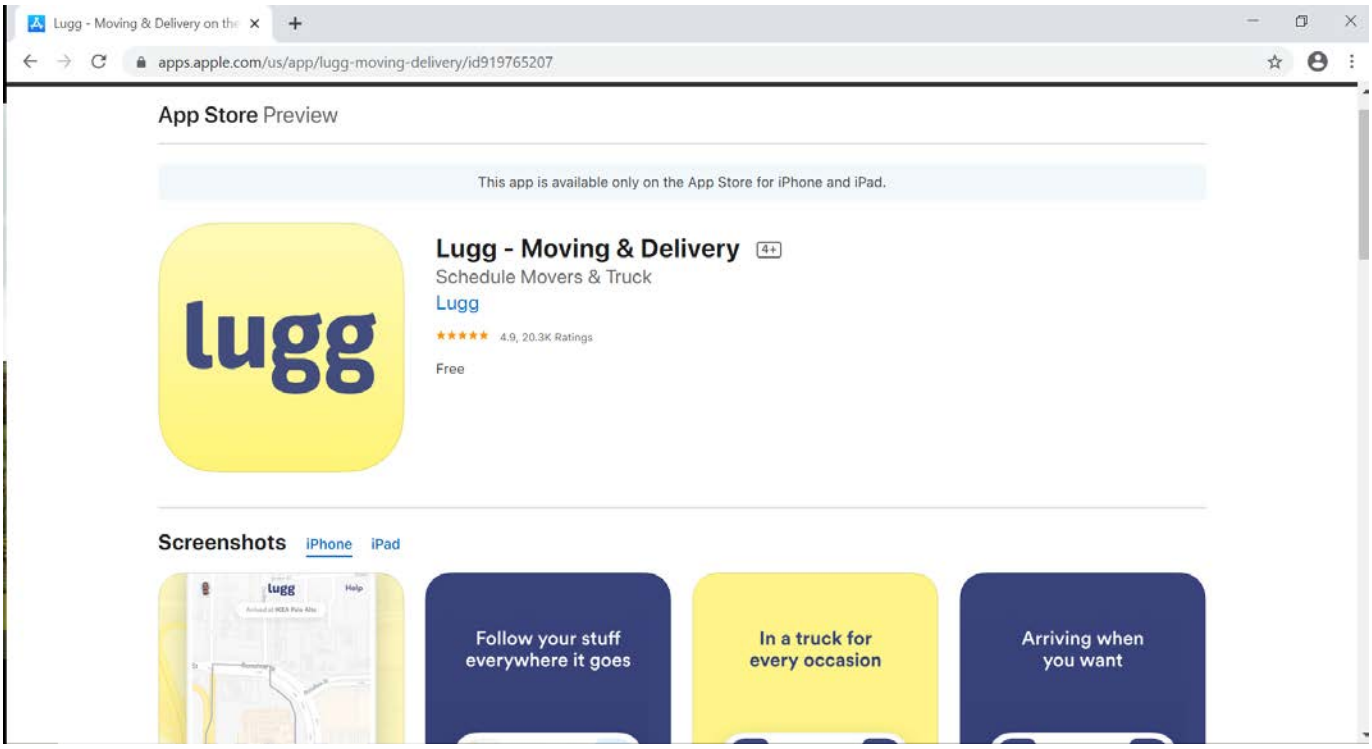
Schedule 2 strong movers and a truck to help you move anything, anywhere, anytime. If it fits in a truck, we'll move it!

Same-Day Store Deliveries - Costco, Ikea, Cost Plus, HomeGoods, Macy's, RH, West Elm, (Mom & Pop Boutiques)
Craigslists Pickups
Storage Moves
Apartment Moves
Muscle Only
Junk Removal
Donations to Goodwill/Salvation Army

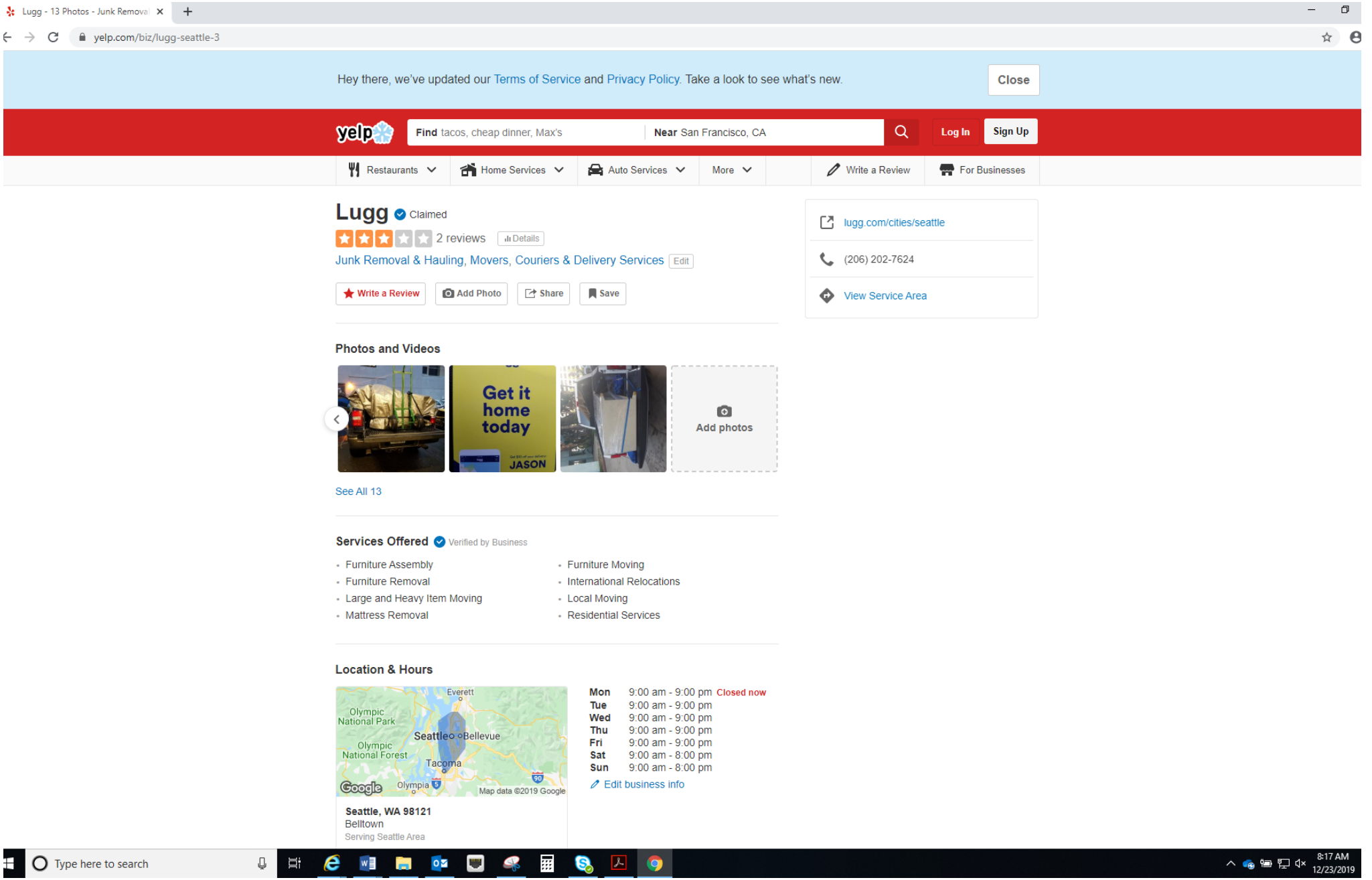
Type here to search

3:24 PM
3/10/2020

Lugg's advertisement on Craigslist, captured 3/10/20



Lugg's app page on Apple Store, capture on March 31, 2020.



Lugg's advertisement on Yelp, captured 12/23/2019.