



Terms & Conditions

These terms apply to every Simple Moves & Storage quote, booking, and move.

THE AGREEMENT

01 Booking & Card on File

A valid credit card is required on file to confirm your booking, along with a \$100 deposit to secure the crew and truck reserved for your date. Your \$100 deposit is applied toward your final move total. By booking, you authorize Simple Moves to charge the card on file for the balance once the move is complete.

02 Your Quote is an Estimate

Moving quotes are our best estimate based on the information you provide (room count, item list, access, distance). For hourly moves, **the final cost depends on the actual time taken** and any additional items, stairs, long carries, or access issues found on move day. Flat-rate quotes are a fixed total for the scope described, subject only to the extras listed in your quote. Quotes are valid for **30 days** from the date issued.

03 How Hourly Billing Works

One clock, no pauses. Billing starts when the crew arrives at your first pickup and stops when they leave your final drop-off. Loading, drive time between addresses, unloading, the crew's 30-minute break, and brief office check-in calls during the move are all inside that single hourly window. Your bill is **hours × hourly rate**, plus the flat Fuel, Truck and Travel charge. The crew's final clear-out of the truck at your destination (clause 04) is also inside that window. **There is no hour minimum** — you pay for the time actually worked. **Every move has a \$425 minimum charge for crew time and the travel charge together, before GST;** if a short move comes in under it, your invoice adds a minimum charge line to reach it. Quotes sent before October 7, 2026 are billed as quoted. Hourly rates vary by day demand and are confirmed on your quote.

Working hours & return trips. Our crew may work **until 7:00 PM each day** to finish your move. If you ask us to leave and come back later the same day, before 7:00 PM, because your schedule or the property does not allow us to finish in one visit, **we may charge an additional trip charge for the extra round trip**, worked out like the Fuel, Truck and Travel charge on your quote (clause 05). This is separate from clause 15, which applies when a move is stopped and not resumed.

04 Final Truck Clear-Out at Your Destination

Once the last item is unloaded, and **before the crew leaves your destination**, they carry out a final clear-out of the truck's cargo area — confirming **nothing of yours has been left in the truck**, and removing the moving blankets, wrap, straps and packing debris used on your move. This is a standard, required part of every move, is performed on site at your destination, and — like loading and unloading — is **billed within the hourly window** described in clause 03. The crew photographs the cleared truck as a record that nothing of yours was left behind.

05 Fuel, Truck and Travel

A flat Fuel, Truck and Travel charge covers the crew's round-trip transit — getting to your first location and returning to our base after the move — and may include ferry charges or overnight accommodation where required. It is shown on your quote and is in addition to the hourly (or flat-rate) charge. Drive time *between* your locations is billed within the hourly window described in clause 03. This charge covers the move as a whole rather than any single item, so **it does not go down if items are later removed** from your quote — the same round trip still has to be made.

06 Payment

Payment is due upon completion of the move, before the crew departs. We accept e-transfer, credit card, and cheque. All prices are exclusive of applicable taxes (GST), which are added to your final invoice.

Late payment & delinquent accounts. Simple Moves **reserves the right to charge interest** on any invoice that is not paid in full by its due date. Interest accrues at **2% per month, being 24% per annum**, calculated as simple (non-compounding) interest on the outstanding balance from the day after the due date until the account is paid in full. Interest is charged at our discretion, and a decision not to charge interest on one occasion does not waive our right to charge it on any other occasion. If an account is referred to a collection agency or to legal counsel, the customer is also responsible for the reasonable costs we actually incur in recovering the debt, including collection agency fees and legal costs, to the extent those costs are recoverable at law. We may also suspend or decline further service, and withhold release of any stored goods (clause 13), while an account remains overdue.

07 Cancellation & Rescheduling

We require 72 hours' notice to cancel or reschedule a move. Cancellations or reschedules made within 72 hours of the scheduled start time are charged a late cancellation fee of the greater of \$100 or 5% of your quoted price. Your \$100 deposit is applied to that fee and any balance above the deposit is invoiced. The fee reflects the crew and truck reserved for your slot and the short notice, which normally leaves that date unfilled. **A move you ask us to reschedule inside that window is charged that same fee, and a new \$100 deposit is required to hold your new date**, because the crew and truck we reserved for your original date are rarely rebooked at short notice. Once a move has been rescheduled at your request, **the 72-hour window continues to run from the date you originally booked** — moving the date does not restart the clock and does not restore a deposit already forfeited. **Reschedules that we initiate** are free and your deposit carries over to the new date. We may waive these charges at our discretion, for example for long-standing customers or a genuine emergency.

08 Coverage & Value Protection

Every move includes **Basic Liability** coverage at no extra cost: **\$0.60 per pound per item**. For greater peace of mind, **Premium Value Protection** is available at **\$6.00 per pound per item**, up to a maximum of **\$1,000 per item** (or actual replacement cost if less); this adds 10% to your hourly rate or quoted total. Coverage applies only to items handled by our crew and packed appropriately.

09 Customer-Packed Boxes & Pre-Existing Conditions

Boxes packed by the customer (owner-packed) are moved at the customer's risk; our coverage applies to the box as a unit, not to how its contents were packed. We are not liable for pre-existing damage, wear, or weakness in furniture, flooring, walls, or fixtures, or for items that are inherently fragile and not declared in advance. Please flag any high-value or delicate items (piano, safe, antiques, electronics) before move day so we can plan and quote accordingly.

10 Access, Parking & Site Conditions

Please ensure a legal parking spot is available for our truck at each location, and that elevators, hallways, and stairwells are accessible. **Time lost to blocked access, missing elevator bookings, or unexpected stairs/long carries is billed within the hourly window.** Where a flat rate was quoted, materially different access conditions than described may require a re-quote before work proceeds.

Parking tickets. Where the customer directs, arranges, or confirms the parking spot for our truck — including a driveway, loading bay, visitor stall, or a street spot the customer tells us is permitted — **the customer is responsible for that spot being legal and available.** If the truck receives a parking or bylaw ticket while parked in that spot, **the exact face value of the ticket is passed through to the customer** as a separate line on the final invoice, with a photo of the ticket attached as proof. We do not add any markup or handling fee. Tickets we receive through our own fault (parking somewhere the customer did not direct us to, or ignoring posted signage) are ours, not yours.

11 Items We Cannot Move

For safety and legal reasons, **our crew cannot transport hazardous materials (propane, fuels, paints, chemicals, ammunition), perishable food, live plants or animals, or items prohibited by law.** Please set these aside before move day; they remain your responsibility.

12 Damage Claims

If you believe our crew caused damage to your property or belongings, please **notify us in writing (text or email) within 60 days** of the move. Note any damage on the crew's completion sign-off where possible. Claims reported after 60 days may not be covered, as it becomes difficult to distinguish move-related damage from subsequent events. We investigate all timely claims promptly and in good faith, subject to the coverage limits in clause 08.

13 Storage

Where storage is requested, the monthly storage fee shown on your quote is an **estimate** based on the volume you described to us. The fee actually charged is based on the space your goods actually take up once they are loaded into our facility, which we measure on load-in day. We apply a **fair-correction band that works both ways**: if the measured volume is within **20% either side** of the estimate, the quoted monthly fee stands unchanged. If it is **more than 20% larger**, the monthly fee is recalculated upward at the same rate per cubic foot shown on your quote; if it is **more than 20% smaller**, the monthly fee is recalculated downward at that same rate, subject to our minimum monthly fee. We will always tell you the final monthly fee before it is billed. Your **first month of storage is billed on your final moving invoice**; from the second month onward storage is invoiced separately. A **minimum of one month** applies even if your goods are released sooner. Storage is billed in advance each month until the goods are released. Stored goods remain subject to the coverage limits in clause 08. Outstanding storage or move charges must be settled before goods are released or re-delivered.

14 Heavy, Oversized or High-Risk Items Must Be Declared

Your quote is priced on the item list you give us — including the **number of movers** needed to lift and carry those items safely. Certain items require an **additional mover** (and sometimes extra equipment): pianos and organs, safes and gun safes, hot tubs, large or commercial appliances, treadmills and gym equipment, pool and billiard tables, oversized solid-wood furniture, and stone, marble or glass tops. **These items must be declared before your move is booked.**

High-risk item handling charge. Certain items carry a risk of damage and injury far beyond ordinary furniture, and moving them safely requires specialist equipment (piano boards, stair climbers, crating, heavy straps), trained movers, and slower, more careful handling. Items of this kind — including pianos and organs, safes and gun safes, grandfather clocks, marble, stone or granite furniture, aquariums and fish tanks, chandeliers and hanging fixtures, glass table tops and large mirrors, exercise equipment, wine fridges and wine collections, artwork and framed pieces, antiques and heirlooms, and large televisions — carry a **per-item handling charge in addition to your hourly (or flat-rate) charge.** The charge is **listed item by item on your quote** so you can see exactly what you are paying for, and applies per item (two of the same item are charged twice). The current charges are: **piano or organ \$250; safe or gun safe \$200; grandfather clock \$150; marble, stone or granite furniture \$125; aquarium or fish tank \$125; chandelier or hanging fixture \$100; glass table top or large mirror \$75; exercise equipment \$75; wine fridge or wine collection \$75; artwork or framed pieces \$50; antiques or heirlooms \$50; large television (55 inches or over) \$40.** The charge that applies to your move is the one shown on your quote. **Aquariums and fish tanks must be completely emptied before move day** — of water, gravel and livestock. We do not transport water or live fish, and **we may decline to move a tank that has not been emptied.** This is a handling and equipment charge covering how the item must be moved. **It is not insurance, it is not related to the item's value, and it applies whether or not Premium Value Protection is purchased.** Coverage remains exactly as described in clause 08.

Undeclared high-risk items on move day. If a high-risk item of this kind was not declared before move day and our crew finds it on site, **we may either decline to move that item, or move it with the applicable per-item handling charge added to your final invoice,** at our discretion and depending on whether the crew has the right equipment and people with them that day. Where the item also requires an additional mover, the charges described below apply as well. Declaring these items in advance costs you nothing extra and is always cheaper than adding them at the door.

If an item of this kind was not on your list and is raised on move day, or added after the quote was accepted, we have to arrange an **extra mover at short notice**, and **additional charges will apply**. Specifically: your **Fuel, Truck and Travel charge is recalculated to what it would have been had the larger crew been booked from the start**, and the **larger crew's hourly rate applies for the time the additional mover is on site** (on a flat-rate booking, the quote is re-priced to what it would have been with that crew, and the difference is added

to your final invoice). Any time the crew spends waiting on site for the additional mover to arrive is billed within the hourly window described in clause 03.

Last-minute crew change fee. Finding another mover on the morning of a move means pulling someone off another job or calling them in at short notice, and it puts every other customer booked that day at risk. Where a heavy or oversized item was not declared and only comes to light on move day, a flat **\$150 last-minute crew change fee** is added to your invoice on top of the recalculated charges above. **This fee is waived in full if you tell us before move day** — even the evening before. Telling us early always costs you less than telling us at the door.

If an additional mover cannot be arranged that day, we may be unable to move the undeclared item, and a separate return trip would be quoted. Declaring these items in advance costs you nothing and is always cheaper than adding them later.

15 If We Have to Stop a Move Part-Way

Our crew is entitled to a safe and workable site. If, after the crew has arrived, conditions at or around either address make it unreasonable or unsafe to carry on — abusive, threatening or aggressive behaviour toward our crew by anyone at or near the property (the customer, a resident, a tenant, a neighbour, building staff, or any other person), repeated interference with the work, being refused access to areas or elevators the move requires, or being told part-way through to stop and leave — **we may stop the move and leave the site.** We will always try to resolve the problem on site first, and the decision to stop is made by the crew lead together with our office.

Because our movers, truck and equipment were committed to your move for that day, **a move stopped part-way is not a free visit.** The move is billed at the **greater** of these two amounts:

- **(a) Time on the clock** — the hours the crew was on site, at the hourly rate on your quote, under clause 03; or
- **(b) The share of the move completed** — the portion of the whole move that was finished, measured against the price quoted for the move, less travel.

Whichever of those two amounts is larger applies — never the smaller, and the two are never added together. Added to it is **a job stoppage fee of \$200, or 15% of your quoted price, whichever is greater,** which covers the drive to and from your address, truck loading and unloading time, and the day we reserved for your move and can no longer sell to anyone else. GST applies, any deposit already paid is applied against the amount owed, and the balance is payable under clause 06. We may at our discretion reduce the total to the price originally quoted for the whole move.

This clause applies only where the move is stopped for the reasons set out above. It never applies because our crew worked faster or slower than estimated. If we stop a move for a reason of our own — our own scheduling, an equipment or vehicle failure, or any crew decision unrelated to conditions at the property — this clause does not apply, and you are charged only for the work actually completed.

16 Ontario Moves — Our Moving Partner & Different Terms

Moves within Ontario are carried out on our behalf by our Ontario moving partner, **Comfy Moves**, whose company name appears on the truck that arrives. Simple Moves & Storage quotes your move, books it, collects your payment, and remains your point of contact from start to finish. Any damage caused during your move remains the responsibility of the crew that carried it out, and we handle the claim with them on your behalf under clause 12.

Ontario moves run on our partner's terms, which differ from the British Columbia terms above. Where this clause conflicts with any clause above, **this clause governs your Ontario move**:

- **Minimum:** there is a **3-hour minimum** on Ontario moves (clause 03's "no hour minimum" does not apply).
- **Deposit:** a **\$450 deposit** secures your date and is applied to your final total. No credit card on file is required.
- **Cancellation:** a **\$450 fee** applies if the move is cancelled **less than 24 hours** before the scheduled start time.
- **Travel:** travel is quoted up front as a **fixed number of hours**, from our yard to your first address and back from your last address, billed at your hourly rate. There is **no fuel surcharge and no truck fee**, so clause 05 does not apply.
- **No access charges:** there is **no additional charge for stairs, elevators or a long carry**, and no surcharge for weekends, holidays or overtime.
- **Payment:** due on completion, before the crew departs, by **cash or e-transfer**.
- **Coverage:** basic coverage of **\$0.60 per pound per item** applies, as in clause 08.
- **Hazardous materials cannot be moved** on any Ontario move.

Questions about these terms? Email bookings@simplemoves.ca or call (604) 670-6050.

Simple Moves & Storage · Langley, BC · [simplemoves.ca](https://www.simplemoves.ca)