Terms & Conditions

Effective Date: July 9, 2025

Welcome to **PackPal Movers LLC** ("**PackPal**," "we," "us," or "our"). These **Terms and Conditions** (the "**Terms**") constitute a legally binding agreement between you (the "**Customer**," "you," or "your") and PackPal Movers LLC, governing your access to and use of our website, <u>www.packpalmovers.com</u> (the "**Website**"), and all associated services, tools, communications, and transactions offered by us, whether booked online, over the phone, or in person.

By using our services or accessing our website—including but not limited to submitting a booking request, filling out a quote form, communicating via phone or SMS, or making a payment—you acknowledge that:

- You have read, understood, and agree to be bound by these Terms;
- You are of legal age and capacity to enter into a binding contract;
- You understand your rights and obligations under both these Terms and all applicable federal, state (Texas), and local laws regulating moving services.

If you **do not agree** with these Terms or any part of them, you must **not use** our website or services.

1. Our Services

PackPal Movers LLC is a fully licensed and insured moving company proudly serving Texas with a commitment to safety, professionalism, and customer satisfaction. We specialize in **residential and commercial relocation services**, with a strong emphasis on efficient logistics, secure transport, and personalized care.

Scope of Services

Our services include, but are not limited to:

• **Local Moving**: Residential and apartment relocations within the state of Texas, typically within a 100-mile radius.

- **Packing Services**: Professional packing of household or office items using high-quality materials. Our packing service is available as an add-on and is limited to the safe packing of items we do not currently offer unpacking services.
- **Furniture Assembly/Disassembly**: Basic disassembly of beds, tables, and furniture items for safe transit and reassembly at the destination.
- **Commercial Moves:** Office and small business relocations with minimal downtime and structured scheduling.
- **Load & Unload Services**: Loading/unloading labor for PODs, rental trucks, or storage containers (no driving involved).
- **Transportation of Goods**: Secure transportation using our branded trucks, operated by trained professionals under DOT compliance standards.

Important Notes:

- Quotes Are Estimates: All quotes are based on the information provided by the customer. Final charges may vary based on actual time, inventory, accessibility (stairs, elevators), distance, and additional services required. Transparent billing is provided, and customers are informed of changes in real time.
- Hourly Billing Structure: Local moves are billed per man-hour, and time is calculated from dispatch to return, which includes travel time, loading, unloading, and breaks if applicable.
- **Minimum Hour Requirement**: A minimum of 3 hours is charged per move. Partial hours are billed in 15-minute increments thereafter.
- Service Availability: Service availability is dependent on crew schedule, weather
 conditions, and operational constraints. Services may be rescheduled in cases of
 unsafe driving conditions or natural disasters in accordance with Texas state safety
 laws.
- Licensing & Compliance: PackPal Movers LLC operates in accordance with Texas
 Department of Motor Vehicles (TxDMV) rules and is registered with a valid TxDMV
 certificate number and USDOT number as required by law.

Regulatory Compliance:

We strictly adhere to the regulations outlined by:

TxDMV (Texas Department of Motor Vehicles) – for intrastate moving.

- FMCSA (Federal Motor Carrier Safety Administration) for compliance in handling transportation regulations and licensing.
- Texas Business and Commerce Code Chapter 643 covering the rights and responsibilities of household goods carriers.
- Insurance Requirements Basic carrier liability is provided at \$0.60 per pound per item unless upgraded coverage is selected by the customer.

i Customer Responsibility:

Customers are responsible for:

- Being present at both the pickup and drop-off location.
- Ensuring items are properly packed if using partial-packing or no-packing options.
- Informing us in advance of oversized, high-value, fragile, or specialty items.
- Verifying that the moving path is clear and accessible (e.g., elevator booked, parking space available).

PackPal Movers LLC strives to provide a seamless moving experience with respect, reliability, and transparency. Whether you're relocating your home or business, our team is here to ensure that your belongings are handled with utmost care and professionalism — just like we'd move our own.

2. Electronic Communications & Consent

By engaging with PackPal Movers LLC through our website, online booking portal, email, phone, SMS, or any other electronic means, you expressly consent to receive communications from us electronically, in accordance with applicable U.S. electronic communications laws, including the Electronic Signatures in Global and National Commerce Act (E-SIGN Act) and the Telephone Consumer Protection Act (TCPA).

Types of Communications

When you contact or interact with PackPal Movers, you agree to receive the following types of electronic communications, which may be sent via:

- Email
- SMS/text message

- Phone calls (manual or automated)
- Push notifications (if applicable)
- · Website chat or forms

These communications may include:

- Booking confirmations and appointment reminders
- Real-time job updates and crew arrival notifications
- Digital invoices and receipts
- Service-related messages (reschedules, weather delays, follow-ups)
- Feedback requests and review links
- Promotional or seasonal offers (with the ability to opt out)
- Legal notices, policy changes, and terms updates

SMS/Text Consent & Opt-Out

By providing your phone number via any contact method (online form, over the phone, etc.), you are giving PackPal Movers your **electronic signature and consent** to contact you by text message, which may include the use of **automated systems** or **prerecorded/artificial voice technologies**, per **TCPA** guidelines.

- Message & data rates may apply, depending on your wireless plan.
- You can opt-out at any time by replying STOP to any message.
- If you wish to stop all communications, you may also email us at info@packpalmovers.com with your request.

Recordkeeping & Legal Validity

All agreements, disclosures, receipts, and notices shared with you electronically are considered legally binding and satisfy any requirements that such communications be in writing, as permitted under applicable federal and state laws, including **Texas Uniform Electronic Transactions Act (UETA)**.

You acknowledge that:

You can access, retain, and print electronic communications.

- You are responsible for maintaining a working email address and phone number to receive such communications.
- Communications sent electronically will be deemed received when sent, not necessarily when opened or acknowledged.

Privacy & Security

All personal data shared during communication is handled in accordance with our <u>Privacy Policy</u>, and we take appropriate steps to protect your information from unauthorized access. We do not share or sell your contact information for third-party marketing purposes without your explicit consent.

3. Payment Terms

At **PackPal Movers LLC**, we strive to offer transparent and fair billing practices while ensuring that all payments are handled efficiently and in accordance with **Texas state regulations** and industry standards. By hiring our services, you agree to the following payment terms:

Minimum Billing Policy

- A minimum of three (3) hours of labor is billed for each scheduled move, regardless of actual service duration.
- This minimum covers the cost of crew deployment, vehicle usage, insurance coverage, and operational readiness.

🚚 Hourly Billing & Travel Time

- Our hourly rates begin the moment our moving crew departs from our dispatch location and continue until the job is fully completed and the crew returns.
- The final billable time includes:
 - Loading, transportation, and unloading
 - o Any breaks taken by the crew (required by law or safety protocol)
 - Mandatory travel time (both to and from your service location)

This policy aligns with **FMCSA regulations** and ensures transparency in travel and labor charges.

Payment Timing & Accepted Methods

- **Full payment is due immediately** upon completion of services unless otherwise agreed in writing prior to the job start.
- We accept the following secure payment options:
 - Cash
 - Personal or business checks
 - Major credit/debit cards (processed securely via Clover or a similar provider)
 - Secure payment links (emailed or texted for convenience)

Returned Checks & Payment Failures

- Any returned or dishonored check will incur a **\$50** insufficient funds fee, and services may be paused for any future bookings until the balance is cleared.
- Payment disputes must be raised within **5 business days** of service completion.

OutputLate Payments & Collections

- Invoices not paid within 14 calendar days of the move date may be subject to:
 - A late fee or interest charge of up to 1.5% per month (18% annually), or the maximum rate allowed by Texas law, whichever is less.
 - o **Suspension of future services** until the outstanding balance is resolved.
 - Referral to a third-party collections agency, which may affect your credit rating and result in additional recovery costs and legal fees.

Estimates vs. Actual Charges

- Estimates provided before the move are **non-binding** and based on information available at the time.
- Final charges are based on actual time, labor, materials used, and conditions onsite, including stairs, elevator access, long carry distances, or delays caused by the customer or third parties.

Security & Privacy

- PackPal Movers does not store full credit card information. All transactions are processed using PCI-compliant, secure platforms.
- Customer billing data is treated confidentially in accordance with our <u>Privacy Policy</u> and federal/state consumer protection laws.

4. III Cancellations & Rescheduling

At **PackPal Movers LLC**, we understand that plans can change. However, because moving requires significant scheduling, logistics, and labor preparation, we enforce the following cancellation and rescheduling terms to ensure fairness and operational efficiency. These policies are aligned with industry best practices and consumer protection standards under Texas law.

III Notice Period

- To cancel or reschedule without penalty, customers must provide written or verbal notice no later than 7 business days prior to the scheduled move date.
- Notice may be submitted by:

o Phone: (414) 414-3143

Email: info@packpalmovers.com

o Through our booking platform or contact form

Late Changes (Within 24 Hours)

- Cancellations or reschedules made within 24 hours of your scheduled service window will incur a \$299 late change fee.
- This fee covers lost labor hours, fuel, truck scheduling disruptions, and lost booking opportunities for other customers.

72-Hour to 24-Hour Changes

- Cancellations or changes made between 72 and 24 hours before the scheduled move may incur a reduced fee of up to \$150, depending on the nature and timing of the change.
- This fee may be waived under certain extenuating circumstances (e.g., natural disasters or emergencies), at PackPal's sole discretion.

No-Show or On-Site Cancellations

• If the crew arrives on-site and is **unable to perform the service** due to customer cancellation, inaccessibility, or failure to comply with agreed-upon terms, **the full 3-hour minimum** (at the contracted hourly rate) may be charged.

Availability & Rescheduling Limitations

- All rescheduling requests are subject to availability of trucks, crew, and equipment.
- We make every effort to accommodate new dates, but peak seasons and holidays may result in limited flexibility.

Refund Policy for Deposits

- If a deposit was collected for your move:
 - Cancellations with 7+ business days' notice are eligible for a full refund of the deposit.
 - Cancellations within 7 days are subject to partial refund based on the timing and crew reservation status.
 - Cancellations within 24 hours are non-refundable unless otherwise agreed in writing.

🔁 Rescheduling Due to Weather or Force Majeure

- In cases of severe weather, flooding, road closures, or other uncontrollable circumstances, PackPal Movers reserves the right to reschedule your move for safety and liability reasons.
- We will communicate proactively and work with you to identify the next available service window.

By scheduling a move with **PackPal Movers LLC**, customers acknowledge and agree to these cancellation and rescheduling policies. These terms help us ensure reliable service, minimize disruptions, and protect the time and effort of our valued crew.

5. N Items We Do Not Move

At PackPal Movers LLC, the safety of your belongings, our crew, and our equipment is our highest priority. In accordance with state and federal transportation laws, OSHA (Occupational Safety and Health Administration) regulations, FMCSA (Federal Motor Carrier Safety Administration) guidelines, and our insurance coverage limitations, we do not transport certain items considered hazardous, perishable, high-risk, or irreplaceable.

These restrictions are in place to prevent liability issues, accidents, and damages that could occur during the move.

X Prohibited Items

We are **unable to transport** the following items under any circumstances:

Hazardous Materials & Chemicals

Including but not limited to:

- Propane tanks
- o Gasoline, diesel, or motor oils
- o Paint, paint thinners, varnishes
- o Cleaning solvents, bleach, ammonia
- Pesticides, fertilizers
- Fireworks or explosives
- Any item classified as flammable, combustible, or corrosive by the U.S.
 Department of Transportation (DOT)

Weapons, Firearms & Ammunition

- Guns, rifles, shotguns, pistols (even if legally owned)
- Ammunition of any caliber
- Gunpowder or explosive projectiles
- Military-grade weapons or accessories
 Transporting these items may violate federal and state laws. Please arrange alternative transport through licensed firearm carriers.

Perishable or Temperature-Sensitive Goods

Frozen or refrigerated food

- Fresh produce or meats
- Live plants (unless previously approved and under specific conditions)
- Flowers and floral arrangements
 These items may spoil, leak, or attract pests during transit.

High-Value or Sentimental Items

We strongly recommend that you **personally transport** the following:

- Cash or coins
- Jewelry, watches, or other valuables
- o Passports, visas, legal documents
- Birth certificates, social security cards
- Heirlooms, antiques, irreplaceable keepsakes
 Our liability coverage does not extend to the full value or emotional significance of these items.

Additional Items That May Be Declined Based on Risk:

- Aquariums or tanks with water (must be emptied)
- Fuel-powered equipment with gas/oil (must be drained)
- Alcohol collections (varies by volume and destination call for clarification)
- Large safes exceeding 600 lbs (requires special handling)

Important Notes

- If prohibited items are **packed without disclosure**, **PackPal Movers LLC will not be liable** for any damages, losses, or legal consequences resulting from their transport.
- We reserve the right to refuse any item at the time of service that poses a risk to our crew, trucks, or your property.

What You Can Do

If you're unsure whether an item qualifies for transport:

- Contact our office at \(\(\(\) (414) 414-3143 or \(\) info@packpalmovers.com
- We're happy to assist in identifying alternative solutions for restricted items, including third-party specialty movers or disposal resources.

6. 🎋 Damage & Claims

At **PackPal Movers LLC**, we take great pride in handling your belongings with the utmost care. However, in the event that damage does occur during your move, we follow strict procedures compliant with **Texas state laws** and **federal regulations** to address claims fairly and promptly.

Damage Notification Policy:

- Any damage must be reported on-site before the crew leaves or in writing within
 48 hours of your move's completion.
- Reports received after 48 hours may be ineligible for claims, as it becomes
 difficult to verify liability once our services are complete and the crew has left the
 premises.

Claims & Payment Conditions:

- Claims will only be accepted and reviewed after the move has been paid in full.

 Outstanding balances must be resolved prior to initiating the claims process.
- Once a claim is received and validated, we may request supporting documentation such as photos, receipts, or repair estimates.

Valuation Coverage (Standard Liability Protection):

In accordance with **Texas Department of Motor Vehicles (TxDMV)** rules governing moving companies:

- PackPal Movers provides basic valuation coverage at \$0.60 per pound per item.
- This coverage is **not full-value insurance**, but a legal minimum that all licensed Texas movers must provide. For example, if a 100 lb dresser is damaged beyond repair, the maximum compensation is \$60.

 This valuation applies only to items directly handled and transported by our team, and does not cover damage caused by third parties or items packed by the customer.

Optional Third-Party Insurance:

Because basic coverage may not reflect the full value of your items, we **highly recommend purchasing third-party moving insurance** for greater peace of mind.

- These policies provide replacement cost or full-value protection in the event of loss or damage.
- We are happy to refer you to trusted insurance providers upon request.

Exclusions:

The following types of damages are **not covered** under standard valuation or claims:

- · Pre-existing damage or defects
- Damage to items packed by the customer (unless improperly handled by our team)
- Damage caused by structural defects in furniture (e.g., particle board, brittle components)
- Damage to electronics, glass, or fragile items unless packed and padded by PackPal crew
- Damage due to natural disasters, accidents beyond our control, or improper item disclosure

📫 Filing a Claim:

To file a claim:

- Email: <u>info@packpalmovers.com</u>
- Include: Name, move date, address, description of item(s), damage photos, and receipt (if available)
- Claims are typically processed within **7–14 business days**, and we may follow up for inspections or additional info.

7. 🙅 Legal Disputes

At **PackPal Movers LLC**, we strive to resolve any concerns or issues amicably and professionally. However, in the unlikely event of a legal dispute, the following policies govern the resolution process. These terms are designed to protect both the company and our valued clients and are compliant with the legal framework under **Texas state law**, including the **Texas Department of Motor Vehicles (TxDMV) regulations** governing moving services.

Binding Arbitration Agreement:

By using our services, you agree that **any claim, dispute, or controversy** arising out of or relating to:

- Your move,
- · Charges for services rendered,
- Alleged damage to property,
- Or any breach of contract,

shall be exclusively resolved through final and binding arbitration, rather than in court.

m Arbitration Process:

- Arbitration shall be conducted under the rules of the American Arbitration Association (AAA).
- The arbitration shall be held in **Williamson County, Texas**, unless otherwise mutually agreed in writing.
- Each party is responsible for their own legal costs, unless otherwise awarded by the arbitrator.
- The arbitrator's decision shall be final, legally binding, and enforceable in any court with jurisdiction.

This approach provides a faster, less costly alternative to litigation and promotes fair dispute resolution.

No Chargeback Policy:

By contracting PackPal Movers LLC, you acknowledge and agree:

- Not to initiate a credit card chargeback or payment reversal for any transaction where services were rendered in full or in part.
- Disputes regarding payment or performance must be resolved directly through PackPal's internal claims and dispute resolution process, followed by arbitration if needed.
- Unlawful or unsupported chargebacks may result in:
 - Suspension of service,
 - Referral to collections,
 - o Additional recovery fees or legal action to recoup costs.

Governing Law:

All service terms and agreements shall be governed by and construed in accordance with the **laws of the State of Texas**, without regard to its conflict of law provisions. In the event any portion of this clause is deemed invalid or unenforceable, the remaining provisions will remain in full effect.

How to Initiate a Dispute:

If you have a concern:

- Contact us first at info@packpalmovers.com or (414) 414-3143 to attempt an informal resolution.
- If unresolved, we will guide you through the arbitration process in compliance with AAA and Texas laws.

By choosing PackPal Movers LLC, you agree to this dispute resolution process and waive your right to pursue claims through class actions or jury trials. Our priority is to maintain fairness and transparency while protecting all parties involved.

8. Third-Party Links

In order to provide added value and enhanced services, **PackPal Movers LLC** ("we," "our," or "us") may include hyperlinks or references to **third-party websites, tools, payment processors, insurance providers, or platforms** (collectively, "Third-Party Services") on our website, email communications, service forms, or client portals.

These third-party links are provided strictly for your **convenience and informational purposes** and do not imply any endorsement, sponsorship, partnership, or affiliation with the respective external entities.

Solution No Control Over Third-Party Content

We do not control and are not responsible for:

- The accuracy, legality, or appropriateness of content found on third-party websites.
- The privacy practices or data handling policies of those websites.
- The availability, reliability, or quality of any services, products, or advice provided on third-party platforms.

This includes, but is not limited to:

- Payment gateways (e.g., Clover, Stripe),
- Moving insurance providers,
- Customer review platforms (e.g., Google, Yelp),
- Mapping and route services (e.g., Google Maps),
- Governmental portals (e.g., Texas Department of Motor Vehicles).

Visiting these sites is at your own discretion and risk. We encourage users to **review the terms, privacy policies, and disclaimers** of any third-party websites before sharing any personal data or engaging in transactions.

Data Protection & Liability

When you leave <u>www.packpalmovers.com</u> or interact with a third-party service:

- Any information you submit is governed by their policies, not ours.
- We **disclaim liability** for any data misuse, service issue, financial loss, or content error encountered while interacting with third-party websites.

Although we take care in linking only to reputable resources, **PackPal Movers LLC** shall not be held liable for any damages or losses resulting from reliance on external content or transactions with third-party service providers.

Responsible Use Encouraged

By using our website, you acknowledge and agree that:

- We are not responsible for your use of third-party websites.
- We make no warranties, express or implied, regarding the services or information they provide.
- It is solely your responsibility to determine whether those services are suitable for your needs.

If you encounter any issues with a linked resource, we welcome you to **notify us** so we may review and, if necessary, update our content.

9. 🖺 User Account Responsibility

When you create a user account on the **PackPal Movers LLC** platform—whether for requesting quotes, tracking a move, managing bookings, submitting documents, or communicating with our team—you are agreeing to maintain the confidentiality and security of your login credentials and account-related activities.

Account Creation and Access

To enhance your customer experience, we may offer online account functionality, including but not limited to:

- · Booking management and move scheduling
- Digital quote approval or adjustment
- Access to invoices, receipts, and payment history
- Live tracking updates or crew assignments
- Messaging, uploads, and service requests

You are solely responsible for:

- Providing accurate, complete, and up-to-date information during registration.
- Choosing a strong and secure password and protecting your credentials.
- Ensuring that no unauthorized person gains access to your account or your device.

Security Obligations

By creating an account with **PackPal Movers LLC**, you agree:

- To **notify us immediately** at info@packpalmovers.com if you suspect unauthorized access, a breach, or misuse of your credentials.
- That we are not liable for any loss or damage arising from your failure to comply with this section.
- That you will not share login access with any third party, and that you will not impersonate another person or misrepresent your identity.

We reserve the right to disable or terminate accounts that appear to have been compromised or misused.

🙅 Legal Compliance & Liability

Account users must ensure that any activity conducted through their PackPal account:

- Is lawful, honest, and in good faith.
- Does not involve fraudulent bookings, misrepresentation of addresses, or submission of false insurance claims.
- Complies with local, state, and federal laws governing communication, service bookings, and transactions.

If a user account is found to have been used for any form of abuse, fraud, manipulation of rates, or threatening communications, **PackPal Movers LLC** reserves the right to:

- Cancel pending services,
- · Restrict or revoke access to the account,
- Initiate legal proceedings or report violations to appropriate authorities.

Account Termination

We may terminate or suspend access to your account without prior notice if:

- You violate these Terms and Conditions,
- We detect suspicious or abusive activity,
- Required payments remain unpaid beyond the due period,
- Or for any reason we determine necessary to protect our company or customers.

By using our online account features, you agree to these terms and acknowledge your responsibility for all actions taken through your account, regardless of whether you performed them personally.

10. International Use

PackPal Movers LLC primarily operates as a domestic moving services provider, offering local and regional relocation, packing, and transport services strictly within the **United States**, with a primary service footprint in **Texas** and surrounding areas. As such, the products, services, and operational infrastructure of PackPal Movers are **not intended for international transport, booking, or logistics use.**

Website Access from Outside the U.S.

While our website (<u>www.packpalmovers.com</u>) may be accessible worldwide, it is **designed** and maintained for use by individuals and entities located in the United States. If you are accessing our site from a location outside the U.S., you do so at your own discretion and risk, and you are fully responsible for:

- Complying with any applicable local laws and data privacy regulations of the country from which you access our services.
- Ensuring that your actions do not violate export control laws, customs laws, or any national security-related restrictions applicable to the country in which you reside.

PackPal Movers does not guarantee that its services, pricing, policies, or website content are appropriate or legally compliant outside the jurisdiction of the United States.

X International Moving

At this time, **PackPal Movers LLC does not offer international relocation services**, international freight forwarding, or customs brokerage. All bookings involving a pickup or delivery address outside U.S. territory will be automatically declined or canceled.

If you require international moving assistance, we recommend consulting with a licensed international freight or customs logistics provider.

Legal Jurisdiction

All agreements, transactions, and communications with **PackPal Movers LLC** are governed by the **laws of the United States** and the **State of Texas**. By using our website or services, you agree that any legal action or dispute will be handled in accordance with these laws and in designated Texas jurisdictions, regardless of where you are located.

Data Privacy Considerations

Users accessing our website from jurisdictions with stricter data privacy laws (such as the European Union's GDPR) should be aware that:

- Our data collection and processing practices are compliant with U.S. data protection laws.
- By interacting with our website or submitting personal data from outside the U.S., you
 consent to the transfer and storage of such data on servers located in the United
 States.
- We do not guarantee GDPR-level protection unless specifically outlined in a separate written agreement.

If you are uncertain whether your use of our site or services complies with your local regulations, please consult with legal counsel prior to using or submitting any information via our platform.

11. Updates to Terms

PackPal Movers LLC reserves the right to update, revise, or modify these Terms and Conditions at any time, in whole or in part, at our sole discretion. These changes may reflect evolving legal requirements, updates in our service offerings, business operations, or improvements in user experience and security protocols.

III Notification of Changes

When we revise the Terms:

- The "Effective Date" at the top or bottom of this page will be updated to reflect the date of the most recent change.
- We will post the **revised version of the Terms** on our website at www.packpalmovers.com/terms.
- In cases where the updates are material, we may also notify you via email or prominent notice on our website (if you have a registered account or active service request).

✓ Your Responsibility

It is **your responsibility** to periodically review these Terms to stay informed about our current policies and conditions. Your **continued use** of our website, services, or engagement with our team **after any updates are posted** constitutes your **acknowledgment and acceptance** of the revised Terms.

If you **do not agree** to the amended Terms, you must **discontinue use** of our services and website immediately.

Compliance with Legal Requirements

PackPal Movers makes every effort to ensure that updates to our Terms are in compliance with:

Federal and Texas State moving regulations

Consumer protection laws

Electronic contract laws governing digital services and agreements

Any other applicable guidelines relevant to the household goods moving industry

We encourage our customers and users to stay informed about their rights and obligations

under these evolving terms.

12. 🃫 Contact Us

At PackPal Movers LLC, we are committed to transparency, professionalism, and open communication. If you have any questions, concerns, or feedback regarding these Terms and Conditions—or any other aspect of our services—please do not hesitate to reach out to

us.

We encourage customers to contact us for inquiries related to:

Service terms or clarifications

Billing or payment disputes

Damage claims or service concerns

Privacy and data handling policies

Scheduling and cancellation requests

Legal questions pertaining to service terms

You may contact us through the following channels:

Mailing Address

PackPal Movers LLC 12885 W State Hwy 29 Liberty Hill, TX 78642

United States

Email: <u>info@packpalmovers.com</u>

Website: www.packpalmovers.com

Customer Support: If you would like to speak to a team member, you can call our support line at 5858-222-333 during regular business hours.

Legal Notice

All formal disputes or legal notices must be submitted in writing to the above mailing or email address. We retain the right to request identification or proof of service engagement before processing legal or claims-related correspondence, in accordance with state and federal consumer laws governing licensed moving companies.

We appreciate your trust in **PackPal Movers LLC**, and we remain dedicated to delivering safe, professional, and stress-free relocation experiences.