



CROWN RELOCATIONS
HAWAII BRANCH
COMMERCIAL RELOCATION TARIFF
MC#105284

ISSUED: October 1, 2012

Effective: October 1, 2012

Issued by:
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Mililani, Hawaii 96789
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TRANSPORTATION SERVICES & CHARGES

(Effective: October 1, 2012)

The Transportation Charges in this tariff include the loading of the shipment at the point of origin, vehicle transportation to the point of destination, and the unloading of the shipment at destination.

The Transportation Charges apply for the intrastate transportation of household goods between all points in the United States, including Alaska and Canada. Charges do not include other Additional Services named in this tariff.

The Transportation Charges are based on the weight of the shipment and the zip codes for the origin and destination cities.

ADDITIONAL SERVICES & CHARGES

(Effective: October 1, 2012)

Additional Service Charges apply for services that are requested by the shipper or necessary to complete the shipment. The electronic software portion of the tariff provides the applicable additional service rates and charges described below.

Full Value Protection. The charges in this item apply when the shipment is transported under the Full Value Protection provisions. The shipper may select from 4 deductible options.

Shuttle Service. This item applies when the shipper requests shuttle service or shuttle service is necessary for pickup or delivery at inaccessible locations.

Stop-offs and Diversions. This item contains the provisions that apply when a shipment is diverted or when additional stops are made to perform extra pickups or deliveries.

Light and Bulky Article Classification and Weight Additives. This item applies when light or bulky articles are included in the shipment. The item includes weight additives that apply for such articles as: boats, trailers or campers.

Container Service. This item applies when Crown furnishes containers and performs the packing of some or all of the articles in the shipment. The item applies on a hundredweight basis for full pack shipments and on a per container basis for partial pack shipments. Regular time and overtime rates apply, based on the time of the day and the day of the week that the service is performed. The rates contained in the software include the containers and packing materials. Rates are not provided for containers or materials that are supplied but not packed by Crown.

Rates for full and custom unpacking, crating service and for debris disposal (when the shipper does his own unpacking and Crown is requested to remove and dispose of containers and packing materials) are also provided in this item.

Extra Labor, Special Services and Waiting Time. This item applies when Crown provides extra labor, special services (such as: disassembling or assembling unusual articles, padding or wrapping articles for moving into self-storage), or waiting time.



TRANSPORTATION SERVICES & CHARGES

Overtime Loading and Unloading Service. This item applies when Crown performs pickup or delivery service on weekends, holidays, or after hours at the specific request of the shipper or if required by landlord requirements or local ordinances.

Advanced and Third Party Charges. This item applies when charges are advanced by Crown for services performed by third parties at the request of the shipper or required by a governmental or a local authority, such as tolls or ferry service charges.

Storage-in-Transit Charges. This item applies when storage-in-transit is performed, based on the location where the storage is provided, except as otherwise provided in the item.

Pickup and Delivery Transportation Charges on Storage-In-Transit (SIT) Shipments. This item applies on SIT shipments when Crown provides pickup or delivery service between the storage location and the residence. Charges are based on the zip code applicable at the storage location and the distance between the storage location and the residence, except as otherwise provided in the item.



BILL OF LADING TERMS AND LIABILITY LIMITATION

BILL OF LADING TERMS

(Effective: October 1, 2012)

Unless otherwise provided in this tariff, when property is transported subject to the provisions of this tariff, or as amended, the acceptance and the use of Crown's Household Goods Bill of Lading ("Bill of Lading") as described herein is required.

(a) If the Bill of Lading is issued on the order of the shipper, or his agent, in exchange or substitution for another bill of lading, the shipper's signature to the prior bill of lading as to the statement of value or otherwise, or election for common law or bill of lading liability, in or in connection with such prior bill of lading, shall be considered a part of the shipper's bill of lading as fully as if the same were written or made in connection with the original bill of lading.

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

(b) The rates and charges shown herein are reduced rates conditioned upon the use of Crown's Household Goods Bill of Lading. Consignor at his option, may elect not to accept the terms of Crown's Household Goods Bill of Lading, and in lieu thereof to have Crown transport the property with Crown's 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 Crown's Household Goods Bill of Lading insofar as such terms and conditions are not inconsistent with such common carrier's liability; the rate charged therefore will be 100 percent higher than the transportation rate contained in this tariff as would apply for such shipment if offered for transportation at a released value not exceeding 60 cents per pound, per article.

When the consignor elects not to accept any of the terms of such Bill of Lading he must give notice to Crown of such election. Crown must indicate the receipt of such notice by writing or stamping thereon a clause signed by Crown reading:

"In consideration of the higher rate charged, the property herein described will be carried, and the services to be rendered hereunder will be performed, with the carrier's liability limited only as provided by law; but subject to the terms and conditions of this Bill of Lading insofar as they are not inconsistent with such common carrier's liability."

All rates and charges herein are dependent upon the shipment being released in accordance with the provisions of Item 25 of this tariff.



BILL OF LADING TERMS AND LIABILITY LIMITATION

BILL OF LADING (INFORMATION TO BE INCLUDED ON FACE OF CROWN'S HOUSEHOLD GOODS BILL OF LADING)

(Effective: October 1, 2012)

Unless otherwise required by federal statutes, federal regulations, or as otherwise permitted herein, the terms and conditions set forth on the face of Crown's Household Goods Bill of Lading shall contain the following terms and conditions in the manner as stated.

(1) Crown's Household Goods Bill of Lading, issued for any shipment accepted for transportation and storage, shall have printed in distinctive color in boldface type on the face thereof a statement reading as follows (see Exception):

CUSTOMER'S DECLARATION of VALUE	
THIS IS A TARIFF LEVEL OF CARRIER LIABILITY - IT IS NOT INSURANCE	
<p><u>You must select, in your own handwriting,</u> one of the following two options for your shipment. The option you select establishes your mover's maximum liability for your goods, subject to the rules contained in your mover's tariff.</p>	
<p>OPTION 1: Full (Replacement) Value Protection. If any article is lost, destroyed or damaged while in your mover's custody, your mover will 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, if not repairable, 2) replace the article with an article of like kind and quality, or pay you for the cost of such a replacement. An additional charge applies for this option.</p>	
<p>To select Option 1, you must write, on the line below, either a lump sum dollar amount for the value of your shipment which may not be less than \$6000, or an amount per pound which may not be less than \$6.00 per pound, whichever is greater.</p>	
<p>The value of my shipment is: _____</p>	
<p>You must also select one of the following deductible amounts that will apply for your shipment:</p>	
<p>No Deductible (_____) Initial</p>	<p>\$250 Deductible (_____) Initial</p>
<p>\$500 Deductible (_____) Initial</p>	<p>\$1,000 Deductible (_____) Initial</p>
<p>OPTION 2: Released Value of 60 Cents Per Pound Per Article. If any article is lost, destroyed or damaged while in your mover's custody, your mover's liability is limited to the actual weight of the lost, destroyed or damaged article multiplied by 60 cents per pound per article. This is the basic liability level and is provided at no charge. It provides coverage which is considerably less than the average value of household goods.</p>	
<p>To select Option 2, you must write, on the line below, the words "60 cents per pound".</p>	
<p>The value of my shipment is: _____</p>	
<p>Your signature is required here: I acknowledge that I have 1) declared a value for my shipment and selected a deductible amount, if appropriate, and 2) received and will read the mover's brochure explaining these provisions and the applicable charges.</p>	
<p>_____ (Customer's Signature)</p>	<p>_____ (Date)</p>
<p>EXTRAORDINARY (UNUSUAL) VALUE ARTICLE DECLARATION: Unless the shipper has prepared a copy of the "Inventory of Items Valued in Excess of \$100.00 Per Pound Per Article" (Inventory") which are included in the shipment and provided a copy of that Inventory to the carrier's representative prior to loading, the carrier or mover's liability shall be limited to \$100.00 per pound per article for any lost or damaged article valued in excess of \$100.00 per pound, based upon actual weight of the article, not to exceed the declared value for the entire shipment.</p>	
<p>By signature hereafter, the shipper acknowledges that he or she has prepared an Inventory of Items of Extraordinary Value and provided a copy to the carrier prior to loading, and has retained a copy.</p>	
<p>_____ (Customer's Signature)</p>	<p>_____ (Date)</p>



BILL OF LADING TERMS AND LIABILITY LIMITATION

Exception: The provisions referring to the "Extraordinary (Unusual) Value Article Declaration" are optional; refer to Item 25, Paragraph (b), and to Item 26 for provisions to apply.

(2) In addition to the above statement printed in distinctive color in boldface type, Crown shall cause to be included in the Bill of Lading the following minimum information:

- a. The name and address of Crown.
- b. The names and addresses of any other motor carriers, when known, who will participate in transportation of the shipment.
- c. The name, address and telephone number of the office of Crown or any other carrier that should be contacted in relation to the transportation of the shipment.
- d. The form of payment that will be honored at delivery (must correspond with the form of payment entered on the estimate and the order for service).
- e. When the transportation is to be performed on a collect on delivery basis, the name and address and, if furnished, the telephone number, facsimile number, or e-mail address of a person to whom notification shall be given.
- f. When the transportation is to be performed for an individual shipper, and except when the transportation is to be performed subject to tariff provisions providing for guaranteed service dates, the agreed date or period of time for pickup of the shipment and the agreed date or period of time for the delivery of the shipment. The agreed dates or periods of time for pickup and delivery entered on the receipt or Bill of Lading shall conform to the agreed dates or periods of time for pickup and delivery entered on the order for service or a proper amendment to the order for service.
- g. When the transportation is to be performed subject to tariff provisions providing for guaranteed pickup, transportation and delivery service, the dates for pickup and delivery and any penalty or per diem entitlements due the shipper under the agreement.
- h. The actual date of pickup.
- i. The company or carrier identification number of the vehicle on which the shipment is loaded.
- j. The terms and conditions for payment of the total charges including notice of any minimum charges.
- k. When the transportation is to be performed on a collect on delivery basis, the maximum amount required to be paid at the time of delivery to obtain delivery of the shipment. The maximum amount may include charges for additional services agreed to by the shipper in the estimate of charges.
- l. Evidence of any insurance coverage sold to or procured for the shipper, including the amount of the premium for such insurance.

(3) **Notice:** Crown's tariff, by this reference, is made a part of the Bill of Lading and may be inspected at Crown's headquarters, on the internet at www.crownworldwide.com. or, upon request, Crown will furnish a copy of any tariff provision containing its rates, rules or charges governing the shipment.



BILL OF LADING (CONTRACT TERMS AND CONDITIONS OF CROWN'S HOUSEHOLD GOODS BILL OF LADING)

Effective: October 1, 2012)

Except when transportation is performed under the provisions of Item 20 (b) of tariff, the following Contract Terms and Conditions apply to all transportation performed by Crown in addition to all other rules, regulations, rates, and charges in this and other applicable tariffs, which are available for inspection at the location(s) specified by the carrier.

Crown's Bill of Lading, Estimate/Order for Service prepared in advance of the shipment, inventories prepared in conjunction with a move and any applicable contract of carriage agreements constitute the contract between shipper and Crown. Except for a binding estimate, in the event of any conflict between the terms of the Estimate/Order for Service and the Bill of Lading, the document last shall control.

The contract is subject to all the rules, regulations, rates and charges in Crown's applicable tariff(s) including, but not limited to, the following terms and conditions:

SECTION 1:

Crown shall be liable for 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 or upon instructions from shipper to proceed with the pickup, transportation and/or delivery, after notice to the shipper or consignee of potential risk, loss, or damage to the shipment notwithstanding such risk;

(b) From defect or inherent vice of the article, 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 (A) by any government or sovereign power, or by any authority maintaining or using military, naval or air forces; or (B) by military, naval or air forces; or (C) 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 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; or

(e) From Acts of God.

SUBJECT, in addition to the foregoing, to the limitations on Crown's maximum liability which shall be either:

(1) The lump sum value declared by the shipper, which may not be less than \$6,000 or \$6.00 per pound multiplied by the actual weight of the shipment, in pounds, whichever is greater, or

(2) The actual loss or damage not exceeding sixty (60) cents per pound of the weight of any lost or damaged article when the shipper has released the shipment to carrier, in writing, with liability limited to sixty (60) cents per pound per article.



BILL OF LADING TERMS AND LIABILITY LIMITATION

Crown's maximum liability and the valuation charges specified herein for the assumption of liability shall be subject to selection by the shipper, prior to loading, either in the Estimate/Order for Service or the Bill of Lading, with an appropriate maximum valuation amount and deductible of 0, \$250, \$500 or \$1000. Shipper may designate or release the shipment to a higher maximum valuation amount. In the event the shipper fails to declare either liability option, Crown's liability shall be limited to \$6.00 per pound times the actual weight of the shipment which shall be at the cost to the shipper with a \$0.00 deductible. To avoid these additional charges, shipper must waive full replacement valuation and agree that if articles are lost or damaged, Crown's liability will not exceed 60 cents per pound for the actual weight of any lost or damaged article or articles in the shipment. Failure to waive the full replacement valuation shall cause the Shipper to incur charges for such valuation.

SECTION 2:

Crown shall not be liable for delay 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 negligence of Crown; nor shall Crown be bound to transport by any particular schedule, means or vehicle, or otherwise than with reasonable dispatch. Crown shall have the right in case of physical necessity to utilize appropriate shuttle service or to forward said property by any carrier or to utilize any route between the point of shipment and the point of destination.

SECTION 3:

(a) Notwithstanding any contract with the employer or other third party associated with the shipper, consignor, or consignee, the shipper or the consignor upon tender of the shipment to Crown, and the consignee upon tender of delivery of shipment by Crown, 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 Crown 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 the party to whom credit has been extended shall fail to pay such charges.

(b) Shipper, consignor and/or consignee acknowledge that no explosives and/or dangerous articles or goods are contained in the shipment. The shipper shall indemnify Crown against loss or damage caused by inclusion in the shipment of explosives or dangerous articles or goods.

SECTION 4:

If for any reason other than the fault of Crown, delivery cannot be made at the address shown on the face hereof, or at any changed address of which Crown has been notified, Crown, at its option, may cause any or all of the articles contained in shipment to be stored in a warehouse selected solely by Crown at the point of delivery or at other available points, at the cost of the shipper and/or owner, and subject to a carrier and warehouseman's lien, for all accrued transportation and warehouse charges set forth within its tariff and other lawful charges.

SECTION 5:

If shipment is refused by shipper or 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 shipper and consignee at post office addresses shown on face hereof, or if shipper fails or refuses to pay lawfully applicable charges in accordance with Crown's applicable tariff, Crown shall have a Carrier's and/or Warehousemen's lien on said property and may sell the property at its option, either (a) in accordance with the Uniform Commercial Code, applicable for the state in which the goods are located or other applicable 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 Crown, following thirty (30) days notice of which sale which has been given in writing to shipper and consignee, and following publication at least once a week for two consecutive weeks in a



newspaper of general circulation at or near the place of sale. The notice thereof shall contain a description of the property as described in the Bill of Lading, and the names of the consignor

BILL OF LADING TERMS AND LIABILITY LIMITATION

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

SECTION 6:

As a condition precedent to recovery, a claim for any loss or damage, injury or delay, must be filed in writing with Crown within nine (9) months after delivery to shipper and/or consignee as shown on 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 Crown within two (2) years from the date of notice in writing is given by Crown to the claimant that carrier 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, Crown shall not be liable and such a claim will not be paid.



**BILL OF LADING TERMS AND LIABILITY LIMITATION
FULL VALUE PROTECTION**

(Effective: October 1, 2012)

PROVISIONS OF THIS ITEM ARE CONTRACTUAL LIMITS OF LIABILITY AS PROVIDED IN U.S.C. TITLE 49, SECTION 14706 AND ARE NOT TO BE INTERPRETED AS OR CONSTRUED TO BE INSURANCE.

Under the provisions of this tariff, Crown's maximum liability in the event of loss or damage to the articles contained in any shipment shall be either:

(1) The lump sum value declared by the shipper, which may not be less than \$6,000 or \$6.00 per pound multiplied by the actual weight of the shipment, in pounds, whichever is greater, or estimated weight when shipment moves pursuant to the terms and conditions of Item 144 (Binding Estimate Price).

Or

(2) The actual loss or damage not exceeding sixty (60) cents per pound of the weight of any lost or damaged article when the shipper has released the shipment to Crown, in writing, with liability limited to sixty (60) cents per pound per article.

Unless the shipper expressly waives Crown's maximum liability as set forth in Part (1) above and releases the shipment to a value not exceeding 60 cents per pound per article, Crown's maximum liability for loss or damage shall be either the lump sum value declared by the shipper or an amount equal to not less than \$6.00 for each pound of weight in the shipment, whichever is greater.

As used in this tariff, the phrases, "released value", "declared value", and "value declared by the shipper" shall have the same meaning. Also, the term "Full Value Protection" shall have the same meaning as "Full (Replacement) Value Protection".



PART B: BILL OF LADING TERMS AND LIABILITY LIMITATION

However, where the shipper is the employer of the actual owner of the household goods being transported and is responsible for all transportation charges in connection with such move, the shipper may waive the Full (Replacement) Value level of liability and instruct Crown 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 Crown. In such instances, Crown must incorporate the instructions by reference to the shipper's document in the Bill of Lading in lieu of the personal signature and handwritten statement relating to released rates.

(b) Items of Extraordinary Value: Shippers who tender shipments which are released to have a minimum lump sum value of \$6,000 or \$6.00 for each pound of weight in the shipment, whichever is greater, that include an article or articles that exceed \$100 per pound, per article, in value, must specifically notify Crown in writing that an identified article or articles with a value greater than \$100 per pound are included in the shipment by execution of the following provision contained in Crown's Bill of Lading:

EXTRAORDINARY (UNUSUAL) VALUE ARTICLE DECLARATION: Unless the shipper has prepared a copy of the "Inventory of Items Valued in Excess of \$100.00 Per Pound Per Article" (Inventory") which are included in the shipment and provided a copy of that Inventory to the carrier's representative prior to loading, the carrier or mover's liability shall be limited to \$100.00 per pound per article for any lost or damaged article valued in excess of \$100.00 per pound, based upon actual weight of the article, not to exceed the declared value for the entire shipment.

By signature hereafter, the shipper acknowledges that he or she has prepared an Inventory of Items of Extraordinary Value and provided a copy to the carrier prior to loading, and has retained a copy.

(Customer's Signature)

(Date)

A shipper's failure to notify Crown that an article or articles having a value that exceeds \$100 per pound will be included in the shipment will restrict Crown's maximum liability to \$100 per pound for each pound of any lost or damaged article (based on actual article weight), not to exceed the declared value of the entire shipment.

Any limitation of liability resulting from application of this provision has been authorized by the Interstate Commerce Commission (now the Surface Transportation Board) in Amendment No. 1 to Released Rates Decision No. MC-989 decided October 5, 1995, subject to complaint or suspension.

Refer to Item 26 for the correct form and minimum contents of Crown's "ITEMS OF EXTRAORDINARY VALUE INVENTORY FORM".

(c) When a shipment is tendered to Crown with a released or declared value equal to or greater than \$6.00 per pound times the weight of the shipment in pounds, Crown will, at its option, either repair items to the extent necessary to restore to the condition when received by Crown; pay the shipper for the cost of repairs; replace item(s) with item(s) of like kind and quality; or make a cash settlement for the current market replacement cost of the item(s). Depreciated value of goods is not a factor.

(d) Crown's maximum liability shall not exceed the released or declared value of the shipment, or the full cost of repair to the damaged property, whichever is less. Crown shall have the option of repair or replacement of damaged articles. All items which are replaced or for which the full current market value has been paid become the property of Crown.



PART B: BILL OF LADING TERMS AND LIABILITY LIMITATION

(e) All shipments (other than those released to a value not exceeding 60 cents per pound per article) will be deemed released to a minimum lump sum value of \$6,000 or \$6.00 times the actual total weight (in pounds) of the shipment. The stated valuation must be in the increments shown herein. If the shipper declares or releases the shipment to a valuation that falls between the valuation amounts shown, or, if no such declaration is made by the shipper and the valuation amount calculated by Crown based on the weight of the shipment falls between the valuation amounts shown, the highest valuation amount in the applicable category and the applicable charge associated therewith will apply. The deductible level (no deductible, \$250, \$500 or \$1,000 deductible) of valuation declared will determine the valuation charge that will apply.

(f) The weight used for determining the minimum valuation will 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, except the weight will be subject to the provisions of Item 107, Minimum Charge, and Item 62, Peak Season – Minimum Charge.

(g) When Full Value Protection applies to a shipment that includes one (1) or more motor vehicles (automobiles, vans, pickup trucks, or sport utility vehicles), Crown's maximum liability for the vehicles shall be either (1) the value stated in the current issue of the National Automobile Dealer's Association (N.A.D.A.) Official Used Car Guide (the "Guide") for such vehicle(s), adjusted for mileage and other factors considered in the Guide, or (2) the appraised value of the vehicle(s), whichever is less.

(h) The released or declared value and Crown's maximum liability, whether or not loss or damage, injury, or delay occurred from Crown's negligence, as determined under this rule, shall apply to any claims resulting from the performance or failure to perform by carrier of any services, including accessorial services, which Crown has contracted to perform.

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

(j) Rates or charges herein based on released value have been authorized by the Surface Transportation Board in Amendment No. 4 to Released Rates Decision No. MC-999, decided December 18, 2001, subject to complaint or suspension. Any limitation of liability resulting from application of this provision has been authorized by the Surface Transportation Board in Amendment No. 4 to Released Rates Decision No. MC-999, decided December 18, 2001, subject to complaint or suspension.

(k) Coverage for Pairs and Sets. If one or more item(s) that are part of a matching pair or set is lost or damaged during the moving process, Crown will replace or restore the pair or set to its original value or condition; provided, however, that Crown reserves the option to repair a damaged item from a pair or set or provide compensation for loss of value in the event a pair or set cannot be repaired or replaced. Shipper agrees to provide Crown with all available information and assistance in finding replacements or handling repairs. Coverage for crystal glassware and china shall be limited to the individual glass or place setting.



PART B: BILL OF LADING TERMS AND LIABILITY LIMITATION

**INVENTORY OF ITEMS VALUED IN EXCESS OF
\$100.00 PER POUND PER ARTICLE**

(Effective: October 1, 2012)

When transportation is performed under the provisions of Item 25 Paragraphs (b) or (e) of this tariff, an "ITEMS OF EXTRAORDINARY VALUE INVENTORY FORM" shall apply in conjunction with the Bill of Lading, or in substitution thereof, the Order for Service, which form shall contain the following minimum information:

ITEMS OF EXTRAORDINARY VALUE INVENTORY FORM

ALL ITEMS INCLUDED IN YOUR SHIPMENT THAT ARE CONSIDERED TO BE OF EXTRAORDINARY (UNUSUAL) VALUE MUST BE SPECIFICALLY IDENTIFIED AND CROWN, THE CARRIER, MUST BE ADVISED THAT THEY ARE INCLUDED IN THE SHIPMENT. ITEMS OF EXTRAORDINARY VALUE ARE DEFINED AS THOSE ITEMS HAVING A VALUE GREATER THAN \$100 PER POUND. TYPICAL HOUSEHOLD ARTICLES WHICH MAY CONSTITUTE ITEMS OF EXTRAORDINARY VALUE ARE: CURRENCY, COINS, JEWELRY, PRECIOUS METALS, PRECIOUS OR SEMIPRECIOUS STONES OR GEMS, CHINA SETS, CRYSTAL, FIGURINES, FUR OR FUR GARMENTS, ANTIQUES, ORIENTAL RUGS OR TAPESTRIES, RARE COLLECTIBLE ITEMS, OBJECTS OF ART, COMPUTER SOFTWARE PROGRAMS, MANUSCRIPTS, OR OTHER RARE DOCUMENTS. OF COURSE, OTHER ITEMS MAY ALSO FALL INTO THIS CATEGORY AND MUST BE IDENTIFIED AS WELL.

THE PURPOSE OF THIS INVENTORY IS TO ASSIST YOU IN IDENTIFYING ARTICLES OF EXTRAORDINARY OR UNUSUAL VALUE IN ORDER THAT THE CARRIER WILL BE AWARE OF THOSE ITEMS WHICH REQUIRE SPECIAL HANDLING AND PROTECTION. **FAILURE TO IDENTIFY SUCH ARTICLES WILL RESULT IN LIMITED CARRIER (CROWN) LIABILITY.**

List Description of Articles Exceeding \$100.00 No. Per Pound Per Article	List Description of Articles Exceeding \$100.00 No. Per Pound Per Article
(INCLUDE ANY IDENTIFYING NUMBERS FOR ANY SEALS USED ON A PARTICULAR BOX OR CONTAINER)	

Shipper agrees that any claim for loss or damage must be supported by proof of value and understands that settlement will be based upon the information furnished on this inventory form, the tariff in effect at the time of the shipment, the Household Goods Descriptive Inventory, and all other pertinent information available to Crown. If you have not listed articles having a value in excess of \$100.00 per pound per article on this inventory, your signature below attests to the fact that such articles are not included in your shipment. If for any reason, items having value in excess of \$100.00 per pound per article are included in your shipment and you fail to list those items on this inventory or fail to sign this inventory, you expressly understand and agree that Crown's liability for loss or damage to those items will be limited to no more than \$100.00 per pound per article (based upon the actual article weight).

CROWN'S Bill of Lading No: _____



PROVISIONS APPLICABLE TO SHIPMENT SERVICES

EFFECTIVE DATE GOVERNING APPLICATION OF RULES, RATES AND CHARGES OF THIS TARIFF

(Effective: October 1, 2012)

Except as otherwise specifically provided in this tariff, all rules, rates and charges in effect on the date shipment is picked up shall apply.

See specific provisions in: Item 115, Fuel Cost Price Adjustment; Item 151, Storage-In-Transit; and Item 100, Application of Transportation Charges (Seasonal Rate Adjustment) for effective dates governing application of these provisions.

PROHIBITED AND RESTRICTED ARTICLES

(Effective: October 1, 2012)

1. Crown will not accept for shipment property liable to contaminate or otherwise damage equipment or other property, nor will Crown accept for shipment articles which cannot be taken from the premises without damage to the article or the premises, nor, will Crown accept for shipment perishable articles including frozen foods, articles requiring refrigeration or perishable plants except as provided in Paragraph 2.
2. Perishable plants will be accepted for transportation provided:
 - a. The shipment is transported not more than 150 miles and/or delivery accomplished within twenty-four (24) hours from the time of loading.
 - b. No storage is required.
 - c. No preliminary or en route servicing or watering or other preservative method is required of Crown.
3. Crown will not be responsible for any perishable article included in a shipment without the knowledge of Crown.
4. Crown WILL NOT ACCEPT for shipment under any circumstances explosives, dangerous articles, 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.**
5. All fuel powered lawn equipment and tools, go-carts or go-karts, ATV's, motorcycles, motorbikes, snowmobiles, golf carts, etc. must be purged of gasoline and oil prior to shipment.



PROVISIONS APPLICABLE TO SHIPMENT SERVICES

CONTROL AND EXCLUSIVE USE OF VEHICLE

(Effective: October 1, 2012)

Expedited Service, Exclusive Use of a Vehicle, or Space Reservation for a Portion of Vehicle will be furnished by Crown only when shipper or his agent requests such service in writing on the Estimate/Order for Service and signs the Bill of Lading indicating that such specific special service was ordered.

(A) - EXPEDITED SERVICE:

1. Expedited Service as used herein means tendering delivery of a shipment of less than 5,000 pounds on or before a specified date.

2. Subject to the availability of equipment for a particular service desired, shippers may obtain expedited service on a shipment of less than 5,000 pounds and transportation charges shall be computed on the basis of 5,000 pounds and tariff rates applicable to 5,000 pounds. Crown shall not be required to provide exclusive use of vehicle under this paragraph. For exclusive use of vehicle, refer to Paragraph (B) of this item.

Estimate/Order for Service and the Bill of Lading/ Freight Bill to show that Expedited Service was ordered by the shipper and show that delivery is to be on or before a specified date.

3. Outside display by removable signs or banners of van contents of a shipment involving exclusive use of the vehicle will be permitted subject to Crown's convenience and providing such removable signs or banners be furnished by and maintained at the expense of the shipper. Any liability resulting because of the carrying of such signs or banners will be that of the shipper, not Crown. Service will be subject to the charges as provided in Part D.

4. Shipper painting of Crown's equipment will be permitted subject to Crown's convenience and providing the shipper assumes all of the expense of painting and repainting. Repainting of the equipment shall be made according to Crown's specifications at the termination of the shipment. Such painting shall not interfere with signs or markings required by the Department of Transportation, State Commissions or safety regulations.



WEIGHING AND WEIGHTS

(Effective: October 12, 2012)

1. As to shipments transported on non-binding estimates, Crown shall determine the weight of each shipment transported prior to the assessment of any charges depending on the shipment weight. Except as otherwise provided in this item the weight shall be obtained on a scale meeting the definition of a certified scale as provided in 49 CFR 375.103.

2. Weighing Procedure

a. Except as otherwise provided in this item, the weight of each shipment shall be obtained by determining the difference between the tare weight of the vehicle on which the shipment is to be loaded prior to the loading and the gross weight of this same vehicle after the shipment is loaded; or, the gross weight of the vehicle with the shipment loaded and the tare weight of the same vehicle after the shipment is unloaded.

b. At the time of both weighings the vehicle shall have installed or loaded all pads, dollies, hand trucks, ramps and other equipment required in the transportation of such shipments. Neither the driver nor any other persons shall be on the vehicle at the time of either weighing.

c. The fuel tanks on the vehicle shall be full at the time of each weighing or, in the alternative, no fuel may be added between the two weighings when the tare weighing is the first weighing performed.

d. The trailer of a tractor-trailer vehicle combination may be detached from the tractor and the trailer weighed separately at each weighing providing the length of the scale platform is adequate to accommodate and support the entire trailer at one time.

e. Shipments weighing 3,000 pounds or less may be weighed on a certified platform or warehouse scale prior to loading for transportation or subsequent to unloading.

f. The net weight of shipments transported in containers shall be the difference between the tare weight of the container, including all pads, blocking and bracing used or to be used in the transportation of the shipment and the gross weight of the container with the shipments loaded therein.

g. The shipper or any other person responsible for payment of the freight charges shall have the right to observe all weighing of the shipment. Crown shall advise the shipper or any other person entitled to observe the weighing of the time and specific location where each weighing will be performed and must give that person a reasonable opportunity to be present to observe the weighing. Waiver by a shipper of the right to observe any weighing or reweighing is permitted and does not affect any rights of the shipper under these regulations or otherwise.

h. Crown may substitute manufacturer's weight for automobiles, trucks, vans, campers, boats, and other similar vehicular or bulky articles in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer's weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealer's Association (N.A.D.A.) Official Used Car Guide (the "Guide"), or from other appropriate reference sources of manufacturer's weight, or the shipper may provide Crown with copies of manufacturer's documents evidencing the weight of the article included in a shipment.

3. Weight Tickets. Crown shall obtain a separate weight ticket for each weighing required under this item except when both weighings are performed on the same scale, one weight ticket may be used to

WEIGHING AND WEIGHTS



record both weighings. Every weight ticket must be signed by the person performing the weighing and must contain the following minimum information:

- a. The complete name and location of the scale.
- b. The date of each weighing.
- c. Identification of the weight entries thereon as being the tare, gross and/or net weights.
- d. The company or Crown identification of the vehicle.
- e. The last name of the shipper as it appears on the bill of lading.
- f. Crown's shipment registration or bill of lading number.
- g. The original weight ticket or tickets relating to the determination of the weight of a shipment must be retained by Crown as part of the file on the shipment. All freight bills presented to collect any shipment charges dependent on the weight transported must be accompanied by true copies of all weight tickets obtained in the determination of the shipment weight.

4. **Reweighting of Shipments.** Before the actual commencement of the unloading of a shipment weighed at origin and after the shipper is informed of the billing weight and total charges, the shipper may request a reweigh. The charges shall be based on the reweigh weight.

When the shipper requests a reweigh, the shipper shall have the right, as provided in Paragraph 2(g) of this item to observe the reweighing procedure. If the shipper elects not to observe a reweighing, the shipper must waive that right in writing. The individual shipper may send the waiver notification via fax transmission; email; overnight courier; or certified mail, return receipt requested.

SHIPMENT DEFINITION AND CONSOLIDATION OF SHIPMENTS

(Effective: October 1, 2012)

The term "shipment" means property tendered by one shipper, and accepted by Crown for loading the same day or consecutive days, at one place of origin, for one consignee, at one destination, 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 to notify of the arrival of the shipment at destination(s). (See Item 151, Storage-In-Transit, for computation of charges on a portion of shipment stored in transit.)



PROVISIONS APPLICABLE TO SHIPMENT SERVICES SHIPPER PACKED ITEMS, MARKING OR TAGGING FREIGHT

(Effective: October 1, 2012)

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 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 agent, such articles shall be wrapped in a manner to clearly expose glass surfaces or glass portions.
4. Where Crown or its agent believes that it is necessary that the contents of packages be inspected, arrangements shall be made to conduct such inspection at the cost of the shipper.
5. Where articles are not packed or are improperly packed, crated or boxed and by reason thereof the articles not packed or contents of containers are more susceptible to damage, Crown may arrange to have such articles properly packed at charges shown in this tariff, at shipper expense.
6. Crown may refuse to accept for transportation any article(s) determined to be improperly packed or which cannot otherwise be transported safely or which may damage other items in the shipment.
7. Any acceptance of any item without inspection shall not be a waiver of Crown's right to deny a claim for damage based upon improper packing, crating or boxing.

CLASSIFICATION OF PARTS OR PIECES OF A COMPLETE ARTICLE

(Effective: October 1, 2012)

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 Crown's liability as provided in Item 25.

NOTE: When an entire shipment is transported in containers, lift vans or shipping boxes, each shipping package, piece or loose item not enclosed within a package in such containers, lift vans or shipping boxes will constitute the article.

REMOVAL OR PLACEMENT OF PROPERTY FROM OR TO INACCESSIBLE LOCATIONS

(Effective: October 1, 2012)

It is the responsibility of the shipper for removal or placement of property from or to attics, basements and other locations, and to make property available to Crown where the location of property and goods to be shipped or delivered is (1) not accessible by a permanent stairway (does not include ladders of any type), (2) not adequately lighted, (3) does not have a flat continuous floor, and (4) does not allow a person to stand erect. If the shipper or owner requests and Crown agrees to removal or placement of property from or to such areas not readily accessible, Item 125, Labor Charges, will apply for this service.



PROVISIONS APPLICABLE TO SHIPMENT SERVICES IMPRACTICAL OPERATIONS AND APPLICATION OF SHUTTLE SERVICE

(Effective: October 1, 2012)

(A) - IMPRACTICAL OPERATIONS

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

1. The conditions of roads, streets, driveways, alleys, ingress into or egress out of residences or approaches thereto would subject operations to unreasonable risk of loss or damage to life or property;
2. Loading or unloading facilities are inadequate;
3. Any force majeure, war, insurrection, riot, civil disturbance, strike, picketing or other labor disturbance would (1) subject operations to unreasonable risk of loss or damage to life or property or (2) unreasonably jeopardize the ability of the carrier to render transportation services or pickup or delivery or any other service from, to or at other points or locations;
4. Carrier's hauling contractors, carrier's employees or carrier's agents are precluded, for reasons beyond carrier'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.

When service is impractical for reasons stated in this rule, and service can be completed through the employment of a shuttle service, see below, or the employment of the services of a third party, see Item 129.

(B) - APPLICATION OF SHUTTLE SERVICE

1. It is the responsibility of the shipper to make shipment accessible to carrier or accept delivery from carrier at a point at which the road haul vehicle may be safely operated.
2. When it is physically impossible or unsafe for carrier to perform pickup of shipment at origin address or to complete delivery of shipment at 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, the carrier shall hold itself available at 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, the carrier will use or engage smaller equipment than its normal road haul equipment or provide extra labor for the purpose, if possible, of transferring the shipment between the origin or destination address and the nearest point of approach by the carrier's road haul equipment.
4. If the conditions cited above prevent the delivery of the shipment, Crown may place the shipment or shipment or any part thereof not reasonably possible for delivery, in storage at the nearest available warehouse of Crown, or, at the option of Crown, in a public warehouse, subject to a lien for all lawful

PROVISIONS APPLICABLE TO SHIPMENT SERVICES



IMPRACTICAL OPERATIONS AND APPLICATION OF SHUTTLE SERVICE

charges. The liability on the part of Crown will cease when the shipment is unloaded into the warehouse and the shipment shall be considered as having been delivered.

PROVISIONS APPLICABLE TO SHIPMENT SERVICES

5. Transportation charges to cover the movement of shipment or part thereof from point at which it was originally tendered to the warehouse location shall be computed on the basis of weight of shipment or that part of shipment stored in warehouse, subject to applicable rate as provided in tariff from point at which it was originally tendered to warehouse location, which shall be in addition to charges from initial point of origin to point at which shipment was originally tendered. 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 warehouse shall constitute a new shipment.

6. When the origin or destination of the shipment, or a portion thereof, is located at a point accessible only by the use a ferry, the following provision applies:

- a. When Crown's normal linehaul equipment cannot be accommodated by the ferry system, shuttle service will be provided, subject to the charge and provisions

SHUTTLE SERVICE

(Effective: October 1, 2012)

Shuttle Service charges shall apply in addition to all other transportation or accessorial charges, for additional pickup or delivery services requested by the shipper or as required under provisions of Item 50, subject to the provisions of Item 50, Impracticable Operations and Application of Shuttle Service

Except as otherwise provided, Shuttle Service charges apply at the point where the service is performed, pursuant to the Stopoff provisions of Item 52. The charges shown include the cost of the shuttle vehicle and labor required to perform the shuttle service. Other Additional Services may apply depending upon the circumstances and conditions at the pickup and delivery locations. These include, but are not limited to, Waiting Time (Item 125), and Stopoffs (Item 52).

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 for each 25 miles, or fraction thereof. 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. When Overtime Shuttle Service is requested by the shipper, overtime charges apply when service is performed between 5:00 p.m. and 8:00 a.m., Monday through Friday, or at any time on Saturdays, Sundays and Holidays. Overtime charges will not apply when service is performed for carrier's convenience.



2. Charges apply based on the weight of the shipment, or portion thereof, that is loaded or unloaded, (plus weight additives of Item 112 when applicable), subject to a minimum weight of 1000 pounds.

3. Pursuant to Item 180 of the tariff, Mileage Guide 19 shall be used to determine the distance-based rates in this item.

STOPOFFS AND DIVERSIONS

(Effective: October 1, 2012)

(A) - STOPOFFS

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

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. An extra stopoff fee will apply for each extra pickup or delivery that is performed, in addition to the transportation and additional service charges provided in Paragraphs (2) and (3) below.

2. The transportation charges on shipments with extra pickups or extra deliveries will be determined based on the weight of the total shipment, including any additional weight picked-up or delivered at any stopoff(s), rated on zip code-to-zip code miles FROM the point of origin TO point of destination VIA any stopoff point(s). When the stopoff point(s) is located within the same zip code (i.e. first three digits) area as the shipment origin or destination, or when two (2) or more stopoff points are both located within the same zip code (i.e. first three digits) area, 10 miles for each stopoff will be added to the total transportation distance.

3. The rates for additional services performed in conjunction with any extra pickup(s) will be based on the additional service rates applicable at shipment origin and the rates for additional services performed in conjunction with any extra delivery(s) will be based on the additional service rates applicable at shipment destination.

(B) – DIVERSIONS

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

1. The term "diversion" as used herein means, either:

- a) A change (after loading of the vehicle) in the destination of the shipment outside of the postal zip code area (or the Canadian mailing code area) of the original destination, or
- b) A change in the route at the request of the consignor, consignee or owner.

2. When Crown receives an order for diversion, diligent effort will be made to locate the shipment and effect the change desired, but Crown is not responsible for failure to effect the change ordered, unless such failure is due to error or negligence on the part of Crown.

3. The transportation charges on shipments diverted to a new destination, while the vehicle is en route or upon arriving at the original destination will 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 will be considered the destination point, and transportation charges to the warehouse will be assessed under the provisions of paragraph (3) of this item. Charges for storage and further transportation will apply based on the rates and charges named in this tariff.

5. If instructions are received to divert a shipment that is in storage-in-transit, the shipment will be rated as stated in paragraph (3) of this item. For rating purposes, the location of the storage facility will be considered the diversion point.

CHARGES



APPLICATION OF TRANSPORTATION CHARGES

(Effective: October 1, 2012)

1. The tariff charges apply for shipments of Household Goods.
2. The Transportation Charges and Additional Service Charges apply without additional valuation charges when the shipment is released to a value not exceeding 60 cents per pound per article. When the shipment is released or declared at a valuation greater than 60 cents per pound per article, the valuation charges shown in Item 25 will apply in addition to the other applicable tariff charges.
3. The Transportation Charges apply based on the actual weight of the shipment plus the weight additives, when applicable, subject to the minimum weights provided in the rules of the tariff.

MINIMUM CHARGE

(Effective: October 1, 2012)

Except as may be otherwise specifically provided for in this tariff, or as amended, shipments transported under the provisions of this tariff weighing less than 1,000 pounds shall be accepted only at a weight of 1,000 pounds and applicable rates and charges based on weight shall be subject to 1,000 pound minimum.

FULL SERVICE PACKING

Full Service Packing includes all of the containers, materials and packing service required and provided by Crown to pack the shipment for interstate transportation

Full Service Packing rates apply based on the weight of the shipment and includes all containers furnished by Crown and the packing of such containers. All containers remain the property of the consignee. If the consignee or his agent requests unpacking (which includes disposal of such containers, if requested), separate rates apply for Full Service or Custom Service Unpacking, as requested by the shipper, in addition to the rates for Full Service Packing. If Crown is requested to perform Full Service Unpacking on a date after the date of delivery, a minimum charge will apply.

Full Service Packing charges **do not include** crating service; refer to Part 4 of this item for crating service provisions.

DEBRIS REMOVAL SERVICE

Debris Removal Charges apply when Crown is requested by the shipper to perform debris removal of shipper-unpacked containers subsequent to the date of delivery.

When debris removal is performed in conjunction with unpacking service, a debris removal charge will not apply for the containers unpacked by Crown.

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



CRATING SERVICE

Crating Service charges apply when Crown is requested to provide crates (specially constructed for mirrors, paintings, glass or marble tops and similar fragile articles) based on the gross measurement of the crate (subject to a four (4) cubic foot minimum). The packing service charge for crates includes the construction and packing of such crates.

PROVISIONS REGARDING APPLICATION OF CONTAINER CHARGES

Extra Stops.

On shipments picked up or delivered at more than one location, the initial point of origin and the final point of delivery shall be the basis for the determination of rates and charges under this item.

Overtime Hours.

Container Service Charges for packing, unpacking, debris removal and crating/uncrating apply when service is performed during regular service hours, which, for purposes of this item, are defined as between 8:00 a.m. and 5:00 p.m. Monday through Friday (excluding Holidays). When service is performed on Saturdays, Sundays or Holidays, or between the hours of 5:00 p.m. and 8:00 a.m. Mondays through Fridays, charges for overtime service will apply.

REMOVING AND/OR DISASSEMBLING AND REASSEMBLING

The Transportation Charges in this tariff **do 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 article(s), including, but not limited to, steel utility cabinets, swing sets, sky rides, jungle gyms, German shrinks, water beds, sleep number beds, steel shelving, pool tables, elongated work tables, counters, ready-to-assemble particleboard furniture, or other articles of an unusual nature, in order to ensure their safe transportation.

At the request of the shipper, or his agent, Crown will provide such special services at the rates named in this item (See Notes 1 and 2), subject to Crown's ability to furnish qualified personnel.

APPLIANCE AND OTHER HOUSEHOLD ARTICLES - SERVICE AND RE-SERVICE

The Transportation Charges in this tariff include ONLY services performed by Crown 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.

Note: Front load washer locking bolts to secure the drum must be installed prior to loading. Shipper may install or employ third party services to install the locking bolts. At the request of the shipper, or his agent, Crown will employ such services and will advance charges under the provisions of Item 129,

PROVISIONS REGARDING APPLICATION OF CONTAINER CHARGES



Advancing Charges. Crown will not prepare for shipment, nor ship, front load washers without installed locking bolts unless a waiver of liability is signed by shipper, or his agent.

It is important to note that the servicing and re-servicing of appliances and other household articles DOES NOT include:

a) 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

b) 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.

WAITING TIME

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

1) Charges for waiting time, when not the fault of Crown, apply between the hours of 8:00 a.m. and 5:00 p.m. ONLY, see paragraph (4), subject to an allowance of two (2) hours of free waiting time at destination. After the expiration of the two (2) hours of free waiting time, additional waiting time will be provided at the rates named herein, subject to Crown's convenience. If Crown is unable to provide additional waiting time, the shipment may be placed into storage

2) When the shipment is delivered from SIT under the provisions of Item 159 of the tariff, the allowable free waiting time provisions provided in paragraph (a) WILL NOT APPLY.

3) Waiting Time Charges apply per hour separately for each vehicle, each driver, and each helper furnished by Crown, provided that waiting time will only apply for helpers after delivery has been scheduled and attempted, and then only for the balance of that same day. If the shipper requests waiting time before it is necessary to obtain helper(s), the labor charge for helpers will not apply. Helpers are defined to include co-drivers and permanent helpers.

4) Charges do not apply on Sundays, or on National or State holidays, except when a Sunday or holiday pickup or delivery is specifically requested by the shipper. (Refer to Item 187 for definition of Holidays.)

5) When the origin or destination of the shipment, or a portion thereof, is located at a point accessible only by the use a ferry, waiting time charges as provided herein will apply commencing with the arrival of Crown's vehicle at the ferry point of embarkation, during the vehicle crossing, and terminating when the vehicle disembarks from the ferry. The allowable free waiting time provisions will not apply during the ferry waiting and transportation period described herein.

NON BINDING ESTIMATE PRICE



(Effective: October 1, 2012)

Non Binding Estimate Price:

Upon request of a prospective shipper, Crown will provide a written non binding estimate of the total charges for transportation and other services pertaining to a shipment, Commodity Description, subject to the notes in this item. The total charges will be based on the non binding estimate. Except as provided below:

Charges on the non binding estimate are for services and quantities at origin and destination shown on the estimate.

The non binding estimate must be in writing and signed by a representative of both the shipper and Crown.

Transportation must commence within 60 days of the date the non binding estimate is provided to the shipper. After 60 days the non binding estimate is void.

The non binding estimate may be revised or amended by mutual agreement in writing, between shipper and Crown, at any time on or before the day the shipment is loaded. The revised estimate will be non binding for 60 days after the revised estimate is signed by both shipper and Crown.

Estimated total charges ARE LIMITED to the origin and destination and additional stops, if any, indicated on the non binding estimate. The total charges apply only for quantities and services set forth on the estimate.

Crown may elect, prior to loading, upon notice to shipper, to revise the NON Binding Estimate or void the original if items or services requested or required have been added by shipper.

Crown may elect not to apply the provisions of Weighing and Weights.

The non binding estimate WILL NOT APPLY to third party charges of any kind.

Crown may elect to assess charges IN ADDITION TO the non binding estimate amount for any of the following services which are not included on the non binding estimate but which are requested by the shipper or necessary to accomplish delivery and are performed by Crown in route or at destination.

Charges will be assessed based on the tariff in effect at the time the non binding estimate is signed. Estimated weight will be used for items assessed on a cwt. basis, except for charges for storage-in-transit and pickup or delivery on storage-in-transit shipments which shall be based on the actual weight

Extra Pickup or Delivery
Unpacking
Waiting Time
Storage-In-Transit (S.I.T.) Charges
Pickup or Delivery Rates on S.I.T.

NON BINDING ESTIMATE PRICE



Option/Not-to-Exceed Non Binding Estimate Price:

Crown will base charges on the NON BINDING ESTIMATE PRICE as set forth above, plus any additional services requested or required after loading; OR, will base all charges on the actual weight and actual services performed at the discount level explicitly stated on the estimate, whichever produces the lowest total charge to the shipper.

CREDIT CARDS

(Effective: October 1, 2012)

Crown may elect to accept Master Card or Visa credit cards as payment for all rates and charges, subject to the following notes:

NOTE 1: This item will apply only to shipments transported BETWEEN POINTS IN THE UNITED STATES.

NOTE 2: The application of this item is subject to authorization from the respective card company on each shipment prior to acceptance by Crown.

STORAGE-IN-TRANSIT

(Effective: October 1, 2012)

(a) Storage-In-Transit ("S.I.T.") of property covered by this tariff is the holding of the shipment or portion thereof at or in the facilities or warehouse used by Crown or any of its agents, for storage, pending further transportation, and will be effected only at specific request of the shipper or under the conditions specified in Paragraph (n) of this item. For the purpose of this item Crown may designate any facility or warehouse to serve as its agent.

(b) A shipment or portion thereof may be placed in storage-in-transit for an aggregate period not to exceed 180 days. When not removed from storage-in-transit at midnight on the 180th day and following the mailing of notice of such change 10 days prior to the end of the SIT period, Crown's liability shall terminate, the interstate character of the shipment or portion thereof shall cease, the warehouse location shall be considered the destination of the property, the warehouseman shall be agent for the shipper, and the property shall then be subject to the rules, regulations and charges of the warehouseman and the locality in which the property is located. Crown may terminate the shipment or portion thereof prior to the 180-day maximum storage-in-transit period, if payment of the billed charges is not made within the due date stated on such billing. Until all lawful charges are paid, property will remain at Crown's or agent's storage location subject to a lien for all such charges.

(c) When storage-in-transit is at origin, charges (subject to Item 130) may be billed after storage-in-transit is effected as follows:

1. Transportation Charges between origin and location where storage-in-transit is effected.
2. Storage charges due at time of billing, which may be billed by Crown periodically, as often as Crown determines, and shall be due as provided in Crown's invoice.
3. Additional Service Charges, Advanced Charges and other lawful charges.

**NON BINDING ESTIMATE PRICE
STORAGE-IN-TRANSIT**



(d) When storage-in-transit is at other than origin, charges (subject to Item 130) must be billed at the time storage-in-transit is effected, as follows:

1. Transportation Charges between origin and location where storage-in-transit is effected.
2. Additional Service Charges, Advanced Charges and other lawful charges.

At the time of billing under this paragraph, storage charges due Crown may be billed.

Storage charges for subsequent days of storage that property remains in storage-in-transit may be billed by Crown periodically, as often as Crown determines, and shall be due as provided in Crown's invoice.

(e) Delivery of shipments to residence from storage-in-transit at origin, en route or at destination will be made on the date requested, if possible. If prior commitments of Crown prevent delivery on that date, every effort will be made to deliver as soon as possible, subject to the following:

1. If shipment is not removed from storage by the 5th working day (excluding Saturday, Sunday and holidays) after the requested delivery date(s), storage charges will cease to accrue after such date.
2. If shipment is removed from storage prior to the 5th working day after the requested delivery date(s), storage charges will cease to accrue the day after shipment is removed.

All other provisions under the tariff will continue in effect until further transportation is made available by Crown. Until all lawful charges are paid, property will remain at Crown's or agent's storage facility subject to a lien for all such charges.

(f) The charges to apply when the shipment or portion thereof is stored in transit will be (1) the applicable Transportation Charges between initial point of pickup and storage location, and (2) the applicable Transportation Charges from storage location, which, for rate application purposes, will be considered a new point of origin, to destination point.

(g) The Transportation Charges to apply on a shipment when only a portion of the shipment is stored in transit en route to destination will be the applicable Transportation Charges based on total weight of entire shipment, for total distance via all points of pickup and/or delivery (from first point of pickup to final point of delivery), plus Additional Service Charges applicable to each portion of the shipment. The total charges for picked up and/or delivered portions shall not, in any case, exceed the total charges as would apply if computed to each portion as a separate shipment. (The provisions of Paragraph (f) of this item will apply from the point of origin to storage location for determination of separate charges on the portion of shipment stored in transit, when computing the lower overall total charges.

(h) The Transportation Charges to apply on a portion of a storage-in-transit shipment delivered from storage location to destination will be the applicable Transportation Charges based on the weight of such portion, subject to the provisions of Paragraph (f) of this item.

(i) On property consigned to storage-in-transit wherein an overflow of property requires a split shipment delivered to the storage location on different dates, the charges for such property shall be as follows:

STORAGE-IN-TRANSIT



1. Transportation Charges from initial point of pickup to storage location will be based on the combined weight of the property stored in transit, and computation of Transportation Charges will be as provided in Paragraph (f) of this item.
2. Storage charges in effect on date of initial pickup will be assessed separately on each portion of shipment stored in transit, except 1,000 pound minimum weight will apply to the combined weight of property stored in transit. Storage will be rated
3. All subsequent charges will be based on the combined weight of the property stored in transit.

(j) Shipper or owner, upon proper notice in writing to Crown before departure of the property, may change destination originally shown on the bill of lading. When the destination is changed, such change must be recorded on the bill of lading. When the interstate character of the property is terminated at the storage location before expiration of the time limit specified in Paragraph (b), the Transportation charges and other lawful charges shall apply in an identical manner as provided in Paragraphs (c) or (d), whichever is applicable.

(k) When storage-in-transit property has been placed into storage at Crown's or agent's storage location, both Crown and the warehouseman must have in their possession records showing the following:

1. An itemized list of the property with the bill of lading number noted thereon.
2. Point of origin and destination.
3. Condition of each article when received at and forwarded from the storage location.
4. The dates when all charges, advances, or payments were made or received.
5. Dates property was delivered to and forwarded from the storage location.

(l) During storage-in-transit shipper may withdraw a portion of the property, provided that all accrued charges on the property are paid prior to such withdrawal, except as provided in Item 130. When the selection of items requires un-stacking and/or restacking of the shipment or a portion of the shipment, charges for such handling shall be assessed in accordance with Item 125. Charges for transportation furnished, if any, for portion selected for delivery shall be assessed on same basis as would apply to that portion as an individual shipment. With reference to the portion of the shipment which remains at the storage location, shipper may elect in writing to terminate the storage-in-transit service and place the remaining property in storage with the warehouseman in possession, in which event the warehouse will be considered the destination of the property. If the shipper elects to have the remaining portion remain in storage-in-transit, the following shall be applicable:

1. Storage charges shall continue to apply on the weight of remainder of the property.
2. Charges for Transportation furnished, if any, for the delivery of the remainder of the property shall be assessed on the same basis as would apply to that portion as an individual shipment.

(m) During the storage-in-transit period shipper may add property to that already in storage-in-transit. Charges for such property added shall be as follows:

STORAGE-IN-TRANSIT



1. Transportation Charges to apply on the addition, between initial point of pickup and storage location, will be as provided in Paragraph (f) of this item.
 2. Storage charges as provided in Item 157 will apply on the addition, subject to 1,000-pound minimum.
 3. All subsequent charges including storage-in-transit will be based on the total weight of the combined property.
- (n) If delivery cannot be made at the address specified on the bill of lading because of impractical operation as defined in Item 50 hereof, or for any other reason other than the fault of Crown, and neither shipper, consignor, nor owner designates another address at which delivery can be made, Crown will place the property under the storage-in-transit provision of this item.
- (o) When property is placed in storage-in-transit, Crown's limitations on liability also apply to the party in possession of the property.
- (p) Crown shall be entitled to be paid for all storage charges at the time of delivery of a shipment to residence.
- (q) The service charges applicable under Item 157 shall apply to charges for storage-in-transit.

CLAIMS, LOSS AND DAMAGE



(Effective: October 1, 2012)

(a) Claims in Writing Required:

A claim for loss, damage, injury, or delay will not be voluntarily paid by Crown unless filed in writing as provided in subparagraph (b) below with Crown, within the specified time limits applicable thereto and as otherwise may be required by law, the terms of the bill of lading or other contract of carriage, and all tariff provisions applicable thereto.

(b) Minimum Filing Requirements:

A communication in writing from a claimant filed with Crown within the time limits specified in the bill of lading or contract of carriage or transportation, and

- (i) containing facts sufficient to identify the shipment (or shipments) of property involved,
- (ii) asserting liability for alleged loss, damage, injury, or delay, and
- (iii) making claim for the payment of a specified or determinable amount of money, will be considered as sufficient compliance with the provisions for filing claims embraced in the bill of lading or other contract of carriage.

(c) 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 by carriers or their inspection agencies, whether the extent of loss or damage is indicated in dollars and cents or otherwise will, standing alone, not be considered by Crown as sufficient to comply with the minimum claim filing requirements specified in subparagraph (b) above.

(d) Supporting documents:

For each article claimed, the following must be provided:

- the nature and extent of damage,
- the basis for the amount claimed, i.e., date article purchased, original cost, amount of depreciation, actual cash value at time of loss or damage and,
- in the case of damage, a repair estimate.

As a condition of any claim settlement, all outstanding transportation charges must be paid in full.

(e) Verification of loss:

When an asserted claim for loss of an entire package or an entire shipment cannot be otherwise authenticated upon investigation, Crown will 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.

(f) Satisfaction of claims:

Crown may satisfy a claim by cash settlement or by repairing or replacing the property lost or damaged with materials of like kind, quality and condition at time of acceptance by Crown.

(g) Time limit for filing claims:

CLAIMS



As a condition precedent to recovery, a claim for any loss, damage, injury, or delay, must be filed in writing with Crown within nine (9) months after delivery to shipper and/or consignee as shown on bill of

lading, 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 Crown within two (2) years from the date of notice in writing is given by Crown to the claimant that carrier 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, Crown shall not be liable and such a claim will not be paid.

(h) Acknowledgment and settlement by Crown:

Crown will acknowledge receipt of each claim in writing to the claimant within 30 calendar days after its receipt by Crown or Crown's agent. Crown will at the time such claim is received; cause the date of receipt to be recorded on the claim.

Crown will pay, decline, or make a firm compromise settlement offer in writing to the claimant within 120 days after receipt of the claim by Crown or its agent: Provided, that, if the claim cannot be processed and disposed of within 120 days after the receipt thereof, Crown, will at that time and the expiration of each succeeding 60-day period while the claim remains pending, advise the claimant in writing of the status of the claim and the reasons for the delay in making final disposition thereof.

GENERAL PROVISIONS



DEFINITION OF HOLIDAYS

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

When a holiday falls on a Saturday, the holiday will be observed on the preceding Friday. When a holiday falls on a Sunday, the holiday will 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.

For reference purpose only, U.S. NATIONAL HOLIDAYS ARE:

NEW YEAR'S DAY, January 1; MARTIN LUTHER KING, JR. DAY, the third Monday in January; WASHINGTON - LINCOLN DAY, the third Monday in February; MEMORIAL DAY, the last Monday in May; INDEPENDENCE DAY, July 4; LABOR DAY, the first Monday in September; COLUMBUS DAY, the second Monday in October; VETERANS DAY, November 11; THANKSGIVING DAY, the fourth Thursday in November; CHRISTMAS DAY, December 25; and January 20 of each fourth year after 1965, INAUGURATION DAY AT ANY POINT IN THE DISTRICT OF COLUMBIA ONLY.