

## TERMS AND CONDITIONS

### The Rights and Responsibilities of the Customer, Clover Systems, LLC and Clover Internacional, LLC

This quotation/contract is a unilateral agreement by and between Clover Systems, LLC, Clover Internacional, LLC hereafter referred to as Clover and its Customer. The quotation/contract obligates only Clover to perform the described services at the price quoted; it does not obligate the Customer to move with Clover even after the Customer has signed, dated, and faxed back to Clover. Clover's responsibility is to perform fully all services described in the quotation/contract. The Customer has the right to cancel or postpone the quotation/contract up to and on the agreed date of the move without penalty with the following exceptions; in good faith Clover has already brought the empty container from the port in order to accommodate the timely loading at the residence or at our warehouse, scheduled any third party service company for which service the third party has been dispatched and/or has arrived at the residence, custom crating that has been requested by the Customer and that Clover and/or its agent, in good faith, has already performed. The occurrence of any of these exceptions may result in charges to the Customer. It is the Customer's responsibility to advise Clover of their intention to add any additional items to the shipment that were not included in the initial survey in order that Clover can revise the price if Clover deems this necessary. All quotation/contracts show the weight and volume (or size of ISO ocean container) that the price is based upon. Further, Clover can and will exercise the right to weigh any and all shipments and to determine the final actual price of the move. It is the Customer's responsibility to have the packing and wrapping areas of their home free and secured of pets and children during the moving process. The Customer understands that any additional services requested after signing the quotation/contract, before, during, and after the completion or the origin and/or destination services, i.e., S.I.T. (storage-in-transit), additional custom crating, adding additional items, etc., may result in additional charges. Neither the Customer nor Clover will be held responsible for delays in the moving process due to weather (acts of God), civil strife, commotions, strikes, acts of terror, acts of war, and any emergency and/or circumstances beyond the control of the Customer and/or Clover. It is the customer's responsibility to provide all documents requested by Clover, either originals or copies that are necessary and required for the proper overseas movement and foreign customs clearance of their household goods and personal effects. It is the Customer's responsibility to provide accurate information at all times prior to, during, and after the completion of the move. It is Clover's responsibility to provide the Customer with accurate information, to the best of its knowledge, on the status and progress of the move. It is the Customer's responsibility to tender full payment in advance, unless payment has been previously arranged through a corporate/company purchase order/agreement. Clover can and will exercise its right to hold shipments at origin or destination until prepayment agreements are fulfilled. Any charges accrued as a result of a shipment "hold" will be for the Customer's account and payable in full before final release of the shipment and delivery of the household goods and personal effects.

After reading these Terms and Conditions; the Rights and Responsibilities of the Customer , Clover Systems, LLC and Clover Internacional, LLC; please initial and return to Clover Systems, LLC and Clover Internacional, LLC