

TERMS AND CONDITIONS



SERVICE PROVIDER: ATLAS KINGS
CORP: 2429095 ONTARIO INC

DATE: MARCH 1, 2023

TERMS OF ACCEPTING QUOTES & INVOICES

TOTAL balance under \$150 is due 3 hours prior to earliest booking time provided for services to commence.

TOTAL for all invoice amounts must be paid within 24 hours of the delivery taking place.

ALL PAYMENTS can be made by:

1. e-transfer to recipient: hello@atlaskings.ca
2. clicking INVOICE PAY NOW options via
 - a. credit card
 - b. other online options
3. contact office at (289) 272-7942 ext 1.

All prices are based on average times required for:

1. item(s) to be moved
2. buffer time for ease of moving item(s) and,
3. estimated drive time and kms to pickup and deliver item(s)

If information regarding any of the factors discussed above are omitted from booking and the delivery time is negatively impacted, additional charges may apply. To avoid, provide all relevant details to booking agent.

Such instances additional charges apply may be:

- Any item is not adequately described based on the 'confirming items' section on website provided, during quoting and booking stages or listed in invoice incorrectly. ie. description is not as quoted in invoice, disassembly is required but not mentioned by customer, item size varies from invoiced item size;
- Any items not listed or not present on items list in invoice;
- Any additional move details, locations or custom disassembly or accessibility details are omitted during quoting stages;
- Any job details are not readily accessible or present within a safe working environment;

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- Any location or accessibility to the items or locations either pickup or drop off permit barriers not discussed or described or result in any delay;

If any scenarios above apply, drivers and/or movers assigned have the right to refuse the work, and no financial penalty will occur if the stated details would normally have been obliged as is listed in ATLAS KINGS' invoice and all other terms and conditions were met by ATLAS KINGS. It is also up to the discretion of ATLAS KINGS whether the customer will be billed additionally for services omitted, ill described, or inaccurately portrayed as described above. Additional charges may include charges for return trip if re-booking (up to the delivery charges as stated on invoice), additional fees associated with the correct trip details, additional mileage or labour charges associated with the additional services provided, up to the full balance being charged with or without the option to re-book whether described items and details have been completed as originally agreed upon or not.

Additional items are only to be added by request by customer by contacting the office directly 3 hours prior to booking time. Charges like statements above apply if customers pressure driver or mover to take items not agreed upon and listed in the ATLAS KINGS invoice or mentioned during quoting stages;

- Adding items cannot be requested during move or with the drivers alone.
- If customer insists drivers take additional items without contacting the office, a flat fee of \$150 may be charged to customer as well as each additional item at standard rates or hourly rate charges included in final invoice to be paid within 24 hours of receiving invoice.

Any item(s) on quoted list purchased through Marketplace/Kijiji or any other used or new retail purchase must be paid for, prior to the scheduled booking time. Any delay awaiting seller receiving payment for item(s) may be subject to additional charges.

Atlas Kings does their best to adequately schedule moves and deliveries, booking confirmation times are provided as a time slot of arrival time of Atlas King's drivers/movers. If a specific arrival time is required, please indicate priority booking is required, this request is subject to additional fees and does not assume drivers will arrive exactly at the time requested. It means booking agents will take special note of your needs and communicate that to the drivers to provide arrival best as possible. Atlas Kings does not take responsibility of arriving at a specified time for any booking; booking times are suggested time frame of arrival. If driver is delayed from unforeseen circumstances such as traffic or other delivery delays, Atlas Kings is not responsible for any difficulty.

It is the customers/other parties involved responsibility to provide the driver accessibility within window time frame, alternatively, additional charges may apply. If driver is delayed and does not cancel, the booking through GetSwift app, the customer/other parties involved are still responsible for providing access to items and no discounts or refunds will be provided if this occurs. If driver is unable to arrive within +/- one hour from suggested arrival time, the driver may contact the customer to inform them of their extensive or further delays.

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If driver's left due to inaccessibility and customer wishes to reschedule and no items were picked up, no additional fees would be charged to their original booking however, the Access Declined Fee must be paid in full prior to re-booking (\$110/hr for 2 movers, \$75/hr for 1 mover plus mileage at \$0.75/km). If the customer does not wish to reschedule, the Access Declined Fee ((\$110/hr for 2 movers, \$75/hr for 1 mover plus mileage at \$0.75/km) would be deducted from the original deposit to cover the unsuccessful trip caused by inaccessibility. Any remaining balances from the original deposit would then be refunded. If the original deposit is lesser than the Access Declined Fee, the full balance would not be returned.

If the drivers picked up items but the drop off located was inaccessible after 20-minute wait time post contacting customer via text, phone or email, the driver may drop items at the drop off location's door. Atlas Kings is not responsible for any lost or stolen items if this occurs. If the driver is unable to drop items at the drop off location door for safety or any other reason after all attempts were made to contact customer to gain access, drivers will depart with items. All additional charges will be charged based on our standard rates and any financial downfalls this caused to our scheduled route (\$110/hr for 2 movers, \$75/hr for 1 mover plus mileage at \$0.75/km) in the event our drivers must re-route due to items being in vehicles or return to the drop off site. Storage fees will also apply if driver cannot return same day due to availability or no payment of additional charges due to inaccessibility starting at \$50/day. All owed fees must be paid upfront prior to being provided a booking time for any return visits.

In addition, drivers will refuse any unsafe conditions presented by the customer in terms of items that are described inaccurately from the quote or can be described as 'ill prepared work environments. Atlas Kings does not tolerate any abusive behaviour or vulgar language by customer, or any parties associated with the delivery while movers are on site or, during delivery bookings. If driver's feel their team is being acted upon aggressively or safety is in jeopardy in any way, they reserve the right to leave the situation immediately. All expenses associated with rescheduling, returning to site to complete the delivery or labour/mileage costs incurred by Atlas Kings due to this scenario must be covered solely by the customer prior to any rescheduling's. The customer's previous invoice will not be refunded in any way if this occurs and must remain in good standing (ie. paid in full) prior to rescheduling any further services or re-visits with Atlas Kings team if this circumstance occurs.

Balance of quoted items are requested prior to booking; once payments are confirmed via e-transfer or online, the booking will be scheduled with your driver/movers. Any additional balances owing post-delivery are to be paid within 24 hours of receiving final invoice via either e-transfer, credit card or online.

Cancellations due to services not required, any unpaid bookings or no booking times provided can be easily cancelled by contacting your booking agent. Cancellations made after any payment has been received, post-booking time sent or >24hours of booking time provided are subject to 10% administration fee. Cancellations made within 24 hours of booking time provided may be subject to additional charges up to full booking charges if not enough notice has been provided. Cancelling bookings, please contact your booking agent or send us an email to bookings@ataskings.ca.

All refunds will be sent within 7 business days of receiving notification or cancellation. All refunds will be sent within 7 business days of receiving notification or cancellation.

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Damages or incidents which occur during scheduled Atlas Kings deliveries must be communicated, reported, and documented DURING delivery ON-SITE with driver or communicated directly to office IMMEDIATELY after the delivery to be considered valid for investigation. Drivers are all trained and instructed to complete reports and documenting ANY incidents. If this process is not completed or the services provided are not paid in full, Atlas Kings may not be subject to incur financial responsibility for any damages. Customers may be compensated up to \$500 CAD. For incidents to be deemed 'damaged' as deemed by investigative measures conducted by Atlas Kings and solely to their discretion, the following factors must be determined; incident must be solely caused by Atlas Kings representatives, appropriate steps taken to document the incident must be taken and the value of damages are deemed equal to said amount requested to receive compensation. Steps to mitigate the damages by offering services or repair may also be provided in exchange for financial compensation as deemed by Atlas Kings discretion.

Reimbursement beyond this amount requires additional insurance through Atlas Kings, total balance of additional insurance fee must be collected, in full, PRIOR to booking time. Additional insurance fee may be listed on quote as "Optional Line Item".

TERMS OF INVOICES

PARTIAL deposit of 50% minimum is required for all bookings. This can be paid by sending e-transfer of this amount, recipient: bookings@atlaskings.ca, or through credit card; link through invoice or contact us. TOTAL invoice amounts can be paid prior to bookings by issuing full e-transfer amount or paying via credit card amount through invoice link or contacting the office at (289) 272-7942 ext 1.

If total invoice amount is equal to less than \$150 CAD pre-tax and discount, TOTAL balance is due 3 hours prior to earliest booking time provided for services to commence. Invoice totals which are greater than \$150 CAD permit remaining 50% balance to be completed within 24 hours, post services completed.

All quoted prices are based on average times required for:

1. item(s) to be moved
2. ease of moving item(s) and,
3. distance to pickup and deliver item(s)

If any delivery is negatively impacted due to omitting information regarding any of factors discussed above prior to time of booking, additional charges apply. To avoid this, provide all relevant details to your booking agent.

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While Atlas Kings does their best to adequately schedule moves, booking confirmation times are provided as a time slot of arrival time of Atlas Kings drivers/movers. If a specific arrival time is required, please indicate priority booking is required, this request is subject to additional fees and does not assume drivers will arrive exactly at the time requested. It means booking agents will take special note of your needs and communicate that to the drivers to provide arrival best as possible. Atlas Kings does not take responsibility of arriving at a specified time for any booking; booking times are suggested time frame of arrival. If driver is delayed from unforeseen circumstances such as traffic or other delivery delays, Atlas Kings is not responsible for any difficulty.

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Drivers arrive within the booking confirmation window (window of time provided, +/- 1 hour of window) at pickup OR drop off location, customer has been contacted via text, phone, or email and, drivers are unable to access items or the specified location to drop off items, drivers have the right to leave after 20 minutes due to inaccessibility to the specified job site/items as agreed upon in our Job Details presented to customer at time of booking. If driver's have left location at pickup or drop off due to inaccessibility and customer wishes to reschedule and no items were picked up, no additional fees would be charged to their original booking however, the Access Declined Fee must be paid in full prior to re-booking (\$125/hr for 2 movers, \$90/hr for 1 mover plus mileage at \$0.75/km). If the customer does not wish to reschedule, the Access Declined Fee ((\$125/hr for 2 movers, \$90/hr for 1 mover plus mileage at \$0.85/km) would be deducted from the original deposit to cover the unsuccessful trip caused by inaccessibility. Any remaining balances from the original deposit would then be refunded. If the original deposit is lesser than the Access Declined Fee, the full balance would not be returned.

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mileage at \$0.85/km) in the event our drivers must re-route due to items being in vehicles or return to the drop off site. Storage fees will also apply if driver cannot return same day due to availability or no payment of additional charges due to inaccessibility starting at \$50/day. All owed fees must be paid upfront prior to being provided a booking time for any return visits.

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