



Box Program Terms & Conditions

Please read the following terms and conditions regarding your box shipment with Transit Systems, Inc. By clicking Submit and providing payment information, you are hereby agreeing to the terms and conditions stated below.

SHIPPING DETAILS

- You will receive boxes from TSI for your shipment and must use these boxes to pack your items.
- There is a 40-pound weight limit per box. Boxes weighing more than 40 pounds may incur overage fees.
- If you need to ship more boxes than originally selected and paid for, you must contact TSI at least 24 hours prior to pickup to adjust your order.
- Boxes are shipped in packs of 10, regardless of number selected. If you receive more boxes than you need, you may keep the boxes. You may also fill them and ship them but must contact TSI at least 24 hours prior to pickup to adjust your order.
- You will receive labels via email to print and adhere to your boxes prior to pick-up. Destination address and name must be clearly displayed.

SERVICE DETAILS

- Pick-up and delivery will be to or from your door or attached porch or patio. *NOTE: Due to apartment building rules, at-the-door services may vary; we will confirm with you when you call to schedule pickup.*
- Boxes must be ready for pickup for the full time range specified by the carrier and communicated to you (typically a four hour window Monday – Friday 2-6 pm).

CANCELLATION DETAILS

If you must cancel your order, you will be credited back the shipping portion of your purchase. Boxes cannot be cancelled or returned so they will remain in your possession for your use and TSI will keep that portion of your payment.

INSURANCE DETAILS

Each box is insured for up to \$100 at no additional cost to you based on the details below.

Insurance covers your items against loss and external damage to the box. *It does not cover damage to packed items if the box has no visible damages.*

In the event of a loss or external damage, you must contact TSI within 48 hours of delivery to file a claim. You must take pictures of damaged boxes and items, as well as provide proof of value of damaged items within the damaged box(es). TSI will begin the claims process on your behalf and communicate next steps.

If necessary, you can purchase additional insurance (up to a total of \$750 per box) up to 24 hours prior to pickup by contacting TSI.

TRANSIT TIMES

Pickup can typically be scheduled within 1-3 days of your call.

The average time in transit is 3-6 business days. All orders are subject to extended timeframes.

Pickup/delivery dates and times are never guaranteed but all best efforts will be made to honor the agreed upon pickup and delivery timeframes.

RATES & FULFILLMENT

Transit Systems, Inc. will arrange the transportation of your shipment through an authorized household goods motor carrier.

Your price is guaranteed based on the number of boxes selected. Rates may go up if:

- Additional boxes are added.
- Boxes exceed the 40-pound weight limit.
- Boxes used are not the 18" x 14" x 12" boxes provided as part of this program.
- The delivery address is changed after the shipment has been picked up.

Additional charges incurred on this shipment are your responsibility and will be charged to the credit card on file.

Shipments cannot be delivered until any additional fees have been collected.

Damaged shipments will not result in a refund. Insured items are eligible for an insurance claim.