

# ELIEZER MOVERS

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## Our Commitments

### 1. **Quality of Employees and Work – All-Israeli Labor Only!**

Moving the contents of an apartment is a complex operation. In order to prevent and minimize the risk of damage, the competence of the movers is a highly important consideration. Our workers are experienced professionals (as opposed to other companies who employ casual workers). At the present time, in the light of the security situation, it is even more important to make it a point to employ the principal of using only Israeli workers. We also do not hire illegal foreign workers.

In addition, our employees receive a fair wage that assures their job satisfaction, faithful performance of their tasks and high motivation (as opposed to exploitative salaries that cause discontent which is reflected in the quality of the work). Our employees are experienced and skilled in performing the various forms of moving goods, as well as dismantling and assembling of furniture. Eliezer Movers have been doing this kind of work on a daily basis for many years (since 1993).

### 2. **Commitment to Moving Date and Time**

**Moving Date** - The moving date is set by the customer according to his or her preference. The move is usually carried out on a tight schedule. It is most essential to know that the movers you have hired will arrive as agreed upon, even though they may have received later calls for easier or more profitable jobs.

**Moving Time** - If the moving time is set for the morning, we will be punctual, as far as it depends on us. If the move is set for later in the day, we shall give the customer an estimated time of arrival, and during the course of that day the customer shall be kept informed of any necessary change in the time of our arrival, so as not to cause the customer any unnecessary waiting.

**Weather** - We shall carry out the work on the set date, even if weather conditions are unfavorable. If the weather is stormy and the job cannot be carried out due to a concern for the welfare of the equipment and the workers, the job shall be carried out on the earliest date suitable for the customer and for Eliezer Movers. (This may not be immediate due to previous commitments and for this reason we recommend that the move not be postponed unless there is no alternative).

### 3. **Commitment to Price**

The price specified in the proposal is final. It is not our practice to give low quotes in order to "land" the job and then, using various excuses, try to extort additional sums from the customer. The proposal price is the price you will pay upon completion of the move (except in cases in which the agreed upon conditions have changed, for instance, additional items, additional work, additional stops for collection or unloading, a change in access conditions, or the necessity to carry out exceptional tasks, such as lowering/lifting equipment through windows using ropes or a crane).

#### 4. Pricing Meetings and Work Agreements

In order to be able to give an exact and fair quote, and to avoid any surprises on the moving day, it is our practice to hold preliminary meetings for the price quote. At no charge and with no obligation on your part, our representative will come to your home and estimate the scope and the cost of the job.

After giving the price proposal and agreement of both sides, a Work Agreement (enclosed herein) will be signed, which is intended to bind both customer and moving company to the execution of the job and to its conditions. This agreement guarantees that the customer will receive all services included at the agreed-upon price, on the agreed-upon date (as opposed to jobs that are agreed upon by telephone only, in which the degree of commitment is lower and more fluid).

Pricing via fax – In the event that a pricing meeting does not take place, the customer shall receive a form and will be requested to fill in the necessary data. The quote given will, in this case, be based and depend on the given data.

#### 5. Tipping

Unlike the accepted practice in the field of moving and deliveries, by which workers hint, request, and at times even argue about the size of the tip that, in their opinion, is due them, in our company no tips are extorted thereby causing the customer embarrassment during or at the end of the job.

Our workers are well remunerated for their work by the company. A customer who is satisfied with our work and who wishes to tip is most welcome to do so, but any customer who chooses not to tip is equally entitled not to and will be treated with equal respect.

#### 6. Insurance

##### “Merchandise in Transit”

The customer's possessions are insured by the Arie Insurance Company with a Merchandise in Transit policy, up to a sum of NIS 100,000 for each loaded truck. (If the move involves a number of trips, this sum shall apply separately to each trip.) The insurance policy is in effect at all times and applies to all trucks in our possession.

This insurance constitutes a “protective umbrella” against various types of damage that may occur during the moving of the contents of an apartment (capsizing, fire, etc. which cause significant damage). Considering the value of the property moved, which usually constitutes all of the customer's possessions, this insurance is of great importance.

**Additional insurance** - We have third party liability, employers liability and warehouse insurance, including an alarm and a security call center. Copies of insurance policies are available by fax upon request.

#### 7. Liability

In addition to the insurance, and taking into consideration the fact that it does not cover the more common damages (up to \$1,000), **in case of negligence in the moving, Eliezer Movers shall assume responsibility for:**

**Electrical appliances:** refrigerator, stove, washing machine, dryer dishwasher, freezer.

**Television sets:** If the customer is not in possession of the original packaging, our employees shall pack the television and it shall be covered by our comprehensive liability.

## **Breakage of furniture made of solid wood or plywood.**

**We assume full responsibility with no deductible.**

### **We assume no responsibility for:**

- A. Furniture made of particleboard/Melamin/MDF/plastic, since these are materials that, by their very nature, are less resistant to damage. We will, however, do all we can to deliver them safely.
- B. Contents of the cartons, for several reasons:
  - a. The insurance company covers only sums above \$1000.
  - b. There may be potholes and bumps in the road over which we have no control and which may cause damage, especially to fragile objects.
  - c. In the event that packing was performed by the customer, damage may be the result of inadequate packing.
- C. We assume no responsibility for hats and damage due to weather conditions.
- D. Computers and other electronic products: Since we are unable to thoroughly inspect these items prior and subsequent to the move and since they are particularly fragile, damage may be caused due to shaking even without any negligence, we do not guarantee such items whatsoever and we recommend that they be transported separately in your personal vehicles.

### **Flower Pots**

We are aware of their importance to you and we shall make every effort to prevent their being damaged; however, since flower pots cannot be packed, we cannot assume responsibility for them. (In case of clay flower pots, we recommend that plants not be watered for two days before the move so that the pots are less vulnerable ).

## **8. Theft and Loss**

It is obvious that the possessions being moved are usually of great monetary value and often of great emotional value.

Since it is difficult to keep track of every object as it is moved (from its original location and carried through stairways, elevators, vehicles, etc.), the trustworthiness of the workers is essential in order to ensure that the customer's possessions reach their destination in full and with no loss. Our movers are long-standing, permanent employees of high personal integrity and reliability..

Throughout the entire move, an employee of Eliezer Movers is present in the truck and his task is not only to arrange the items in the truck, but also to guard them against theft, etc.

Jewelry, cameras, silver objects, contents of safes and other valuables (including money), as well as other individual unpacked items, should be transported personally by the customer, and in any case, we clearly assume no responsibility for them.

## **9. "Scratches" – Caution at work**

No insurance company or moving company covers scratches, for a number of reasons:

- A. Scratches can not be prevented 100% of the time (moving possessions is not like sending a fax or an email).
- B. It is usually impossible to restore a scratched piece of furniture to its original condition.
- C. It is not reasonable to expect a scratched article of furniture to be replaced by a new one.

**On the other hand** – Due to the sensitivity of the issue, we make every effort to prevent scratches by:

- A) Professionalism, concern for your property and careful attention of our employees.
- B) Special pieces of furniture that require special protection are packed by us using a variety of packing materials as necessary (special blankets, bubble wrap, cling wrap, corrugated cardboard). Packing of the furniture is essential and a charge will be made for packing materials.
- C) Our workers are not paid a flat fee (per apartment), which results in excessive haste that leads to most damages, but rather per hour. Thus, the employees do not tend to rush through their work as fast as possible, but rather their work is characterized by professionalism and paying more attention to details.

## 10. Supply of Packing Cartons

We can supply, for a fee, packing materials of various kinds that are needed for various types of items. The cartons we use are strong and clean in order to protect your personal belongings. Information on the different kinds of cartons that we can provide and prices is available at our office. "Hanging cartons" (cartons with hangars) that can be used for hanging clothing as if they were being stored in a closet, so as to save the need for ironing, can also be purchased. Other packaging materials can be purchased from us: masking tape, plastic bubble wrap, new packing paper, cling wrap, styrofoam peanuts, etc.

**Supply time** – Generally, due to our large reserve of cartons, any quantity of cartons may be purchased within about 3 days of ordering.

If the customer resides outside of Jerusalem, supply may take a while longer and must be coordinated in advance.

## 11. Work Environment

The moving day is, to put it mildly, no ordinary day for the customer. It is a day full of numerous tasks and various feelings related to the move from one place of residence to another. Moving a home is not merely a technical move. On this day, the customer has no need for additional pressure on the part of the workers. Our workers, in addition to being patient (which is very helpful during the move), create a pleasant work atmosphere (as opposed to arguments and manipulations frequent among movers). Our workers are chosen carefully because we regard moving an apartment not only as transferring possessions, but rather as helping people change their place of residence.

We ensure (via the labor conditions we offer our employees) that our workers are proud and pleased with their jobs, and you will see the results of this during the move itself.

## 12. Recommendations

A list of satisfied customers and letters of recommendation are available by fax upon request from our office, or can be read on our website at [www.eliezer-movers.co.il](http://www.eliezer-movers.co.il), which you are very welcome to visit.

## Summary

You may perhaps receive a cheaper quote than ours, but the question is how expensive the final outcome will be, and how much aggravation will it involve. Since your possessions are dear to you, we recommend that you choose the safe way. Considering our service and work standards (as detailed above), our prices are very fair and with us you will receive the most for your money, so that ours is the most worthwhile deal for you. When you buy any product, your choice will usually tend to be in favor of the highest quality and not only the cheapest price, that is, you will be willing to pay more for higher quality with the understanding that in the long run, the cheaper object is more expensive and the expensive one is cheaper. This is especially true when you hire a service that is made up of so many sensitive points that are relevant to the quality of the work and that can easily create countless problems. Some of the details are mentioned above, but there are many others (for example, the high maintenance standards of our trucks and their tires, which carry all of your most cherished possessions).

### **REMEMBER:**

“The frustration caused by bad service lasts  
long after the satisfaction of a low price is gone”

And when you choose the best, you never regret it (Better safe than sorry).

At your service,

**Eliezer Movers**