

CAMELBACK MOVING, INC.
PROFESSIONAL RELOCATION TARIFF
CMI No. 4

CAMELBACK MOVING INC.
PROFESSIONAL RELOCATION TARIFF

CMI No. 4
(replaces CMI No. 3)

Published by:
Camelback Moving, Inc.
HHG Pricing
Issued: April 19, 2017
Effective: April 24, 2017

Issued: April 19, 2017

Effective: April 24, 2017

Camelback Moving Inc. / USDOT No. 1635834
2330 N 31st Ave, Phoenix, AZ. 85009

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Section 1 – Operating Rules

Item 101
Application of Tariff

This tariff is applicable for services provided by Camelback Moving, Inc., referred to as Camelback in the body of this document.

This tariff applies to the transportation of household goods shipments between points in the United States excluding Alaska and Hawaii.

Changes, updates, cancellations, and revisions to these provisions shall be accomplished by re-issue of the affected provisions, by supplement, or by electronic transmission. Revisions, authenticity, and effectiveness of affected provisions can be obtained and verified at the following internet web address: www.camelbackmoving.com.

Format – This tariff is published and made available to users and subscribers in an electronic format. The tariff contains two components:

1. A printed tariff document that contains the governing rules and regulations and an explanation of the transportation charges and the additional services, if any, that apply, and
2. A calculation to determine Full Tariff charges based on shipment origin, destination, and volume.

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Item 102
Bill of Lading
(Contract terms and Conditions of the Bill of Lading)

VALUATION STATEMENT REQUIRED ON BILL OF LADING

The following notice shall be placed in a prominent place, in at least 10-point type, on a moving company's required bill of lading (if printed). If the bill of lading is provided electronically, this statement must be of a size that, when printed on 8 by 12 inch paper, equates to 10-point type.

REQUIRED VALUATION CLAUSE AND ESTIMATE OF COST OF SHIPMENT AT FULL-VALUE PROTECTION

THE CONSUMER MUST SELECT ONE OF THESE OPTIONS FOR THE CARRIER'S LIABILITY FOR LOSS OR DAMAGE TO YOUR HOUSEHOLD GOODS CUSTOMER'S DECLARATION OF VALUE THIS IS A STATEMENT OF THE LEVEL OF CARRIER LIABILITY—IT IS NOT INSURANCE

Option 1:

The Cost Estimate that you receive from your mover MUST INCLUDE Full (Replacement) Value Protection for the articles that are included in your shipment. If you wish to waive the Full(Replacement) Value level of protection, you must complete the WAIVER of Full (Replacement) Value Protection shown below.

Full (Replacement) Value Protection is the most comprehensive plan available for protection of your goods. If any article is lost, destroyed, or damaged while in your mover's custody, your mover will, at its option, either: 1) repair the article to the extent necessary to restore it to the same condition as when it was received by your mover, or pay you for the cost of such repairs; or 2) replace the article with an article of like kind and quality, or pay you for the cost of such a replacement. Under Full (Replacement) Value Protection, if you do not declare a higher replacement value on this form prior to the time of shipment, the value of your goods will be deemed to be equal to \$6.00 multiplied by the weight (in pounds) of the shipment, subject to a minimum valuation for the shipment of \$6,000. Under this option, the cost of your move will be composed of a base rate plus an added cost reflecting the cost of providing this full value cargo liability protection for your shipment.

If you wish to declare a higher value for your shipment than these default amounts, you must indicate that value here. Declaring a higher value may increase the valuation charge in your cost estimate.

The Total Value of my shipment is: _____ (to be provided by customer)

Dollar Estimate of the cost of your move at Full (Replacement) Value Protection:

_____ (to be provided by carrier)

I acknowledge that for my shipment I have: **1) ACCEPTED the Full (Replacement) Level of protection included in this estimate of charges and declared a higher Total Value of my shipment (if appropriate); and 2) received a copy of the "Your Rights and Responsibilities When You Move" brochure explaining these provisions.**

X _____

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Customer's signature

Date

Docket No. RR 999, Amendment No. 5

-----OR-----

Option 2:

WAIVER of Full (Replacement) Value Protection. This lower level of protection is provided at no additional cost beyond the base rate; however, it provides only minimal protection that is considerably less than the average value of household goods. Under this option, a claim for any article that may be lost, destroyed, or damaged while in your mover's custody will be settled based on the weight of the individual article multiplied by 60 cents. For example, the settlement for an audio component valued at \$1,000 that weighs 10 pounds would be \$6.00 (10 pounds times 60 cents).

Dollar Estimate of the cost of your move under the 60-cents option: _____.

COMPLETE THIS PART ONLY if you wish to WAIVE The Full (Replacement) Level of Protection included in the higher cost estimate provided [above] [on the prior page] for your shipment and instead select the LOWER Released Value of 60-cents-per-pound Per Article; to do so you must initial and sign on the lines below-

I wish to Release My Shipment to a Maximum Value of 60-cents-per-pound per Article _____(Initials)

I acknowledge that for my shipment I have: 1) WAIVED the Full (Replacement) Level of protection, for which I have received an estimate of charges, and 2) received a copy of the "Your Rights and Responsibilities When You Move"

brochure explaining these provisions.

X _____
Customer Signature Date

Provided that: Where the customer is the employer of the actual owner of the household goods being transported and is responsible for all charges in connection with such move, the customer may waive the Full Value Protection level of liability and instruct the motor carrier to release the shipment to a value of 60 cents per pound per article (a) by specification made on a purchase order, or (b) by issuing, in advance of the shipping date, appropriate letters of instruction to the carrier. In such instances, the motor carrier must incorporate the instructions by reference to the customer's document in the Bill of Lading in lieu of the personal signature and handwritten statement relating to released rates.

Unless otherwise provide in this tariff, when property is transported subject to the provisions of this tariff (or amendments thereto) the acceptance and the use of the Uniform Household Goods Bill of Lading, as described herein, is required.

- (1) If the bill of lading is issued on the order of the shipper (or his/her agent) in exchange or substitution for another bill of lading, the shipper's signature to the prior bill of lading as to the limits of liability, in or in connection with such prior bill of lading, shall be considered a part of the original bill of lading as fully as if the same were written or made in connection with the original bill of lading.

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Any alteration, addition, or erasure made on a bill of lading without a special notation thereon by the agent of the carrier issuing the bill of lading shall be without effect, and the bill of lading shall be enforceable according to its original tenor.

- (2) The rates and charges shown herein are liability limited only, as provided by common law and by the laws of the United States and the several states insofar as they apply, but subject to the terms and the conditions of the Uniform Household Goods Bill of Lading insofar as such terms and conditions are not inconsistent with such common carrier's liability.
- (3) All rates and charges herein are dependent on the shipment being released in accordance with the provisions of Item 301 of this tariff.

SECTION 1

Camelback shall be liable for physical loss and/or damage to any articles from external cause while being carried or held in storage-in-transit – except loss, damage, or delay caused by or resulting:

- (a) From an act, omission, or order of the shipper;
- (b) From defect or inherent vice of the article (includes particle board furniture), including susceptibility to damage because of atmospheric conditions such as temperature and humidity or changes therein;
- (c) From
 - (1) Any act of war, whether in time of peace or war, by any agent of any government, power, authority, or forces;
 - (2) Any weapon of war employing atomic fission or radioactive force whether in time of peace or war;
 - (3) Any insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental forces in hindering, combating, or defending against such an occurrence;
 - (4) Seizure or destruction under quarantine or customs regulations;
 - (5) Confiscation by order of any government or public authority; or
 - (6) Risks of contraband or illegal transportation or trade.
- (d) From terrorist activity, including action in hindering or defending against an actual or expected terrorist activity. Such loss or damage is excluded regardless of any other cause or event that contributes concurrently or in any sequence to the loss. The term "terrorist activity" means any activity which is unlawful under the laws of the United States or any State and which involves any of the following:
 - (1) The hijacking or sabotage of any means of conveyance, warehouse, or other building;
 - (2) An assassination;

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- (3) Kidnapping, and /or threatening to kill, injure, or continue to detain, another individual In order to compel a third person (including a governmental organization) to do or abstain from doing any act as an explicit or implicit condition for the release of the individual seized or detained.
- (4) The use of any biological, chemical, or nuclear weapon or device, or any firearms, explosives, or dangerous devices with intent to endanger, directly or indirectly, the safety of one or more individuals or to cause substantial damage to property; or
- (5) An attempt, threat, or conspiracy to do any of the foregoing;
- (e) From delay caused by strikes, lockout, labor disturbance, riots, civil commotions, or the act of any person, or persons taking part in such an occurrence or disorder, and from loss or damage when, after notifying the shipper or consignee of a potential risk of loss or damage to the shipment from such causes, Camelback is instructed by the shipper to proceed with such transportation and/or delivery, notwithstanding such risk.
- (f) From Acts of God.

SECTION 2

Camelback shall not be liable for delays caused by highway obstruction, or faulty or impassable highways, or lack of capacity of any highway, bridge, or ferry, or caused by breakdown or mechanical defect of vehicles or equipment; or from any cause other than Camelback's own negligence; nor shall Camelback be bound to transport by any particular schedule, means, vehicle or otherwise than with reasonable dispatch.

SECTION 3

- (a) The shipper, upon tender of the shipment to Camelback, and the consignee, upon acceptance of delivery of shipment from Camelback, shall be liable, jointly and severally, for all unpaid charges payable on account of a shipment in accordance with applicable tariffs – including, but not limited to, sums advanced or disbursed by Camelback on account of such shipment. The extension of credit to either shipper or consignee for such unpaid charges shall not thereby discharge the obligation of the other party to pay such charges in the event that the party to whom credit has been extended fails to pay such charges.
- (b) The shipper shall indemnify Camelback against loss or damage caused by inclusion in the shipment of explosives or dangerous articles or goods.

SECTION 4

The Full Value Protection Option and the Minimum Liability Option are tariff or contractual levels of Carrier liability and may sometimes be referred to as “released rates” or “valuation.” These levels of Carrier liability are not insurance.

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For shipments of Household Goods as defined in Camelback's tariff, the maximum liability of Camelback shall be either:

- (a) The Full Value Protection Option declared by Customer, which may not be less than \$6,000 or \$6.00 per pound multiplied by the estimated weight of the shipment, in pounds, whichever is greater. Example: For a 10,000 pound shipment, the minimum declared value would be \$60,000. The cost of this protection is as follows:
 - i. 0 deductible: 20% of the estimated weight
 - ii. \$250.00 deductible: 15% of the estimated weight
 - iii. \$500.00 deductible: 10% of the estimated weight
- (b) The actual loss or damage not exceeding sixty (60) cents per pound of the weight of any lost or damaged article when the Customer has waived Full Value Protection and released the shipment to Camelback, in writing, with liability limited to sixty (60) cents per pound per article.

Further, Customer's failure to notify Camelback in writing that an item or article having a value that exceeds \$100 per pound will be included in the shipment will restrict Carrier's maximum liability to \$100 per pound of any lost or damaged article (based on actual weight), NOT to exceed the declared value of the entire shipment.

SECTION 5

If, for any reason other than the fault of Camelback, delivery cannot be made at the address shown on the face hereof, or at any changed address of which Camelback has been notified, Camelback, at its option, may cause articles contained in the shipment to be stored in a warehouse or storage facility selected by it at the point of delivery or at other available points, at the cost of the owner, and subject to a lien for all accrued tariff charges.

SECTION 6

If a shipment is refused by the consignee at destination, or if shipper, consignee, or owner of property fails to receive or claim it within fifteen (15) days after written notice by United States mail addressed to the shipper and consignee at post office addresses shown of the face hereof, or if shipper fails or refuses to pay applicable charges in accordance with Camelback's applicable tariff, Camelback may sell the property at its option, either

- a. upon notice in the manner authorized by law, or
- b. at public auction to highest bidder for cash at a public sale to be held at a time and place named by Camelback, thirty (30) days notice of which sale shall have been given in writing to the shipper and consignee, and there shall have been published at least once a week for two consecutive weeks in a newspaper of general circulation at or near the place of sale, a notice thereof containing a description of the property as described in the bill of lading, and the names of the consignor and consignee.

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The proceeds of any sale shall be applied toward payment of tariff charges applicable to the shipment and toward expenses of notice, advertising and sale, and of storing, caring for, and maintaining property prior to sale, and the balance, if any, shall be paid to the owner of the property, provided that any perishable articles contained in said shipment may be sold at public or private sale without such notices, if, in the opinion of Camelback, such action is necessary to prevent deterioration or further deterioration.

SECTION 7

As a condition precedent to recovery, a claim for any loss or damage, injury, or delay, must be filed in writing with Camelback within nine (9) months after delivery to consignee as shown of face hereof, or in case of failure to make delivery, then within nine (9) months after a reasonable time for delivery has elapsed; and suit must be instituted against Camelback within one (1) year and one (1) day from the date when notice in writing is given by Camelback to the claimant that Camelback has disallowed the claim or any part or parts thereof specified in the notice. Where a claim is not filed or suit is not instituted thereon in accordance with the foregoing provisions, Camelback shall not be liable, and such a claim shall not be paid.

Item 103
Weighing and Weights

As Camelback transports shipments based on volume, rather than weight, no weighing is necessary. Camelback may, at their discretion, obtain a gross vehicle weight on a scale meeting the definition of a certified scale, as provided in 49 CFR 375.1. These weights are obtained for Camelback's purposes only and have no bearing on the binding estimate of the shipment.

Item 104
Marking or Tagging Freight

1. Articles of fragile or breakable nature must be properly packed.
2. Packages containing fragile articles or articles consisting wholly or in part of glass, when packed by the shipper (or his/her agent), must be marked by plain and distinct letters designating the fragile character of contents.
3. When articles of furniture consisting wholly or in part of glass are covered or wrapped by the shipper (or his/her agent), such articles must be wrapped in a manner to clearly expose glass surfaces or glass portions.
4. Where articles are not packed or are packed improperly, crated or boxed and by reason thereof the articles not packed or contents of containers are more susceptible to damage, Camelback shall arrange to have such articles properly packed at charges shown in this tariff.

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5. Upon request of the shipper (his or her agent), Camelback shall prepare a second inventory of the shipment, which shall include itemized contents of each container packed by Camelback and shall show thereon, if requested by the shipper, the valuation of each article as furnished by the shipper (or his/her agent). Charges for this second inventory shall be at the rates provided in Item 202 (Extra Labor).

Item 105
Cancellation of Tariff Pages, Items, or Portions Thereof

When this tariff is amended, a new version shall be posted on Camelback's website.

Item 106
Governing Publications

This tariff is governed by the following publications:

<i>Title</i>	<i>Issuing Agent</i>	<i>Designation</i>
National Zip Code Directory	U.S. Postal Service (USPS)	None
Ryder Truck Rental Rate Guide	Ryder Truck Rental Inc.	None
Enterprise Trucks Rate Guide	Enterprise Trucks	None
Mileage Guide	Google Maps	None

The application of this tariff is governed by the postal zip code of each area or place within the United States, as assigned by the United States Postal Service as found in the National Zip Code Directory. The first three digits of the postal zip code define the applicable geographical service area for rate application purposes.

If the United States changes a three-digit code area of a postal zip code after the effective date of this tariff, the old 3-digit code area shall be used for shipment rating purposes until a new corresponding three-digit code area is provided for herein.

Note 1: The application of specific distance-based item (**Item 203, Shuttle Service, and Items 205 and 206, relating to pickup and delivery transportation charges on storage-in-transit shipments [when storage facility and residence have the same first three digits in their zip codes]**) is also governed by the Mileage Guide as provided herein.

Note 2: The Mileage Guide does **not** apply for the determination of transportation charges from and to points in the United States that are rated on a USPS zip code basis.

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Note 3: Where a mileage radius is named, such mileage radius shall include all points within the described number of highway mileage from the point that designates the mileage basing location of such named city as shown in the governing Mileage Guide. Where cities or points are partly within the described number of miles, such shall be considered as wholly within the described number of miles.

Note 4: References to the Mileage Guide, as well as the other governing publications, also refers to subsequent reissues of those publications.

Item 107
Collection of Charges, Prepayment

1. Camelback shall not deliver or relinquish possession of property transported by it until the total charges of the binding estimate have been paid in cash, Visa, Mastercard, or Discover (or credit or corporate checks with prior approval), based on the following:

On a binding estimate; the maximum amount is the exact estimate of the charges, plus the cost of any additional services you requested after the contract was executed that were not included in the estimate, and any charges for impracticable operations, not to exceed 15% of all other charges due at delivery, except where other satisfactory arrangements have been made between Camelback and the consignor or consignee, in accordance with the rules and regulations of the Department of Transportation.

2. Camelback shall accept the following credit card for payment of all rates and charges
 - a. Visa – Mastercard - Discover
Note: Application of this item is subject to authorization from the appropriate credit card company, on each individual shipment, prior to acceptance of the shipment by Camelback.
3. Camelback shall require a deposit of not less than 30% or more than 40% of the total guaranteed price upon booking. This deposit will be applied to the total upon collection of the shipment. The deposit is non-refundable but is transferable if Camelback is notified more than 48 hours before the move is scheduled to begin.
4. The following conditions shall apply satisfactory arrangements for credit made between Camelback and the consignor or consignee, in accordance with rules and regulations of the Department of Transportation:
 - a. The free credit period shall extend 7 days, excluding Saturdays, Sundays and legal holidays, from the first 12 o'clock midnight following the presentation of the bill by Camelback or deposit of

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same in the U.S. mail. In case of dispute as to the time of mailing, the postmark shall be accepted as showing such time.

- b. Except as provided in exception below, when Camelback's bill has not been paid within the free credit period, credit shall automatically be extended to a total of 30 calendar days, which shall include the free credit period, and the shipper shall be assessed a service charge by Camelback equal to 2.0 percent of the amount of Camelback's bill, subject to a \$20.00 minimum charge for each 30-day period that the charges remain unpaid.
- c. Camelback's bill shall state separately the total charges due during both the free credit period and the extended credit period.
- d. The mailing by the shipper of valid corporate checks within the credit period allowed such shipper is deemed to be the collection of the tariff charges within the credit period for the purpose of this Item. In case of dispute as to the time of mailing, the postmark shall be accepted as showing such time.
- e. Camelback shall not grant credit to any shipper who fails to pay a duly presented bill within the 30-day period, unless and until such shipper affirmatively satisfies Camelback that all future bills duly presented shall be paid strictly in accordance with the rules and regulations prescribed by the Department of Transportation for the settlement of carrier rates and charges.

Note 1: Please see Item 113 for Definition of Holidays

Note 2: Please see Item 115 for provisions governing Collection of Freight Charges on Household Goods Shipments Involving Loss of Destruction in Transit.

Exception: The service charge provided in Paragraph 3. B. above shall not be assessed in connection with the rates and charges on freight transported for the United States; for any department, bureau, or agency thereof; for any State or Territory, or political subdivision thereof; or for the District of Columbia.

Item 108
Hourly Rates

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Charges based on time shall be computed by multiplying the hourly rate by the time involved. Unless otherwise provided, fractions of an hour shall be disposed of as follows:

- a. Where the time involved is 15 minutes or less, the charge shall be for one quarter of an hour.
- b. When in excess of 15 minutes but not more than 30 minutes, the charge shall be for one-half hour.
- c. When in excess of 30 minutes but not more than 45 minutes, the charge shall be for three-quarters of an hour.

Item 109
Minimum Charge

Except as otherwise specifically provided for (or amended) in this tariff, shipments based on time will be charged a 2 hour minimum at current rates.

Item 110
Warehouse Pickup and Delivery Service

Except as otherwise provide herein, when a shipment is **delivered to or picked up at a warehouse (including self-storage/mini-warehouse locations)** the charges for transportation include the loading into or unloading out of the specific units at the storage location, or from the dock at a warehouse location.

Item 111
Prohibited and Restricted Articles

1. Camelback shall not accept for shipment:
 - a. Any property that is liable to contaminate or otherwise damage equipment or other property;
 - b. Articles which cannot be taken from the premises without damage to the article or the premises;
nor
 - c. Perishable articles, including frozen foods, articles requiring refrigeration, or perishable plants, except as provided in Paragraphs 2, 3. And 4 below.
2. Frozen food shall be accepted for transportation provided:
 - a. The food is contained in a freezer which, at the time of loading, is a normal deep-freezer temperature.

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- b. The shipment is to be transported no more than 150 miles and/or delivery accomplished within twenty-four (24) hours from time of loading.
 - c. No storage of the shipment is required.
 - d. No preliminary or en route servicing by use of dry ice, electricity, or other preservative methods is required of Camelback.
3. Perishable plants shall not be accepted for transport.
4. Camelback shall not be responsible for any perishable article included in a shipment without its knowledge.
5. Camelback shall not accept for shipment—under any circumstances—tanks or bottles designed to contain butane or propane (LP), including tanks and containers for gas barbecue grilles, torches, tools, or appliances. This prohibition also includes tanks or bottles that have been certified as empty.
6. Explosives or other dangerous articles shall not be accepted for transportation or transported.
7. When Camelback or its agent believes that it is necessary for the contents of packages to be inspected, Camelback or its agent shall make or cause such inspection to be made, or require other sufficient evidence to determine the actual character of the property.

Item 112

Impractical Operations and Application of Shuttle Service

PART A: IMPRACTICAL OPERATIONS

Nothing in this tariff shall require Camelback to perform any service at any point or location where, through no fault or neglect of Camelback, the furnishing of such services is impracticable because:

- 1. The conditions of roads, streets, driveways, alleys, or approaches thereto would subject operations to unreasonable risk of loss or damage to life or property;
- 2. Loading or unloading facilities are inadequate;

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3. Any force majeure, war, insurrection, riot, civil disturbance, strike, picketing, or other labor disturbance would:
 - a. Subject operations to unreasonable risk of loss or damage to life or property; or,
 - b. Unreasonably jeopardize the ability of Camelback to render linehaul or pickup or delivery or any other service from, to or at other points or locations
4. Camelback's hauling contractors, employees, or agents are precluded, for reasons beyond Camelback's control, from entering premises where pickup or delivery is to be made;
5. Local, state, or federal restrictions, regulations, or laws prohibit performance of such services by linehaul equipment;
6. When service is impractical for reasons stated in this rule, and service can be completed through the employment of services of a third party, please see Item 115.

PART B: APPLICATION OF SHUTTLE SERVICE

1. It is the responsibility of the shipper to make his/her shipment accessible to Camelback and to accept delivery from Camelback at a point at which the road haul vehicle may be operated safely.
2. When it is physically impossible for Camelback to perform pickup of a shipment at the shipper's origin address or to complete delivery of the shipment at the destination address with normally assigned road haul equipment – due to the structure of the building, its inaccessibility by highway, inadequate or unsafe public or private road, overhead obstructions, narrow gates, sharp turns, trees, shrubbery, the deterioration of roadway due to rain, flood, snow, or nature of an article or articles included in the shipment – Camelback shall hold itself available at the point of pickup or tender delivery at destination at the nearest point of approach to the desired location where the road haul equipment can be made safely accessible
3. Upon request of the shipper, consignee, or owner of the goods, Camelback shall use or engage smaller equipment than its normal road haul equipment and/or provide extra labor for the purpose, if possible, of transferring the shipment between the origin or destination address and the point of transfer to or from Camelback's road haul equipment. Please refer to Section 2, Item 203, for the application of shuttle and/or extra labor charges, which shall be in addition to all other transportation charges.
4. If the shipper does not accept the shipment at the nearest point of safe approach by Camelback's road haul equipment to the destination address, Camelback may place the shipment or any part thereof that is not reasonably possible for delivery, in storage at the nearest public storage facility, subject to a lien for all lawful charges. Camelback's liability shall cease when the shipment is unloaded into the warehouse, and the shipment shall be considered as having been delivered.

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5. All accrued charges on the shipment or any part thereof shall be due and payable upon delivery of same to the warehouse. Any subsequent movement from the warehouse shall constitute a new shipment.

Item 113
Definition of Holidays

Except as otherwise specifically provided in this tariff, reference to the term "holiday" shall be the date on which such U.S. National or officially declared State holidays are observed.

When a holiday falls on a Saturday, the holiday shall be observed on the preceding Friday. When a holiday falls on a Sunday, the holiday shall be observed on the following Monday.

Charges for holidays in this tariff shall apply only when service is rendered within a State on such observed holiday date.

U.S. Holidays

New Year's Day – January 1
Martin Luther King, Jr. Day – third Monday in February
President's Day – third Monday in February
Memorial Day – last Monday in May
Independence Day – July 4
Labor Day – first Monday in September
Columbus Day – second Monday in October
Veterans Day – November 11
Thanksgiving Day – fourth Thursday in November
Christmas Day – December 25
January 20 of each fourth year after 1965 – Inauguration Day at any point in the District of Columbia only

Item 114
**Procedures Governing the Processing, Investigation, and Disposition of
Overcharge, Duplicate Payment, or Over Collection Claims**

SECTION 1: APPLICABILITY

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The regulations set forth in this rule govern the processing of claims for over-charge, duplicate payment, or over collection for the transportation of property in interstate or intrastate commerce by motor common carriers licensed by the Department of Transportation.

SECTION 2: DEFINITIONS

- a. "Carrier" refers to a motor common carrier licensed by the Department of Transportation.
- b. "Overcharge" refers to two or more payments for transporting the same shipment. When one or more payment is not in the exact amount of the applicable tariff rates and charges, refunds shall be made on the basis of the excess amount over the applicable tariff rates and charges.
- c. "Duplicate payment" refers to two or more payments for transporting the same shipment. When one or more payment is not in the exact amount of the applicable tariff rates and charges, refunds shall be made on the basis of the excess amount over the applicable tariff rates and charges.
- d. "Over collection" refers to the receipt by a household goods carrier of a payment in excess of the transportation and/or accessorial charges applicable to a particular shipment of household goods as defined in 49 USC 13102 (10) and 10102 (11) in carrier's applicable tariffs.
- e. "Unidentified payment" refers to a payment which Camelback has received but which the carrier is unable to match with its open accounts receivable or otherwise identify as being due for the performance of transportation services.
- f. "Claimant" refers to any shipper or receiver, or its authorized agent filing a request with the carrier for the refund of an over-charge, duplicate payment, or over-collection.

SECTION 3: FILING AND PROCESSING CLAIMS

- a. A Claim for over-charge, duplicate payment, or over-collection shall not be paid unless filed in writing with the carrier that collected the transportation charges. The collecting carrier shall be the carrier to process all such claims. When a claim is filed with another carrier that participated in the transportation, that carrier shall transmit the claim to the collecting carrier within 15 days after receipt of the claim. If the collecting carrier is unable to dispose of the claim for any reason, the claim may be filed with or transferred to any participating carrier for final disposition.
- b. A single claim may include more than one shipment, provided the claim on each shipment involves:
 - (1) The same tariff issue or authority or circumstances;
 - (2) Single line service by the same carrier; or
 - (3) Service by the same interline carriers

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SECTION 4: FILING AND PROCESSING CLAIMS

- a. Claims for over-charge, duplicate payment, or over-collection shall be accompanied by sufficient information to allow the carrier to conduct an investigation and pay or decline the claim within the time limitations set forth in Section 8. Claims shall include the name of the claimant, its file number, if any, and the amount of the refund sought to be recovered, if known.
- b. Claims for overcharge shall be accompanied by the original freight bill, Additional information may include, but is not limited to, the following:
 - (1) The rate, classification, or commodity description or weight claimed to have been applicable.
 - (2) Complete tariff authority for the rate, classification, or commodity description claimed.
 - (3) Freight bill payment information.
 - (4) Other documents or data which is believed by claimant to substantiate the basis for its claim.
- c. Claims for duplicate payment and over-collection shall be accompanied by the original freight bill(s) for which charges were paid and by freight bell payment information.
- d. Regardless of the provisions of Paragraphs a, b, and c of this section, the failure to provide sufficient information and documentation to allow the carrier to conduct an investigation and pay or decline the claim within the allowable time limitation shall not constitute grounds for disallowance of the claim. Rather, the carrier shall comply with Section 5. (c) to obtain the additional information required.
- e. The carrier shall accept copies instead of the original documents required to be submitted in this section where the carrier is furnished with an agreement entered into by the claimant that indemnifies the carrier for subsequent duplicate claims that might be filed and supported by the original documents.

SECTION 5; INVESTIGATION OF CLAIMS

- a. Upon receipt of a claim – whether written or otherwise – the processing carrier shall promptly initiate an investigation and establish a file, as required by Section 6.
- b. If the carrier discovers an over-charge, duplicate payment, or over-collection which has not been the subject of a claim, it shall promptly initiate an investigation and comply with the provisions in Section 9.
- c. In the event that the carrier processing the claim requires information or documents in addition to that submitted with the claim, the carrier shall promptly notify the claimant and request the

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information required. This includes notifying the claimant that a written claim must be filed before the carrier becomes subject to the time limits for settling such a claim under Section 8.

SECTION 6; CLAIM RECORDS

Upon receipt of a claim, the carrier shall create a separate file and assign it a successive claim file number, subsequently noting that number on all documents filed in support of the claim and all records and correspondence with respect to the claim, including the written acknowledgment of receipt required under Section 7. If pertinent to the disposition of the claim, the carrier also shall note that number on the shipping order and delivery receipt, if any, covering the shipment involved.

SECTION 7; ACKNOWLEDGMENT OF CLAIMS

Within 30 days after receiving a written claim, the carrier shall acknowledge its receipt in writing to the claimant – except when the carrier shall have paid or declined the claim in writing within that period. The carrier shall include the date of receipt in its written acknowledgment and also shall enter this date on the face of the written claim, which shall be placed in the file for that claim.

SECTION 8; DISPOSITION OF CLAIMS

Within 120 days after receiving a written claim, the carrier shall pay, decline to pay, or settle the claim – except when the claimant and the carrier agree in writing to a specific extension based on extenuating circumstances. If the carrier declines to pay a claim or makes settlement in an amount different from that sought, the carrier shall notify the claimant, in writing, of the reason(s) for its action, citing tariff authority or other pertinent information developed as a result of its investigation.

SECTION 9; DISPOSITION OF UNIDENTIFIED PAYMENTS, OVER-CHARGES, DUPLICATE PAYMENT, AND OVER-COLLECTIONS NOT SUPPORTED BY CLAIMS

- a. (1) The carrier shall establish procedures for identifying and properly applying all unidentified payments. If a carrier does not have sufficient information with which properly to apply such a payment, the carrier shall notify the payor of the unidentified payment within 60 days of receipt of the payment and request information which shall enable it to identify the payment. If the carrier does not receive the information requested within 90 days from the date of the notice, the carrier may treat the unidentified payment as a payment of freight charges in fact owed to it. Following the 90-day period, the regular claims procedure under this part shall be applicable.

- (2) Notice shall be in writing and shall clearly indicate that it is a final notice and not a bill. Notice shall include: the check number, amount, and date; the payor's name; and any additional basic information the carrier is able to provide. The final notice also must inform payor that:

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- (i) applicable regulations allow the carrier to conditionally retain the payment as revenue in the absence of a timely response by the payor; and
- (ii) following the 90-day period the regular claims procedure shall be applicable.

- (3) Upon a carrier's receipt of information from the payor, the carrier shall, within 14 days:
- (i) make a complete refund of such funds to the payor; or
 - (ii) notify the payor that the information supplied is not sufficient to the unapplied payment and request additional information; or
 - (iii) notify the payor of the carrier's determination that such payment was applicable to particular freight charges lawfully due to the carrier.

(4) When a carrier that participated in a transportation movement but did not collect the transportation charged, finds that an overpayment has been made, that carrier shall immediately notify the collecting carrier. When the collecting carrier (whether single or joint linehaul) discovers or is notified by such a participating carrier that an overcharge, duplicate payment, or over-collection exists for any transportation charge which has not been the subject of a claim, the carrier shall create a file as if a claim had been submitted and shall record in the file the date it discovered or was notified of the over-payment. The carrier that collected the charges shall then refund the amount of the over-payment to the person who paid the transportation charges or to the person who made duplicate payment within 30 days from the date of such discovery or notification.

Item 115

**Collection of Freight Charges on Household Goods Shipments
Involving Loss or Destruction in Transit and on Shipments
Transported on More Than One Vehicle
(Please see Note 1)**

1. Camelback shall not collect, or require a shipper to pay, any published freight charges when that shipment is **totally** lost or destroyed in transit. The provisions of this item shall apply only to the transportation of household goods as defined in Note 1 below. This item shall not be applicable to the extent that any such loss or destruction is due to the act or omission of the shipper.
2. In the event that any portion, **but less than all**, of a shipment of household goods is lost or destroyed in transit, as a motor common carrier of household goods in interstate commerce Camelback shall, at the time it disposes of claims for loss, damage, or injury to the articles in the shipment, refund that portion of its charges that correspond to that portion of the shipment which is lost or destroyed in transit.

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To calculate the charges applicable to the shipment as delivered, Camelback shall multiply the percentage corresponding to the portion of the shipment delivered by the total charges applicable to the shipment as tendered by the shipper. If the charges computed in this manner exceed the charges otherwise applicable to the shipment as delivered, the lesser of those charges shall apply. The provisions of this paragraph shall apply only to the transportation of household goods as defined in Note 1 below. The provisions of this paragraph shall not be applicable to the extent that any such loss or destruction is due to the act or omission of the shipper. Camelback shall determine, at its own expense, the portion of the shipment not lost or destroyed in transit.

3. Whenever a collect-on-delivery shipment of household goods, as defined in Note 1 below, is **transported on more than one vehicle**, Camelback delivering such split or divided shipment shall observe the following requirements of subparagraphs a, b, or c in the collection of the charges:

- a. At Camelback's option, the collection of the charges attributable to the transportation of the portion of the shipment transported on each vehicle may be deferred until all portions of the shipment are delivered; or,
- b. Providing that the charges for the entire shipment have been determined, Camelback may collect at the time of delivery of any portion of the shipment that percentage of the charges represented by the portion of the shipment tendered for delivery; or,
- c. In the event that the charges due to Camelback for the transportation of the entire shipment cannot reasonably be determined at the time any portion of the shipment is tendered for delivery, Camelback shall determine and collect the charges for the portion of the shipment being delivered. The total charges assessed by Camelback for the transportation of the separate portions of the shipment shall not exceed the charges due for the entire shipment.

4. In the event of the loss or destruction of **any part** of a shipment being transported on **more than one vehicle**, the collection of charges as provided in paragraph 3 of this item shall also be in conformity with the requirements of paragraphs 1 and 2 of this item.

Note 1: This item applies only to residence-to-residence moves and other shipments transported under paragraph (1) of Item 102, Commodity Description of household goods).

Note 2: This item shall take precedence over corresponding provisions of Item 109 (Payment).

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Item 199

**Explanation of Abbreviations and Reference Marks For Standard Use
Throughout This Tariff**

U.S. State Abbreviations

<i>Abbr.</i>	<i>State</i>	<i>Abbr.</i>	<i>State</i>	<i>Abbr.</i>	<i>State</i>
AL	Alabama	KY	Kentucky	NE	Nebraska
AK	Alaska	LA	Louisiana	OH	Ohio
AZ	Arizona	MA	Massachusetts	OK	Oklahoma
AR	Arkansas	MD	Maryland	OR	Oregon
CA	California	ME	Maine	PA	Pennsylvania
CT	Connecticut	MI	Michigan	RI	Rhode Island
CO	Colorado	MN	Minnesota	SC	South Carolina
	Washington				
DC	DC	MO	Missouri	SD	South Dakota
DE	Delaware	MS	Mississippi	TN	Tennessee
FL	Florida	MT	Montana	TX	Texas
GA	Georgia	NV	Nevada	UT	Utah
			New		
HI	Hawaii	NH	Hampshire	VA	Virginia
ID	Idaho	NJ	New Jersey	VT	Vermont
IL	Illinois	NM	New Mexico	WA	Washington
IN	Indiana	NY	New York	WI	Wisconsin
IA	Iowa	NC	North Carolina	WV	West Virginia
KS	Kansas	ND	North Dakota	WY	Wyoming

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Reference Marks

<i>Abbr.</i>	<i>Province</i>	<i>Abbr.</i>	<i>Province</i>
ADD or ADD'I	Additional	M.C.	Motor Carrier
A.M. or a.m.	Ante Meridian	MIN.	Minimum
CFT	Cubic Foot	NO.	Number
COD	Collect on Delivery	O/T	Overtime
CONC	Concluded	Pack/Unpack	Packing or Unpacking
CONT	Continued	P/D	Pickup or Delivery
CWT	Hundredweight	PK	Packing or Unpacking
d/b/a	Doing Business AS	P.M. or p.m.	Post Meridian
EA	Each	REG	Regular
EAN	Except As Noted	SIT	Storage-in-Transit
EX.P/D	Extra Pickup or Delivery Household Goods Carrier'	STB	Surface Transportation Board
HGB	Bureau	Thru	Through (inclusive)
DOT	Department of Transportation	UN/PK	Unpacking
Inc	Inclusive	U.S.	United States
Jct	Junction	USPS	United States Postal Service
LB(s)	Pound(s)	W/T	Waiting Time

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Section 2 – Rates and Charges

Application of Transportation Charges

The transportation charges in this tariff include mileage, truck lease or rental rates, all labor (loading, driving, and unloading), estimated fuel cost for the size of the vehicle provided, and all miscellaneous costs of standard ground transportation (including, but not limited to: tolls, motels, etc.); they do not include the Additional Services named in Sections 1 and 2 of this tariff.

The transportation charges apply for the transportation of household goods between points in the 48 continental United States as provided for in Item 101 of the tariff. The charges apply between U.S. postal zip codes. Because Camelback Moving uses the current rental rates from 2 major rental companies, the transportation charges are computed based on this information in electronic form, rather than in a paper format.

Application Of Additional Services

Except as may otherwise be specifically provided for, the Additional Services rates and charges provided for in this section apply throughout the continental United States and are in addition to all other rates in the tariff.

This section of the tariff describes the application of the Additional Services items, and the electronic software portion of the tariff provides the specific charges that apply.

Notes To Apply:

The transportation charges apply for shipments of Household Goods:

1. Transportation charges apply based on the cubic feet of the shipment
2. For contract shipments, rates and charges shall be applied based on the load-from-residence date. For non-contract shipments, rates and charges shall be applied based on the date that the shipment is registered in Camelback's operating system.

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3. The transportation charges and additional service rates and charges apply without additional valuation charges when the shipment is released to a value not exceeding 60 cents per pound per article.

4. Transportation charges are calculated based on mileage (see Item 107), truck lease or rental rates (see item 107), all labor (loading, driving, and unloading), estimated fuel cost for the size of the vehicle provided, and all miscellaneous costs of standard ground transportation (including, but not limited to: tolls, motels, etc.). This formula is available in electronic form.

Item 201
Packing, Unpacking, Crating Service

Except as otherwise provided, Packing Service charges apply at the location where the service is provided when Camelback performs packing, unpacking, debris removal, crating, or uncrating service for the shipment (please see Notes 1 and 2).

Packing rates apply on an hourly basis if the service is performed in AZ, plus the cost of each individual carton and/or container furnished, and the packing of such cartons and containers furnished by Camelback. All cartons and containers remain the property of the consignee.

If the Packing Service is performed out of Arizona, the labor is billed at \$200.00 per packer per day. This does not include the cost of the cartons and/or containers.

Packing rates do **not** include crating service; please refer to Part 4 of this item for crating service provisions.

In the event that two or more cartons or containers must be joined because of the size, shape, or character of the item (s) to be packed, each such container or carton that is so joined shall be counted as one carton for the number of units packed. For example, if three (3) corrugated containers are joined to pack an oversized painting, the number of containers used for rating purposes would be three (3).

PART 3: DEBRIS REMOVAL SERVICE

Debris Removal Charges shall apply when Camelback is requested by the shipper to perform debris removal of unpacked cartons and other assorted articles subsequent to the date of delivery.

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Debris removal service performed subsequent to delivery must be performed within thirty (30) days of the delivery date.

Debris removal rates are a flat fee of \$120.00.

PART 4: CRATING SERVICE

Crating Service charges apply when Camelback is requested to provide crates (specially constructed for mirrors, paintings, glass or marble tops, and/or similar fragile articles) based on the market price of construction materials plus a \$50.00 crating fee and the hourly rate. The crating service charge for crates includes the construction and packing of such crates, which remain the property of the consignee.

In the event that Camelback does not possess qualified personnel to construct such crates, Camelback shall, upon request of the shipper, owner, or consignee, and as their agent, engage a third party to construct such crates. All charges for services provided by third parties must be paid by the shipper and apply in lieu of the crating and/or uncrating charges contained in this item.

Note 1: **Extra Stops** – On shipments being packed at more than one location, the initial point of origin through the completion of the packing service shall be the basis for the determination of rates and charges under this item.

Note 2: **Cartons Furnished by Shipper** – Container Service rates in this item apply **only** for cartons and containers that are furnished by Camelback. Extra Labor rates contained in Item 202 apply for the packing and/or unpacking of cartons or containers furnished by the shipper and packed or unpacked by Camelback.

Note 3: **Rates Not Applicable for Cartons or Containers Only** – The rates provided do **not** apply for containers or cartons that are supplied but not packed by Camelback.

Note 4: **Repacking Shipper Cartons under Full Packing Service** – When Camelback is required to re-pack cartons or containers that have been packed by the shipper in order to insure safe transportation, the hourly labor rates shall apply.

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Item 202
Extra Labor, Special Services, and Waiting Time

EXTRA LABOR

Extra Labor charges shall apply when Camelback performs any services that are requested by the shipper or his/her agent, **that are not included in the transportation charges.**

REMOVING AND/OR DISASSEMBLING AND REASSEMBLING

The transportation charges in this tariff does not include any special services or labor required to:

1. Remove any article(s) embedded in the ground or secured to a building (i.e., floor, ceiling, roof, or wall); or
2. Disassemble or reassemble any articles(s), including, but not limited to, steel utility cabinets, swing sets, sky rides, jungle gyms, German Shrunk, water beds, steel shelving, pool tables, elongated work tables, counters, particle-board furniture, or other articles of an unusual nature, in order to insure their safe transportation.

At the request of the shipper (or his/her agent), Camelback shall provide such special services at the standard hourly rates (Please see Notes 1 and 2), subject to its ability to furnish qualified personnel..

The transportation charges in this tariff include only services performed by Camelback to accomplish the bracing/stabilizing (and de-bracing/destabilizing) of moveable parts in or on appliances and other household articles (including, but not limited to, refrigerators, deep freeze cabinets, cooking ranges, dishwashers, washing machines, clothes dryers, stereo systems, radios, record players, television sets, and air conditioners), which, if not properly serviced prior to loading, could be damaged in or incident to transit.

It is important to note that the servicing and re-servicing of appliances and other household articles does **not** include:

1. Any special service or labor (e.g., plumbing, electrical, carpentry, gas or ventilation connections, etc.) required to disconnect or reconnect such appliances and other household article(s) embedded in the ground or secured to a building (i.e. floor, ceiling, roof, or wall); or to disassemble or reassemble any article(s), including, but not limited to, steel utility cabinets, swing sets, jungle gyms, German shrunk, water beds, steel shelving, pool tables, elongated work tables, particle-board furniture, or other articles of an unusual nature, in order to ensure their safe transportation.

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2. Any special service or labor (plumbing, electrical, carpentry, gas or ventilation connections, etc.) required to disconnect or reconnect such appliances and other household articles from or to the premises; and/or any preparation of article(s) by a third party in order to permit the safe transportation of the article(s), which if not properly serviced **prior** to loading, could be damaged in or incident to transit.

At the request of the shipper, (or his/her agent), Camelback shall provide such special services or labor, mentioned in (1) above, at the rates named in this item (Please see Notes 1 and 2), subject to Camelback's ability to furnish qualified personnel.

RIGGING, HOISTING, AND LOWERING SERVICES

If, in Camelback's judgment, it is necessary to use rigging, hoisting, or lowering services in order to accomplish the pickup or delivery of the shipment or any portion thereof, Camelback shall perform such services at the rates named in this item, subject to Camelback's ability to furnish equipment and qualified personnel (Please see Note 1).

If Camelback is unable to furnish or secure the equipment or qualified personnel, the shipper, owner, or consignee of the shipment shall be responsible for arranging such service.

WAITING TIME

Charges for waiting time shall apply on an hourly basis for each hour that Camelback provides waiting time service.

1. Charges for waiting time, when not the fault of Camelback, shall begin when Camelback has arrived at the origin or destination (within the scheduled time frame), and has given the shipper ½ hour notice prior to arrival.
2. Charges apply per hour for each vehicle, each driver, and each helper furnished by Camelback,
3. When the origin or destination of the shipment, or a portion thereof, is located at a point accessible only by the use of a ferry, please refer to Item 207.

Note 1: If Camelback does **not** possess personnel qualified to perform the specific special service(s) requested, as described in this item, Camelback shall engage a third party to perform such service upon request of the shipper (or his/her agent).

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Note 2: At the time of reconnecting or reassembling, the shipper is required to furnish any new hardware, nuts, bolts, or other materials necessary to perform the service.

Note 3: For applying charges for fractions of an hour for all services provided for in this item, please refer to Item 109.

Item 203
Shuttle Service

When it is physically impossible for Camelback to perform pickup of the shipment at the origin address or to complete the delivery of the shipment at the destination address with normally assigned road haul equipment, Shuttle Service charges shall apply for additional pickup or delivery services requested by the shipper, subject to the provisions of Item 113 (Impracticable Operations and Application of Shuttle Service).

Except as otherwise provided, Shuttle Service charges shall apply at the point where the service is performed, pursuant to the stopoff provisions of Item 207. The charges shown include the cost of the shuttle vehicle and the labor required to perform the shuttle service.

Other additional services may apply, depending on the circumstances and conditions at the pickup and delivery locations. These include, but are not limited to: Waiting Time (Item 202), Extra Labor (Item 202), and Stopoffs (Item 207).

Shuttle Service Charges – The charges provided are applicable when Shuttle Service is performed at job sites (residences or storage locations) that are within 25 miles of the location (storage facility or rental facility) where the shuttle vehicle is provided or obtained.

Additional Distance Charge – If the distance between the storage facility or the rental facility where the shuttle vehicle is rented or obtained and the job site is more than 25 miles, an additional charge applies. This charge is in addition to the shuttle charge otherwise provided for in this item. (If the distance between the storage facility or the rental facility and the job site is 25 miles or less, the Additional Distance Charge does not apply.)

1. Pursuant to Item 106 of the tariff, Google Maps shall be used to determine the distance-based rates in this Item.

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Item 204
Storage-in-Transit

Storage-in-Transit charges apply per night or in increments of one month. See Note 1 below.

Note 1: Camelback shall provide Storage-in-Transit service at one of their secured warehouse facilities.

Note 2: Attempted Delivery from Storage-in-Transit

Compensation to Camelback for attempted delivery to residence from storage-in-transit when failure to deliver is not the fault of Camelback, shall be as follows:

1. *Round-trip distance from the Storage-in-Transit facility to residence and return* – Item 210 (Pickup or Delivery Transportation charges on Storage-In-Transit Shipments), shall apply. (Pursuant to the provisions of 106, Google Maps shall be used to determine the distance-based charges when the storage facility and the residence have the same first three digits in their zip/postal codes.).
2. *Waiting Time* – The provisions of Item 202 shall apply if Camelback is required to wait at residence.
3. *Camelback shall charge the current hourly rate for the size of the crew in addition to paragraphs 1 & 2 above.*

All shipments transferred into a storage facility, vaulted or placed on the floor or in racks, will be considered Storage. Storage days shall include the day on which goods are placed into storage but not the day on which goods are removed from storage unless both occur on the same day. If the goods are removed from storage on the same day that they're placed into storage, a one month storage charge shall apply.

If the shipper remains in storage past the period specified in the contract, he/she will be billed monthly at the current storage rate based on the number of vaults and overflow items he/she has in Camelback's facility.

Note 1: Attempted Delivery from Storage

Compensation to Camelback for attempted delivery to residence from storage when failure to deliver is not the fault of Camelback, shall be as follows:

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1. *Round-trip distance from the storage facility to residence and return* – Item 210 (Pickup or Delivery Transportation charges on Storage Shipments), shall apply. (Pursuant to the provisions of Item 205, Google Maps shall be used to determine the distance-based charges when the storage facility and the residence have the same first three digits in their zip/postal codes.)
2. *Storage* – A second unloading labor fee shall apply when the shipment is returned to storage at the warehouse location.
3. *Waiting Time* – The provisions of Item 202 shall apply if Camelback is required to wait at residence.

Item 205

**Pickup and Delivery Transportation Charges on Storage-in-Transit (SIT)
or Storage Shipments**

SIT or Storage pickup and delivery transportation charges apply for shipments being stored either in transit or in a warehouse based on the location of the facility where the storage service is provided – except when provided for Camelback’s convenience. The charges include pickup or delivery on storage-in-transit or storage shipments, or portions thereof, as provided in Item 204.

1. SIT or Storage Pickup and Delivery charges are based on an hourly rate and a trip charge, based on the distance from the SIT or Storage warehouse to the destination address.
2. The SIT or Storage Pickup and Delivery charges include the loading and/or unloading of the shipment and the transportation of the shipment from or to the storage facility, but do not include any other Additional Services named in the tariff.
3. Pursuant to Item 106 of the tariff, Google Maps shall be used to determine the distance-based rates when the storage from the residence.

Item 206

Stopoffs and Diversions

Stopoffs – At the request of the consignee, consignor or owner, extra stops or calls shall be made at locations necessary to accomplish the extra pickup or extra delivery of portions of the shipment.

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1. Extra stops or calls are additional pickups made after the first pickup or additional deliveries made prior to the final delivery of the shipment. Each such extra stop or call shall constitute an extra pickup or delivery.
2. The transportation charges on shipments with extra pickups or extra deliveries shall be determined based on the additional distance that must be traveled.

Diversions – Upon instructions from the consignee or owner, the shipment shall be diverted subject to the following terms and conditions. Carrier may require that all such instructions be in writing.

1. The term “diversion” as used herein refers to either;
 - a. A change (after loading of the vehicle) in the destination of the shipment outside of the postal zip code area of the original destination; or
 - b. A change in the route at the request of the consignor, consignee, or owner.
2. When Camelback receives an order for diversion, diligent effort shall be made to locate the shipment and effect the change desired; however, Camelback shall not be responsible for failure to effect the change ordered unless such failure is due to error or negligence on Camelback’s part.
3. The transportation charges on shipments diverted to a new destination while the vehicle is en route or upon arriving at the original destination shall be determined based on the total transportation charge from the shipment origin to the point where the shipment was diverted, plus the transportation charge from the point where the shipment was diverted to the final destination.
4. On shipments diverted to a warehouse for storage-in-transit at a location other than the original destination, the warehouse shall be considered the destination point, and transportation charges to the warehouse shall be assessed under the provisions of paragraph 3 of this item. Charges for storage and further transportation shall apply based on the rates and charges named in this tariff.

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Item 207
Ferry and Service Charges

When Ferry Service is required for the safe transport of Household Goods the following shall apply:

1. The actual ferry charges shall be written into the original estimate and contract.
2. When Camelback's normal linehaul equipment cannot be accommodated by the ferry system, shuttle service shall be provided, subject to the charges and provisions named in Item 112.

Item 208
Automobile Transport

Transportation Application

Camelback does not offer interstate transportation of automobiles, motorcycles, boats (except canoes and kayaks), all terrain vehicles, and quads.

Section 3 – Products and Services

Item 301
Liability

Camelback (or the party in possession) shall be liable for the physical loss of or damage to any articles from external cause while being carried or held in storage-in-transit – **except** loss, damage, or delay caused by or resulting:

- a. From an act, omission, or order of shipper;

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- b. From defect or inherent vice of the article (including particle board furniture) – including susceptibility to damage because of atmospheric conditions such as temperature and humidity or changes therein;

- c. From:
 - 1. Hostile or warlike action in time of peace or war, including action in hindering, combating or defending against an actual, impending, or expected attack
 - i. By any government or sovereign power, or by any authority maintaining or using military, naval or air forces; or
 - ii. By military, naval or air forces; or
 - iii. By an agent of any such government, power, authority or forces;
 - 2. Any weapon of war employing atomic fission or radioactive force, whether in time of peace or war;
 - 3. Insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authority in hindering, combating, or defending against such an occurrence;
 - 4. Seizure or destruction under quarantine or customs regulations;
 - 5. Confiscation by order of any government or public authority; or
 - 6. Risks of contraband or illegal transportation or trade.

- d. From terrorist activity, including action in hindering or defending against an actual or expected terrorist activity. Such loss or damage is excluded regardless of any other cause or event that contributes concurrently or in any sequence to the loss. The term “terrorist activity” refers to any activity which is unlawful under the laws of the United States or any State and which involves any of the following:
 - 1. The hijacking or sabotage of any conveyance (including an aircraft, vessel, cab, truck, van, trailer, container or vehicle) or warehouse or other building;
 - 2. The seizing or detaining, and threatening to kill, injure, or continue to detain, another individual in order to compel a third person (including a governmental organization) to do or abstain from doing any act as an explicit or implicit condition for the release of the individual seized or detained;
 - 3. An assassination;
 - 4. The use on any
 - i biological agent, chemical agent, or nuclear weapon or device, or
 - ii explosive, firearm, or other weapon or dangerous device (other than for mere personal monetary gain), with intent to endanger, directly or indirectly, the safety of one or more individuals or to cause substantial damage to property; or
 - 5. A threat, attempt, or conspiracy to do any of the foregoing.

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- e. From delay caused by strikes, lockouts, labor disturbances, riots, civil commotions, or the acts of any person or persons taking part in any such occurrence or disorder and from loss or damage when Camelback, after notifying the shipper or consignee of a potential risk of loss or damage to the shipment from such causes, is instructed by the shipper to proceed with such transportation and/or delivery, notwithstanding such risk.
- f. From Acts of God.
- g. The following items must not be included in the shipment and shall not be covered by Camelback's possession protection plan; jewelry, coins, currency, other negotiable paper (e.g. stock certificates, bonds, etc.), important personal documents (e.g. deeds, titles, tax papers, birth certificates, etc.), and collections (e.g. stamps, baseball cards, etc.)

SUBJECT, in addition to the forgoing, to the further following limitations on the liability of Camelback (or the party in possession):

1. The full value protection or released value must be entered on the Bill Of Lading and may be completed only by the person signing it
2. Provisions of this item are contractual limits of liability as provided for in 49 U.S.C. Section 14706 and are not to be construed as "insurance".
3. Classification of parts or pieces of a complete article – Each shipping piece or package and contents thereof shall constitute one article except the total component parts of any article taken apart or knocked down for handling or loading in vehicle shall constitute one article for the purpose of determining Camelback's liability as provided in Item 301.

Note: When an entire shipment is transported in containers, liftvans, or shipping boxes, each shipping package, piece, or loose item not enclosed within a package in such containers, liftvans, or shipping boxes shall constitute the article.

4. The weight used for determining the minimum valuation shall be the actual net weight of the shipment or the estimated weight when the shipment moves pursuant to the terms and conditions of a Binding Estimate.
5. Camelback's maximum liability – whether or not loss or damage, injury, or delay occurred from Camelback's negligence, as determined under this rule – shall apply to any claim resulting from

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Camelback's performance (or failure to perform) any services, including accessorial services, which Camelback has contracted to perform

6. If, at the time of delivery, the shipper takes a written exception for non-delivery of an inventoried item (or items) and subsequently submits a properly documented claim for loss of the item(s), and if Camelback's investigation establishes Camelback's liability, the deductible amount, if any, shall not apply to the non-delivered item(s).

Item 302
Claims, Loss, and Damage

1. **Notice of Claims Required** – A claim for loss or damage shall not be voluntarily paid by Camelback unless filed electronically via Camelback's website, or in writing as provided in paragraph 2 below, within the specified time limits applicable thereto and as otherwise may be required by law, by the terms of the bill of lading and/or other contract of carriage, and by all tariff provisions applicable thereto.
2. **Minimum Filing Requirements** – A communication electronically via Camelback's website, or in writing from a claimant filed with Camelback within the time limits specified in the bill of lading or contract of carriage or transportation, and
 - a. Containing facts sufficient to identify the shipment(s) of property involved;
 - b. Asserting liability for alleged loss or damage;
 - c. A statement listing the nature and extent of the damage;
 - d. A photo of the damage; and
 - e. The approximate weight of the item lost or damaged,Shall be considered as sufficient compliance with the provisions for filing claims embraced in the bill of lading or other contract of carriage.
3. **Documents not constituting claims** – Bad order reports, appraisal reports of damage, notations of shortage or damage, or both, on freight bills, delivery receipts, or other documents, or inspection reports issued Camelback or their inspection agencies, whether the extent of loss or damage is indicated in dollars and cents or otherwise shall, standing alone, not be considered by Camelback as sufficient to comply with the minimum claim filing requirements specified in paragraph 2 above.
4. **Other claims** – If the investigation of a claim reveals that one or more other carriers has been presented with a similar claim on the same shipment, the carrier investigating such claim shall communicate with each such other carrier and, prior to any agreement entered into between or among them as to the proper disposition of such claim or claims, shall notify all claimants of the receipt of conflicting or overlapping claims and shall require further substantiation on the part of each claimant of his/her title to the property involved or his/her right with respect to such claim.

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5. ***Concealed damaged or shortage*** – Camelback must be notified promptly after discovery of concealed damage or shortage and given reasonable opportunity to inspect the shipment and packing. Camelback shall promptly and thoroughly investigate the claim and shall establish a claim file in connection therewith.

6. ***Supporting documents*** – When a necessary part of an investigation, each claim must be supported by the original bill of lading (if not previously surrendered to Camelback), either the original paid bill for transportation service or a photographic copy thereof, and for each article, the nature and extent of such damage, and, in the case of damage, a repair estimate.

7. ***Verification of loss*** – When an asserted claim for loss of an entire package or an entire shipment cannot be otherwise authenticated upon investigation, the carrier shall obtain from the consignee of the shipment involved a certified statement in writing that the property for which the claim is filed has not been received from any other source.

8. ***Satisfaction of claims*** –

- A. Full Value Protection: Camelback is liable for the replacement value of your lost or damaged good in your entire shipment. Unless you select the alternative level of liability, Camelback will transport your shipment under the Full Value Protection level of liability. If any article is lost, destroyed, or damaged while in Camelback’s custody, Camelback will, at its discretion, offer to do one (1) of the following for each item:
 - a. Repair the item
 - b. Replace with a similar item
 - c. Make a cash settlement for the cost of the repair or the current market replacement value

Camelback is permitted to limit its liability for loss or damage to articles of extraordinary value, unless the shipper specifically lists these articles on the shipping documents. An article of extraordinary value is any item whose value exceeds \$100 per pound.

- B. Released Value Protection: The most economical protection offered at no additional charge. Camelback assumes liability for no more that 60 cents per pound per article.

9. ***Constructive weight of packed interior shipping containers*** - When Camelback’s liability is to be measured by the weight of the lost or damaged article and such article is packed in an interior-shipping container, in the absence of specific evidence to the contrary, such interior-shipping container shall be deemed to have the following weight:

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CARTON WEIGHT PER CARTON (in pounds)

Dishpack	60
Cartons	
Less than 3 cu. ft.	25
3 less than 4 1/2 cu. ft.	30
4 1/2 less than 6 cu. ft.	35
6 less than 6 1/2 cu. ft.	45
6 1/2 cu. ft. and greater	50
Wardrobe	50

Note 1: Cartons containing books or phonograph records shall be deemed to weigh 50 pounds.

Note 2: Cartons containing lampshades shall be deemed to weigh 10 pounds.

Note 3: Items not identified on the inventory as to contents shall be settled for the heaviest weight on the schedule for the container.

10. Time limit for filing claims – As a condition precedent to recovery, a claim for any loss or damage must be filed electronically via Camelback’s website or in writing with Camelback within 9 months after delivery to consignee as shown on bill of lading, or in case of failure to make delivery, within 9 months after a reasonable time for delivery has elapsed; and suit must be instituted against Camelback within two (2) year and one (1) day from the date when notice in writing is given by Camelback to the claimant that Camelback has disallowed the claim or any part of or parts thereof specified in the notice. When a claim is not filed or a suit not instituted thereon in accordance with the foregoing provisions, Camelback shall not be liable, and such claims shall not be paid.

11. Acknowledgment and settlement by Camelback – Camelback shall acknowledge receipt of each claim in writing to the claimant within 30 calendar days after receipt of the claim by Camelback or the Camelback agent. Camelback shall record the date of receipt on the claim.

Camelback shall pay, decline, or make a firm compromise settlement offer in writing to the claimant within 120 (one hundred and twenty) days after receipt of the claim by Camelback or its agent.

12. Salvage – Whenever property transported by Camelback is damaged or alleged to be damaged and is, as a consequence thereof, not delivered or is rejected or refused upon tender thereof to the owner, consignee, or person entitled to receive such property, Camelback, after giving due notice whenever practicable to do so, to the owner and other parties that may have an interest therein, and unless advised to the contrary after giving such notice, shall undertake to sell or dispose of such property directly or by the employment of a competent salvage agent. Camelback shall dispose of the property only in a manner that shall fairly and equally protect the best interests of all persons

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have an interest therein. Camelback shall make an Itemized record sufficient to identify the property involved so as to be able to correlate it to the shipment or transportation involved and claim, if any filed thereon.

Upon receipt of a claim on a shipment on which salvage has been processed in the manner described above, Camelback shall record in its claim file thereon the lot number assigned; the amount of money recovered, if any, from the disposition of such property; and the date of transmittal of such money to the person (s) lawfully entitled to receive the same.

Whenever disposition of salvage material or goods shall be made directly to an agent or employee of Camelback or through a salvage agent or company in which Camelback or one or more of its directors, officers, or managers has any interest (financial or otherwise) Camelback's salvage records shall fully reflect the particulars of each such transaction or relationship, or both as the case may be.

Upon request of a party, person, firm, or establishment assuming liability for loss and/or damage in excess of Camelback's liability with respect to a shipment on which credit has been extended by Camelback to such party, person, firm, or establishment for the charges applicable to such shipment, Camelback shall:

- a. Investigate any loss and/or damage claim; and
- b. Arrange for the repair of all damaged articles when appropriate, and make such settlement with the shipper as is deemed equitable for all lost and damaged articles, repair of which is not deemed appropriate, Camelback assuming only that portion of the amount required to settle the claim for which it is liable and any additional amount to be borne by the person or firm assuming the excess liability; and:
- c. Render to the person or firm assuming the excess liability an invoice payable in seven (7) days for the amount required to settle the claim which exceeds the carrier's liability, plus the charge provided for in this item.

Note: Any charges or portions thereof for services of others engaged at the request of the person or firm assuming the excess liability – which are over and above the amount for which Camelback is liable under its bill of lading – shall be at the expense of such person or firm and shall be in addition to all other rates and charges.

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Exclusive Use of Vehicle

1. Subject to the availability of equipment, a shipper may order Exclusive Use of a Vehicle for transportation of a shipment. Transportation charges will be based on full tariff rates for the cubic size of the vehicle. No discounts will apply.

Item 304 **Consolidation of Shipments**

The term “shipment” refers to property tendered by one shipper and accepted by Camelback for loading the same day or consecutive days, at one place of origin (except as otherwise provided in Item 206), for one consignee, at one destination (except as otherwise provided in Item 206), and covered by one bill of lading. The name of only one shipper and one consignee shall appear on one bill of lading, but the bill of lading may also specify the name of a party (or more than one party when Item 206 is applicable) to be notified as to the arrival of the shipment at destination(s). (Please see Item 204, Storage-In-Transit for computation of charges on a portion of shipment stored in transit.)

Item 305 **Guaranteed Price Pledge**

Upon request of prospective shipper, Camelback shall provide a written total charge guaranteed price, which must be signed by Camelback and the shipper (or representatives thereof) for all services pertaining to a shipment, subject to the following:

Note 1: Guaranteed Price applies only for quantities and/or services or any part thereof set forth on the Guaranteed Price Form. Camelback may elect to revise the Guaranteed Price and void the original if quantities and/or services or any part thereof have been added or deleted by the shipper.

Note 2: The Guaranteed Price may be revised by mutual agreement between Camelback and the shipper, in writing, any time that the Guaranteed Price is in effect or any time on or before the date the shipment is tendered to Camelback for transportation.

Note 3: Transportation is limited to the origin and destination and additional stops, if any, indicated on the Guaranteed Price Form.

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Note 4: Camelback may elect to assess charges in addition to the Guaranteed Price amount for any of the following services which are not included on the Guaranteed Price form but which are either requested by the shipper or necessary to accomplish delivery and are performed by Camelback at destination.

Note 5: The Guaranteed Price amount and any additional charges are collectible by Camelback at the time of delivery – except where credit arrangements have been previously established between the shippers and Camelback:

- Unpacking
- Waiting Time
- Storage-in-Transit
- Pickup or Delivery Rates on Storage-in-Transit Shipments

Item 306
Discounts and Markups

Camelback reserves the right to discount or markup the bottom-line customer's charges, with notice, based upon current market rates.

Item 390
Unique shipper Terms

Currently no applications.

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