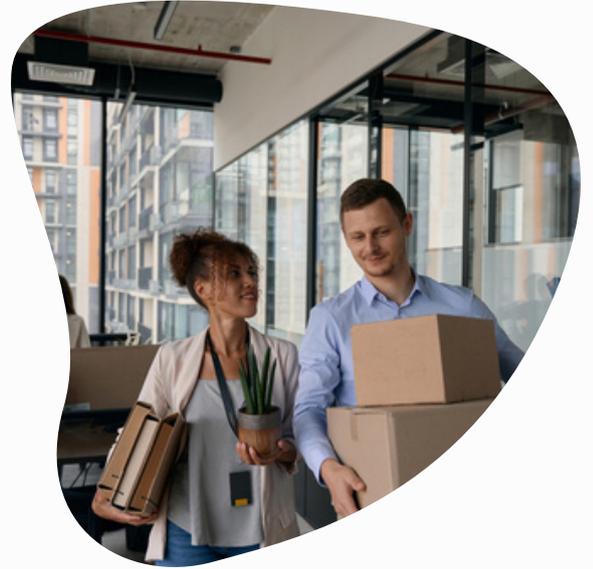


2026



CUSTOMER BILL OF RIGHTS

HMSMOVERS.COM | (410) 825-3344

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2 WELCOME

Healthcare and laboratory relocations require precision planning, specialized handling procedures, and strict coordination among multiple stakeholders.

This guide explains what you can expect from **Hoffberger Moving Systems (HMS)** and what we ask from our customers, so your relocation, restack, storage, or logistics project runs safely and efficiently.

This document applies to projects including:

- Hospitals and medical facilities
- Clinical laboratories
- Research laboratories and universities
- Pharmaceutical and biotechnology facilities
- Healthcare offices and medical practices
- Commercial and institutional relocations

3 ABOUT HOFFBERGER MOVING SYSTEMS

Hoffberger Moving Systems (HMS) is the Baltimore region's leading **commercial mover specializing in healthcare, laboratory, and institutional relocations**.

With decades of experience supporting hospitals, universities, and research institutions, HMS has built expertise in managing complex relocations involving sensitive equipment, regulated environments, and operational continuity.

4 PURPOSE OF THIS GUIDE

This guide establishes clear expectations between HMS and our customers by outlining:

- Customer rights during a relocation project
- Customer responsibilities before and during the move
- Handling procedures for specialized equipment
- Safety and regulatory considerations

- How project changes, claims, and disputes are addressed

When both parties understand their roles, projects proceed more efficiently and with fewer disruptions.

5 YOUR RIGHTS AS AN HMS CUSTOMER

5.1 Clear Scope & Pricing

You have the right to receive:

- A written scope of work
- Clear pricing structure (fixed, not-to-exceed, or time & materials)
- Defined service inclusions and exclusions
- Documented assumptions used in your quote
- Written change orders for scope changes

5.2 Professional Service Standards

You have the right to expect:

- Trained commercial moving crews
- Personnel experienced with healthcare and laboratory environments
- Proper moving equipment and materials
- Site and property protection procedures
- Compliance with workplace safety standards
- Professional on-site supervision

5.3 Communication & Coordination

You have the right to:

- A designated project manager or move coordinator
- Pre-move planning coordination
- Confirmed service dates and time windows

- Advance notice of schedule changes when possible
- Written documentation of approved project changes

5.4 Asset Handling & Protection

You have the right to expect:

- Industry-standard handling practices
- Labeling and tagging systems
- Inventory tracking when included in scope
- Special handling for pre-identified sensitive items
- Existing item condition reporting when contracted

5.5 Valuation & Claims

You have the right to receive:

- A written explanation of valuation coverage
- Declared value options when applicable
- A clear claims process
- Timely claim review and resolution

5.6 Billing Transparency

You have the right to receive:

- Clear billing terms
- Rate sheets for hourly services
- Copies of signed service documents
- Explanation of additional charges
- Itemized invoices upon request

6 YOUR RESPONSIBILITIES AS AN HMS CUSTOMER

6.1 Accurate Project Information

Customers are responsible for providing:

- Accurate equipment lists and inventories
- Correct site addresses and contacts
- Disclosure of oversized or specialty equipment
- Access restrictions or building rules
- Schedule constraints
- Special handling requirements

Incomplete information may impact project pricing and scheduling.

6.2 Facility & Building Coordination

Customers are responsible for:

- Reserving elevators and loading docks
- Identifying parking or access permits
- Coordinating with building management
- Providing required **Certificates of Insurance (COI)** requirements in advance
- Ensuring site access at scheduled times

Delays caused by access issues may result in additional charges.

6.3 Packing & Preparation

Unless packing services are included in the project scope, customers are responsible for:

- Packing desk and cabinet contents
- Removing personal items
- Backing up all computer and server data
- Disconnecting IT equipment unless contracted
- Preparing equipment for safe transport

- Labeling items according to the move labeling plan

6.4 Restricted & Regulated Items

Customers must disclose and/or remove items requiring special licensing or handling, including:

- Hazardous materials
- Chemicals and biohazards
- Controlled substances
- Firearms or weapons
- Cash and securities

HMS may refuse transport of undisclosed restricted items.

6.5 Scheduling & Decision Authority

Customers must:

- Ensure work areas are ready at scheduled start time
- Provide authorized decision-makers on move day
- Approve change orders promptly
- Respond to on-site questions quickly

Delays caused by unavailable customer contacts may result in additional charges.

7 SCOPE CHANGES & ADDITIONAL WORK

If project scope changes during execution, HMS will:

- Document the change
- Identify potential pricing impacts
- Request approval before proceeding where feasible

Customers must approve change orders before additional work begins.

8 SAFETY & SITE CONDITIONS

Customers must provide:

- Safe walking paths
- Clear staging areas
- Working elevators when required
- Safe dock and loading conditions

HMS reserves the right to pause work under unsafe conditions.

9 IT, MEDICAL & SPECIALIZED EQUIPMENT

Unless specifically contracted:

- Customer vendors handle server shutdown/startup
- Medical and laboratory equipment requiring calibration must be handled by qualified vendors
- Manufacturer handling requirements must be disclosed in advance

HMS can coordinate with these vendors to support equipment relocation logistics.

10 HEALTHCARE & LABORATORY MOVE CONSIDERATIONS

Healthcare and laboratory environments require additional precautions including:

- Protection of sensitive instruments
- Compliance with clinical safety standards
- Careful handling of research equipment
- Maintaining operational continuity where required
- Coordination with facilities and safety personnel

Healthcare facilities may operate under guidance from organizations such as the Occupational Safety and Health Administration and the Centers for Disease Control and Prevention.

While movers follow safe handling practices, regulatory compliance for materials and environments remains the responsibility of the customer and their technical vendors.

11 DECONTAMINATION & HAZARD DISCLOSURE

Customers must ensure that equipment is safe for handling before relocation.

This may include:

- Biological decontamination
- Chemical neutralization
- Radiation clearance
- Written safety release for movers

Movers may decline handling of equipment that has not been properly cleared.

12 VENDOR & OEM COORDINATION

Some equipment requires specialized technical handling.

Customers are responsible for coordinating:

- Manufacturer or OEM disassembly/reassembly
- Calibration and testing after relocation
- Utility disconnection and reconnection
- Certification or validation services

13 CHAIN OF CUSTODY & SENSITIVE MATERIALS

For sensitive equipment or research materials, HMS can provide:

- Serialized asset tracking
- Barcode inventory systems
- Documented custody transfers

These services must be included in the project scope.

14 WAREHOUSING & STORAGE SERVICES

When storage services are provided:

Customer Rights

- Secure warehouse environment
- Documented intake and release procedures
- Inventory reporting when requested

Customer Responsibilities

- Authorized contact list for item release
- Advance retrieval notice
- Written disposal authorization
- Ownership confirmation

15 DECOMMISSIONING & SURPLUS ASSETS

Customers must:

- Identify surplus items clearly
- Approve disposal, donation, or resale
- Remove or securely wipe data-bearing devices unless contracted
- Approve recycling or liquidation actions

16 VALUATION & LIABILITY

Valuation establishes the mover's maximum liability under the service agreement.

Valuation **is not insurance**.

Customers are responsible for:

- Declaring high-value items in advance
- Selecting valuation coverage when offered
- Reviewing coverage limits
- Obtaining third-party insurance when needed

17 DELAYS & UNCONTROLLABLE EVENTS

Schedules may be affected by:

- Weather events
- Building restrictions
- Permit issues
- Labor interruptions
- Safety risks
- Force majeure events

HMS will communicate delays as early as possible.

18 PAYMENT TERMS

Customers agree to:

- Approved credit terms
- Deposit requirements when applicable
- Progress billing when specified
- Timely payment of invoices
- Written billing dispute notice within stated timeframe

Late payments may affect future scheduling.

19 DISPUTE RESOLUTION

If a dispute occurs:

1. HMS and the customer will attempt good-faith resolution.
2. Documentation will be reviewed.
3. Escalation procedures outlined in the service agreement will apply.

20 CUSTOMER ACKNOWLEDGEMENT

By proceeding with services, the customer acknowledges receipt and understanding of this **Customer Bill of Rights**.