

Your appointments are very important to the Deft Movers LLC. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hour notice for cancellations or rescheduling of appointments. Please understand that when you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients also miss the opportunity to receive prompt services. Deft Movers LLC values our staff's time. We understand that our staff have other jobs, family, and friends with whom they could be spending time. Deft Movers LLC pays our staff their entire wage for any missed or late cancelled appointment out of respect for their valuable time. Therefore, we have a strictly enforced 24 hour cancellation and rescheduling policy.

Any appointment missed, late cancelled, or changed without 24 hour notice will result in a charge equal to 100% of the reserved service amount. The appointment may be taken off of a contract/package or charged individually. As a courtesy, your appointments are confirmed electronically by email and/or text messaging from our online appointment scheduling software because we know how easy it is to forget an appointment you booked months ago. From this confirmation email, you have the option of the following without a charge:

- reschedule/change/modify your appointment from your online account;
- respond back by email with any changes or issues;
- call our office number which is provided in the email for customer service;

Please understand that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments which result in a cancellation fee. Not receiving an electronic notification of your appointments from us the day before is not sufficient reason to miss an appointment if the original confirmation notification was received timely. Any late arrival will shorten your appointment time and will not be made up by running into the next client's scheduled appointment. We recognize that the set appointment time frames may differ from the actual appointment by 10-15 minutes based on shift changes and traffic. One of our movers will call the client about a hour before the scheduled appointment to verify the appointment status. One of our staff will call the mover if they are not at the designated address 5 minutes before the appointment time.

All appointments must be held with a valid credit card at the time of booking. A credit card hold transaction maybe made on your credit card to reserve the appointment time. Your credit card information is stored will full encryption.

We do not accept cancellations through voicemail or any other representative in the office other than the office manager. The customer is entitled to change the date and time of the appointment one time without being charged a fee. Therefore, after the one time that the appointment is changed the customer will be charged a additional \$25.00 for a second change of date and/or time of the appointment and \$25.00 each time if the customers continues to change their appointment.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as power outage, unfortunate incidence, or weather that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no discount or charges will apply.

The 24 hour cancellation policy gives us time to inform our wait list clients of any availability, as well as keeping our staff schedules filled, thus better serving everyone. Deft Movers LLC policies are presented and provided in the best quality and tradition of excellent service for our established and future clientele. Thank you for viewing and supporting our 24 hour cancellation and rescheduling policy criteria!