STALLION MOVERS

Schedule "A" - Terms and Conditions

Revised August 12, 2026 | Ontario

Customer	As identified in the signed quote or service contract
Service	Moving, delivery, packing, storage, disposal, donation, labour, or related services described in the signed quote
Governing documents	Written quote/estimate, service contract, these Terms, Bill of Lading, approved written changes, valuation/insurance selection, and invoice

IMPORTANT: The personalized written quote identifies the applicable package minimum, crew, vehicle, included time, estimated total service-time range, additional-time rate, estimated price range, mileage, special charges, assumptions, and approved scope. The Customer's signature authorizes the disclosed work through the upper end of the signed estimated range. Website prices are starting points only. The Customer must disclose the complete scope and authorize material additions or work beyond the signed range as described below.

Claims & Damages

1. Claims Require Full Payment First

Plain-English: You must pay your full invoice before any damage claim can be processed.

Legal Clause: The Customer acknowledges and agrees that all claims for loss or damage are conditional upon full and timely payment of all outstanding invoices. Under no circumstances may the Customer withhold, deduct, or set off alleged damages against invoiced charges. Claims shall be initiated only after payment in full has been received by Stallion Movers Inc. (“Stallion”). Claims must be submitted in writing to claims@stallionmovers.com, and Stallion reserves the right to decline or defer consideration of any claim until all outstanding amounts have been satisfied. Any attempt by the Customer to self-deduct will be treated as a breach of contract and may result in collection action, legal fees, and additional damages.

2. Right to Repair or Replace

Plain-English: We may fix or replace damaged items instead of paying cash.

Legal Clause: Stallion retains the sole and exclusive right, at its discretion, to repair or replace damaged items prior to issuing any monetary compensation. If repair or replacement is commercially impractical, Stallion’s liability shall be limited to the Customer’s elected valuation coverage, which defaults to basic statutory coverage ($0.60/lb per item) unless the Customer has purchased additional coverage through a third-party insurer. Stallion’s liability shall not exceed the declared or statutory valuation, regardless of item value.

3. Report Window

Plain-English: You must inspect the delivery, note visible damage before the crew leaves, and email us within 3 days.

Legal Clause: The Customer shall inspect the goods, the origin and destination premises, and the vehicle interior upon completion and shall note any visible loss or damage on the Bill of Lading ("BOL") prior to the crew's departure. Written notice of any claim must also be submitted by email to claims@stallionmovers.com within three (3) calendar days after the service date. Failure to provide prompt notice may materially prejudice Stallion's ability to investigate and may constitute evidence of satisfactory completion and acceptance of the

services. This notice requirement shall apply to the fullest extent permitted by applicable law and shall not waive any substantive or procedural consumer right that cannot lawfully be waived.

4. Proof Standard

Plain-English: You must prove the item was in good condition before and damaged after.

Legal Clause: All claims must be substantiated by clear and convincing evidence. The Customer must provide time-stamped photographs of the item(s) both before and after the move, together with a written description of how the damage occurred. Items inventoried, packed, or otherwise handled exclusively by Stallion carry a presumption of evidentiary validity; owner-packed items do not. Claims without adequate documentation may be denied.

Legal / Hours

5. Legal Duty Limits

Plain-English: Regulated drivers cannot drive after reaching the applicable hours-of-service limits. Work may have to stop or be rescheduled.

Legal Clause: Stallion's drivers and commercial vehicle operations are subject, where applicable, to provincial or federal Hours-of-Service ("HOS") requirements. A regulated driver shall not drive after accumulating thirteen (13) hours of driving time, fourteen (14) hours of on-duty time, or sixteen (16) hours of elapsed work-shift time, as applicable, without the required off-duty period. Stallion may halt, secure, continue with a legally available replacement driver, or reschedule work as reasonably required for safety and legal compliance. Stallion bears no liability for consequential damages, including hotel or rescheduling expenses, resulting from good-faith compliance with applicable HOS requirements, except where liability cannot lawfully be excluded.

Appliances

6. Cosmetics Not Covered Absent Negligence

Plain-English: Thin appliances may scratch easily; we only cover if negligence is proven.

Legal Clause: Due to the inherent fragility of thin-metal or high-gloss appliance surfaces, Stallion disclaims liability for minor dents, dings, or surface abrasions unless directly caused by demonstrable negligence. Cosmetic imperfections consistent with normal handling are excluded from coverage.

7. Function Not Guaranteed

Plain-English: We don’t guarantee appliances will still work.

Legal Clause: Stallion makes no representation or warranty regarding the working condition of appliances, electronics, or technical items. The Customer is responsible for securing manufacturer-required shipping bolts (e.g., for washers), draining lines, and disconnecting electrical or plumbing connections. Stallion assumes no liability for post-move functionality issues or damages resulting from improper preparation.

Minor / Normal-Wear Damages

8. Minor Wear Excluded

Plain-English: Small scuffs or scratches from normal moving aren’t covered.

Legal Clause: The Customer acknowledges that minor surface marks, scuffs, or chips to floors, walls, or furnishings are inherent risks of moving activity. Such incidental wear, absent negligence, shall not constitute compensable damage. Coverage applies only to damages materially exceeding ordinary wear and traceable to negligent conduct.

Electronics / Mechanical

9. Electronics/Mechanicals

Plain-English: We don't guarantee TVs, electronics, or mechanicals unless they are properly boxed.

Legal Clause: Stallion disclaims liability for the internal functionality of electronic, electrical, or mechanical devices (including but not limited to televisions, stereos, computers, exercise machines, and appliances). Unboxed or loosely packed items such as glass, lamps, artwork, ceramics, and marble are excluded from coverage unless professionally packed by Stallion.

Electric Couches

10. Power Furniture

Plain-English: Disconnect power cords/modules before we move it.

Legal Clause: The Customer must disconnect all power modules, batteries, and wiring from electrically powered or motorized furniture prior to transport. Stallion assumes no liability for severed wires or hidden electrical routing. If disassembly is required, the Customer must complete it before pickup or request Stallion to perform it at published rates.

Firearms

11. Firearms

Plain-English: Guns must be unloaded, declared, and in a locked case. No ammo.

Legal Clause: Firearms may only be transported if declared in advance, unloaded, and secured in a locked hard case or safe. Ammunition, powder, primers, or other ordnance is strictly prohibited. Failure to disclose firearms voids coverage, may result in immediate service termination, and exposes the Customer to legal liability.

Elevators

12. Elevators & Building Access

Plain-English: You must book the elevator and any delays are billed.

Legal Clause: The Customer is solely responsible for reserving elevators, padding/protection, and ensuring building compliance. Delays caused by lack of access, elevator unavailability, or building restrictions shall be billed at the applicable hourly rate.

Televisions

13. Flat-Screen Handling

Plain-English: We pad TVs, but original cartons are best. No function guarantee.

Legal Clause: Stallion shall pad and wrap televisions but recommends original manufacturer cartons for transport. Absent visible exterior impact, Stallion disclaims liability for internal malfunctions. Televisions packed by the owner without a carton are subject to limited coverage only.

Plumbing / Electrical

14. Connections

Plain-English: We don't hook up washers, fridges, or other plumbing/electrical.

Legal Clause: Stallion does not perform plumbing or electrical connections. At the Customer's request, Stallion may assist as a courtesy, but such assistance is at the Customer's sole risk, and Stallion disclaims liability for leaks, shorts, or resulting damages.

Pressed Board / Fragile Furniture

15. Pressboard/IKEA

Plain-English: IKEA/pressboard furniture is not covered.

Legal Clause: Engineered wood, particle board, and pressboard furniture (e.g., IKEA) is excluded from coverage due to inherent fragility. Such items should be fully disassembled before transport. Stallion disclaims liability for separation at joints, stress fractures, or structural failure.

Oversized / Heavy

16. Heavy/Oversized Items

Plain-English: Extra-large items may damage walls/floors. You accept that risk.

Legal Clause: Stallion shall move oversized/heavy items (e.g., safes, gym equipment, oversized furniture) only where safe and feasible. The Customer acknowledges increased risk of damage to property and accepts responsibility for damage inherently caused by necessary movement. Stallion may decline to move items deemed unsafe.

Floors

17. Dolly Use

Plain-English: We use dollies/runners, but indentations may occur.

Legal Clause: Stallion will use dollies, runners, and pads as practicable to minimize floor wear. However, indentations, marks, or abrasions caused by necessary transport of heavy items shall not be compensable unless caused by negligence.

18. Sliding/Pathways

Plain-English: Please clear paths and use felt pads at your home.

Legal Clause: Customers are advised to pre-install felt pads on furniture and clear all movement pathways. Stallion disclaims liability for flooring scratches resulting from the Customer's failure to prepare surfaces adequately.

Items We Cannot Move

19. Prohibited Items

Plain-English: No hazardous, flammable, or perishable goods.

Legal Clause: Stallion will not transport hazardous, flammable, explosive, pressurized, biological, or perishable items. Undeclared prohibited items may be disposed of immediately at Stallion's discretion without compensation. Customer indemnifies Stallion for costs, damages, or penalties arising from undisclosed prohibited items.

20. Glass/Marble

Plain-English: Breakable glass/marble only covered if we pack it.

Legal Clause: Stallion disclaims liability for breakage of glass, porcelain, ceramics, or marble unless Stallion supplies and performs specialized professional packing. Owner-packed fragile items are excluded from coverage.

Insurance / Crew Safety

21. Safety & Participation

Plain-English: Customers can't ride in the truck or help carry items.

Legal Clause: For insurance and workplace safety compliance, the Customer and any third parties are strictly prohibited from entering Stallion's trucks, trailers, or equipment, or from physically assisting in the lifting, carrying, or moving of goods alongside Stallion's employees. Any such participation shall void coverage for those items and areas. Stallion disclaims liability for personal injury or property damage arising from unauthorized participation.

22. Final Check

Plain-English: Signing the BOL confirms delivery unless you note issues before we leave.

Legal Clause: The Customer's signature on the Bill of Lading ("BOL") shall constitute prima facie evidence of satisfactory receipt of goods in good order, except as to damage specifically noted on the BOL prior to crew departure. No subsequent notations shall alter or retroactively affect the evidentiary weight of the signed BOL.

23. Gratuities

Plain-English: Tips are optional and go directly to the crew.

Legal Clause: Gratuities are voluntary and at the sole discretion of the Customer. Any tips provided shall be paid directly to crew members and are not considered part of Stallion's invoiced charges.

24. Site Security

Plain-English: We can't watch public spaces like hallways. You must secure the site.

Legal Clause: Stallion shall not be liable for theft, disappearance, or misplacement of goods from public or unsecured areas (including hallways, driveways, loading docks, or open trucks). The Customer is responsible for maintaining security over such areas. Stallion's duty of care attaches only when goods are in the immediate custody of its employees.

Older / Deteriorated Items

25. Fragility Due to Age

Plain-English: We aren't responsible for breakage due to age or wear.

Legal Clause: Stallion disclaims liability for failure of materials inherently weakened due to age, deterioration, or pre-existing defect. This includes but is not limited to brittle plastics, antique wiring, lampshades, veneers, and aging fabrics. Such items shall be transported with care, but the Customer assumes risk of age-related failure.

Donations

26. Donations

Plain-English: Donated items become Stallion's property. No refunds.

Legal Clause: Items relinquished for donation shall become the property of Stallion immediately upon transfer. Stallion shall dispose of or donate such items at its sole discretion. The Customer releases all ownership rights and waives any claim for compensation once donation has been completed.

Liens

27. Lien on Goods

Plain-English: We can hold goods if bills aren't paid.

Legal Clause: Stallion shall have a continuing lien and security interest on all goods tendered for transport, storage, or handling, as security for payment of all charges, including freight, storage, advances, interest, legal fees, and other costs. In the event of non-payment, Stallion may retain possession until payment in full is received.

Simple: We have a general lien and security interest on goods we move/store until all charges are paid; if you default, we can hold, repossess (after notice), and sell to cover amounts owing.

Detail:

General Lien on Goods. The Client grants Stallion a general lien on all goods handled, transported, stored, or otherwise in Stallion's care or control, for all charges due or to become due, including freight, labor, storage, materials, interest, administrative fees, and reasonable enforcement costs (legal fees, advertising, sale, transport). Stallion may retain possession and refuse delivery until all amounts are paid in full.

28. Enforcement of Lien

Plain-English: If bills aren't paid, we may sell or dispose of goods after notice.

Legal Clause: In the event of Customer default, Stallion may enforce its lien by sale, disposal, or other means permitted by law after providing written notice to the Customer's last known address. Net proceeds, less lawful charges and expenses, shall be credited to the Customer's account. Stallion shall not be liable for loss of sentimental or disproportionate value in lien enforcement.

Security Interest; Repossession; Sale. In addition, the Client grants Stallion a security interest in such goods to secure all present and future indebtedness. Upon default (including non-payment when due), Stallion may:

a) Enforce its lien/security interest per applicable law;

b) Enter any premises where goods are located to repossess goods not in Stallion's possession after providing 7 days' written notice to the last email/postal address on file;

c) Sell the goods (public or private sale) after reasonable notice as required by law. Sale proceeds will be applied to (i) amounts owing, then (ii) reasonable enforcement costs; any surplus will be remitted to the Client.

Stallion's rights are cumulative and in addition to any rights under statute or common law.

Safety

29. Non-Routine Risks

Plain-English: Hoisting, balconies, and unsafe requests require a waiver.

Legal Clause: Stallion reserves the right to refuse or require a signed waiver for non-routine services including but not limited to hoisting, tight turns, spiral staircases, balcony lifts, or any request involving unreasonable risk to personnel, equipment, or property. Where performed, such services are at the Customer's sole risk, and Stallion shall not be liable for damage arising from such operations.

30. Clear Work Area

Plain-English: Keep kids, pets, and bystanders out of work zones.

Legal Clause: The Customer shall ensure that children, pets, and non-essential persons are excluded from active work areas. Stallion disclaims liability for injury or damage arising from breach of this duty.

31. Access & Parking

Plain-English: Provide safe parking and clear paths. Off-pavement is not allowed.

Legal Clause: The Customer shall provide safe, legal parking space of not less than thirty-five (35) feet in length for truck and ramp access, together with clear, unobstructed pathways. Stallion shall not drive trucks off-pavement, across steep grades, or into unsafe areas. Time expended securing parking or access shall be billable at published rates.

32. Pest Policy

Plain-English: If pests are found, we stop immediately. You pay for work done so far.

Legal Clause: If Stallion identifies evidence of pest infestation (e.g., bedbugs, cockroaches, rodents), services shall cease immediately for safety reasons. All charges accrued to that point shall remain due. Work may resume only after certified remediation at Customer expense.

33. Service Refusal

Plain-English: Unsafe, abusive, or unsanitary conditions may stop service.

Legal Clause: Stallion reserves the right to refuse or suspend service in the presence of unsafe conditions, abusive behavior, unsanitary environments, or other factors posing health or safety risks. All charges incurred to that point shall remain billable, and deposits shall be forfeited.

34. Dangerous Goods

Plain-English: Hidden dangerous goods may be destroyed without compensation.

Legal Clause: Undeclared dangerous or hazardous goods discovered during service may be stored, returned, or destroyed at Stallion's discretion without compensation. The Customer shall indemnify Stallion for all costs, fines, or damages resulting from such goods.

35. Zero-Tolerance Policy

Plain-English: Abuse ends the job immediately and all charges remain due.

Legal Clause: Stallion maintains a strict zero-tolerance policy for abuse, threats, or harassment of its staff. In such circumstances, services will be halted immediately, goods secured safely, and crew withdrawn. All accrued charges shall remain due. Reports of misconduct may be directed to Stallion management at (519) 502-7832.

Storage / Pods

36. Load/Unload-Only Services

Plain-English: Once items are in or out of a third-party unit, our responsibility ends.

Legal Clause: Stallion's liability terminates once goods are loaded into or unloaded from third-party vehicles, rental trucks, pods, or containers not under its control.

37. Pods

Plain-English: Pods aren't climate controlled. Delivery/pickup is billed.

Legal Clause: The Customer acknowledges that pods and similar containers are not climate controlled, and goods stored therein are at the Customer's risk. Delivery and pickup of pods shall be billed per location at Stallion's published rates.

38. Partner Storage

Plain-English: Partner storage may have separate rules and access limits.

Legal Clause: When Stallion arranges storage with partner facilities, the Customer is bound by those facilities' terms. Access, hours, and conditions vary and must be arranged with reasonable notice. Stallion shall not be liable for partner facility restrictions.

39. Storage Materials

Plain-English: Protective materials for storage are billed separately if requested.

Legal Clause: Protective blankets, shrink wrap, or other storage-related materials are available at the Customer's request and will be billed at Stallion's published rates.

40. Storage Billing

Plain-English: Storage is prepaid monthly; unpaid units may be sold.

Legal Clause: Storage fees are billed monthly in advance and auto-renew on the same date each month. Non-payment may result in enforcement of lien rights, including auction or sale of goods, per applicable law. Customers should notify Stallion promptly to arrange alternate payment plans if needed.

Privacy & Data

41. Privacy Commitment

Plain-English: We only collect what we need and never sell your data.

Legal Clause: Stallion Movers Inc. ("Stallion") collects only the personal information necessary to schedule, perform, and bill for moving services. Information may include name, address, contact details, and payment method. Stallion does not sell, lease, or otherwise trade Customer data. Disclosure shall occur only where required by law or to fulfill service obligations (e.g., processing payments, arranging third-party storage). Stallion shall implement reasonable administrative, technical, and physical safeguards to protect Customer data against unauthorized access, loss, or misuse.

42. Lawful Disclosure

Plain-English: We'll only share your info if required by law or to do the job.

Legal Clause: Stallion may disclose personal information where required by legal process, court order, subpoena, regulatory request, or to protect its lawful interests. Stallion may also disclose information to service providers (e.g., payment processors, insurance partners) strictly to the extent necessary to complete contracted services.

43. Confidentiality of Claims

Plain-English: Claim records and settlement discussions are handled privately, subject to legal rights and required disclosures.

Legal Clause: Claims communications, settlement discussions, and supporting documentation shall be treated as confidential and used principally for claim investigation and resolution. This clause does not prevent either party from obtaining legal, insurance, accounting, or regulatory advice; communicating truthfully with an insurer, payment processor, government body, law-enforcement agency, court, tribunal, or other person where permitted or required by law; preserving evidence; or exercising a non-waivable legal right.

44. Privacy Policy Reference

Plain-English: Our privacy policy explains more.

Legal Clause: Customers are encouraged to review Stallion's full Privacy Policy, available upon request. By engaging Stallion, the Customer consents to the limited collection, use, and disclosure described herein.

Self-Storage

45. Self-Storage Moves

Plain-English: We're only responsible while items are in our care.

Legal Clause: Stallion's duty of care ends once items are loaded into or unloaded from self-storage facilities. The Customer is responsible for providing proper padding, boxes, and protective measures when goods are left in self-storage. Stallion shall not be liable for stacking, settling, or shifting occurring after delivery.

Items In Customer Vehicles

46. Customer-Transported Goods

Plain-English: We're not responsible for items in your vehicle or rental.

Legal Clause: Stallion assumes no responsibility or liability for goods loaded into vehicles not operated by Stallion, including Customer's personal vehicles, trailers, or rental trucks. Once items are placed in such vehicles, custody and risk transfer entirely to the Customer.

Billing / Payments

47. Billing Increments

Plain-English: After the package minimum, time is billed in 15-minute increments.

Legal Clause: All time-based charges beyond any applicable package minimum or minimum service period are calculated and invoiced in increments of fifteen (15) minutes. Any portion of a fifteen-minute increment is rounded upward to the next quarter-hour. Package minimums, travel time, waiting time, authorized additional services, and other time-based charges remain subject to the billing rules stated in the Customer's written quote and these Terms & Conditions.

48. Local & Out-of-Town Time Billing

Plain-English: Local moves run from crew arrival until the truck is closed at the final stop. Out-of-town moves are billed yard-to-yard using a signed Google Maps return-time estimate.

Legal Clause: For local moves, unless the written quote states otherwise, billable service time commences when Stallion's crew arrives at the first service location and concludes when unloading and the contracted work are complete and the vehicle is closed at the final service location. For out-of-town moves, billable time is calculated yard-to-yard: the clock commences when the crew and vehicle depart Stallion's designated yard and includes outbound travel, loading, unloading, waiting, additional destinations, and other contracted or authorized work. Before the crew departs the final service location, Stallion will record the estimated return-driving time to its designated yard shown by Google Maps and add that mapped time to the actual elapsed time recorded through completion at the final location. The Customer or authorized representative shall review and initial or sign the BOL acknowledging the completion time and mapped return-time estimate before the return trip begins. The purpose of finalizing the time in this manner is to prevent traffic, personal stops, or unrelated delays during the return trip from increasing the Customer's bill. If the Customer or representative is unavailable or refuses to sign, Stallion may document the Google Maps result and surrounding circumstances, without prejudicing either party's rights. Mileage, tolls, parking, overnight accommodation, and other disclosed travel charges are separate from crew time.

49. Payment Due

Plain-English: Payment is due the same day the job finishes.

Legal Clause: Payment in full is due immediately upon completion of services on the scheduled move date. If pre-approved, Stallion may extend payment to one (1) business day thereafter. Non-payment shall constitute breach of contract and may trigger lien enforcement or collections proceedings.

50. Price Changes

Plain-English: Your signed estimate includes a time and price range based on what you tell and show us. Added work, undisclosed items, incomplete details, or changed conditions may require a new written authorization.

Legal Clause: Each estimate or quote is prepared in reliance upon the inventory, photographs, videos, walkthrough, access information, destinations, requested services, and other facts disclosed by the Customer. The included package hours are not necessarily the estimated duration of the complete Services. The written quote may state an Estimated Total Service-Time Range and corresponding Estimated Total Price Range. By signing the quote and contract, the Customer authorizes Stallion to perform the disclosed Services through the upper end of those signed ranges and authorizes billing at the stated Additional-Time Rate, in fifteen (15) minute increments, for actual service time beyond the included package hours and within the signed range. If an item, appliance, destination, access condition, packing requirement, disassembly requirement, donation or disposal request, storage requirement, specialty item, quantity of goods, or other material part of the work was not discussed or accurately disclosed when the estimate was prepared, or if the Customer requests new, additional, or different work, the scope, equipment, crew, time allowance, schedule, and final charges may be adjusted accordingly. Stallion shall request further written authorization in accordance with Clauses 60, 85, 103, and applicable law before materially exceeding or changing the signed scope or range when required and reasonably practicable.

51. Math/Entry Corrections

Plain-English: If we make a math mistake, we can fix it.

Legal Clause: Stallion reserves the right to correct obvious clerical, arithmetic, or entry errors on invoices. Corrected invoices shall govern notwithstanding prior misstatements.

52. Late Payment

Plain-English: Late bills may get interest and collections.

Legal Clause: Overdue invoices may accrue interest at the statutory or contractually permitted rate. Stallion reserves the right to refer unpaid balances to collections and report defaults to credit bureaus. The Customer shall be liable for reasonable attorney's fees and costs incurred in enforcing payment.

53. Pass-Through Costs

Plain-English: You pay disclosed third-party and additional-service costs, including tolls, parking, disposal, mileage, supplies, and specialty charges.

Legal Clause: The Customer is responsible for all disclosed third-party pass-through costs and additional-service charges applicable to the work, including without limitation tolls, ferry charges, parking permits and fees, disposal or donation-facility charges, packing materials actually used, equipment rentals, overnight accommodation, mileage outside the included local allowance, extra destinations, and specialty-item charges. Such amounts shall be charged at the amount stated in the written quote, at the applicable published rate incorporated into the quote, or at actual cost where identified as an actual-cost item, together with any disclosed and legally permitted processing or administrative charge.

Deposits / Methods

54. Deposit

Plain-English: The deposit shown in your quote reserves your service date and is subject to the cancellation and rescheduling policy.

Legal Clause: The deposit or booking fee specified in the Customer's written quote shall be required to reserve service dates and allocate personnel and equipment. The amount, due date, refundability, transferability, and consequences of cancellation or rescheduling are governed by the Customer's quote and Clause 61. Except where the quote or applicable law provides otherwise, a reservation is not confirmed until the required deposit has cleared.

55. Payment Methods & Convenience Fee

Plain-English: Payment may be made by approved methods. A 3% convenience fee applies when the Customer chooses to pay by credit card, where permitted.

Legal Clause: Payment may be made by e-transfer, cash, cheque, or another method approved in writing by Stallion. Credit-card payments are subject to a separately disclosed convenience fee of three percent (3%) of the applicable payment amount. The Customer may avoid this fee by selecting an approved payment method that does not attract the fee. The fee shall be disclosed before the transaction and itemized on the applicable invoice or receipt. This provision applies only to the extent permitted by Stallion's payment processor, applicable payment-card network rules, and applicable law; where a three percent (3%) fee is not permitted, the fee shall be reduced to the maximum amount lawfully and contractually permitted or shall not be charged.

56. Returned/Chargeback Fees

Plain-English: Chargebacks or bounced payments may add fees.

Legal Clause: Returned cheques, failed transfers, or credit card chargebacks shall incur additional administrative fees as published. The Customer shall reimburse Stallion for all costs associated with reversing or curing failed payments.

Staffing

57. Crew/Trucks

Plain-English: We select the appropriate crew and truck. Your quote controls what is included and when a scope-driven change affects price.

Legal Clause: Stallion shall assign crews, vehicles, and equipment at its reasonable discretion based on the contracted scope, safety, availability, scheduling, and operational requirements. A purely operational substitution made by Stallion shall not, by itself, increase the Customer's contracted price. Where incomplete or inaccurate Customer information, changed access, added inventory, an additional destination, a specialty item, or other change in scope reasonably requires a different crew, vehicle, equipment, or timeframe, the resulting adjustment shall be handled under Clauses 50, 60, 85, 102, and 103 and documented in writing where required by law.

58. Breaks

Plain-English: Crews receive lawful meal periods and reasonable safety breaks; the quote explains how time is treated.

Legal Clause: Stallion shall provide meal periods, rest periods, and safety breaks in accordance with applicable employment, workplace-safety, and hours-of-service requirements and company policy. Short safety or hydration breaks taken while the crew remains on duty may remain billable. Any unpaid meal period during which the crew is relieved from work shall be excluded from billable time unless the written quote expressly and lawfully states otherwise. Break times may be recorded on the BOL.

Health (Covid Legacy / Entry)

59. Health & Entry Protocols

Plain-English: We follow current health rules. Delays may be billed.

Legal Clause: Stallion complies with prevailing public health regulations and building entry requirements. Delays caused by mandated screening, masking, or other compliance procedures shall be billable as time.

Last-Minute Changes / Cancellations

60. Scope Changes Day-Of

Plain-English: Extra items or services requested on move day may change the bill, require a signed change request, or have to be deferred.

Legal Clause: Any item, destination, service, or special handling requested on the scheduled service date that exceeds or differs from the original written scope may, at Stallion's discretion, be accepted, deferred, separately scheduled, or declined. Accepted changes are billed at the additional-time rate, fixed charge, mileage rate, material cost, pass-through cost, or custom amount applicable to the added work and disclosed to the Customer. Stallion is under no obligation to complete unquoted work where staffing, equipment, schedule, safety, legal limits, or facility availability does not permit it. A material change and its reasonably determinable effect on time or price shall be recorded in the Move-Day Change / Continued-Service Authorization section contained directly on the BOL, or in another reliable written or electronic change authorization, where required by law.

61. Cancellation & Reschedule

Plain-English: Cancel early or lose your deposit.

Legal Clause: Cancellations made seven (7) or more calendar days prior to the scheduled service date may have the deposit applied to one future booking within six (6) months. Cancellations made fewer than seven (7) days before service shall result in full or partial forfeiture of deposit as specified in the quote. Rescheduling requests within seven (7) days shall incur additional administrative costs and may be treated as cancellations at Stallion’s discretion.

Delays

62. Regulatory Delays

Plain-English: If inspectors or regulators stop us, the time is billable.

Legal Clause: Stallion shall not be liable for time lost due to inspections, weigh station holds, law enforcement checks, or other legally mandated stops. All such time shall be billed at published rates.

63. Third-Party Delays

Plain-English: Delays caused by others are billable.

Legal Clause: Stallion shall not be liable for delays caused by third parties including but not limited to building staff, property managers, contractors, or prior jobs at a site. All such delays are billable at published hourly rates.

Force Majeure

64. Force Majeure

Plain-English: If something out of our control happens, we can reschedule.

Legal Clause: Stallion shall not be held liable for any failure or delay in performance caused by circumstances beyond its reasonable control, including but not limited to acts of God, extreme weather, labor strikes, pandemics, governmental orders, civil disturbances, or equipment failures. In such cases, Stallion may reschedule services without penalty.

Customer Prep / Responsibilities

65. Personal Items

Plain-English: Keep jewelry, cash, and essentials with you.

Legal Clause: Customers must personally retain custody of irreplaceable or sensitive items including but not limited to identification documents, cash, securities, medications, jewelry, heirlooms, laptops, and remotes. Stallion disclaims liability for such items unless expressly disclosed and accepted in writing.

66. Packing Standards

Plain-English: Boxes must be sealed, labeled, and under 50 lbs.

Legal Clause: All boxes must be securely sealed, clearly labeled, and not exceed fifty (50) pounds. Stallion disclaims liability for internal contents of owner-packed boxes (PBOs) unless negligence by Stallion is proven.

67. Tight Fits

Plain-English: If an item doesn't fit, you take the risk or we decline.

Legal Clause: If delivery requires forcing items through narrow spaces, tight staircases, or risky turns, Stallion may decline or require the Customer to sign a written waiver of liability. Any resulting damage under such waiver is at the Customer's risk.

68. Special Items

Plain-English: Tell us about special items or tools we'll need.

Legal Clause: The Customer shall disclose any special instructions or required tools prior to service. Stallion disclaims liability where disclosure was not made or where improper tools were supplied.

69. Exclusions

Plain-English: We're not responsible for cash, securities, passports, or undisclosed valuables.

Legal Clause: Stallion shall not be responsible for cash, negotiable instruments, passports, or undisclosed high-value items. Failure to disclose such items voids liability.

70. Access Readiness

Plain-English: Ensure keys, elevators, and permits are ready.

Legal Clause: Customers must ensure access readiness including keys, elevator reservations, and parking permits. If access is not available, storage or return trips will be billed at published rates.

71. Special Handling

Plain-English: Hoisting or long elevator waits are billed extra.

Legal Clause: Hoisting, equipment rentals, or long elevator wait times are billed as extras unless explicitly included in the Customer's quote.

72. Furniture Disassembly

Plain-English: Disassemble furniture unless quoted otherwise.

Legal Clause: Customers are responsible for disassembling furniture prior to service unless quoted otherwise. Stallion may assist at published rates but assumes no liability for damage where items were not properly disassembled.

73. Drawer Prep

Plain-English: Empty heavy or fragile drawers.

Legal Clause: Heavy or fragile drawers must be emptied prior to service. Lightweight clothing may remain where structural integrity permits.

74. Aquariums

Plain-English: Aquariums must be empty.

Legal Clause: All aquariums must be fully emptied of water, fish, gravel, and accessories prior to service. Stallion will not transport loaded aquariums.

75. Clocks

Plain-English: Remove pendulums and weights from clocks.

Legal Clause: Customers must remove pendulums, weights, or other fragile components from clocks prior to service. Stallion disclaims liability where preparation is not completed.

76. Pianos/Pool Tables

Plain-English: We only move certain pianos/pool tables per quote.

Legal Clause: Stallion only moves pianos (excluding grands/players) and pool tables where explicitly quoted. Coverage is limited to items specified in the written order.

77. Refrigerators/Freezers

Plain-English: Fridges and freezers must be empty.

Legal Clause: All refrigerators and freezers must be emptied prior to service. Stallion disclaims liability for spoilage or internal damage if not emptied.

78. Final Checks

Plain-English: Walk through with crew before signing.

Legal Clause: The Customer shall complete a walk-through of both origin and destination premises, together with the truck interior, before signing the Bill of Lading. Failure to do so constitutes waiver of claims for uninspected areas.

79. Parking Responsibility

Plain-English: You must arrange legal parking.

Legal Clause: Customers must secure legal parking spaces suitable for truck access (30–40 feet minimum). Parking fines or tickets incurred due to unavailable or illegal parking are billable to the Customer.

80. Presence Requirement

Plain-English: Someone must be present on site.

Legal Clause: The Customer or authorized adult representative must be present at both origin and destination throughout the move to provide instructions and sign documents. If absent, Stallion shall use reasonable discretion for placement and shall be released from liability for resulting placement errors.

Packing / Unpacking Services

81. Packing Services

Plain-English: Packing and unpacking are billed at the rate in your quote; materials are extra and charged only when used.

Legal Clause: Packing and unpacking services are billed at the crew, package, or hourly rate stated in the Customer's written quote, with additional time billed in fifteen (15) minute increments after the applicable minimum. Boxes, tape, packing paper, mattress bags, plastic wrap, and other materials are billed separately based on the materials actually supplied or used, unless the quote expressly includes them. Fragile contents packed by the owner (PBO) are excluded from coverage except to the extent loss or damage is caused by Stallion's proven negligence or applicable law provides otherwise.

Inventories

82. Inventories

Plain-English: Inventories available upon request at extra cost.

Legal Clause: Stallion will prepare written inventories upon Customer request or where valuation coverage requires. Such services are billed at Stallion’s published rates. Customers must declare high-value items in writing before service begins.

High-Value Items

83. High-Value Declaration

Plain-English: Tell us about heirlooms or valuable items before moving.

Legal Clause: Customers must identify and declare high-value or heirloom items in advance. Stallion reserves the right to require special handling charges or proof of third-party insurance for such items. Failure to declare shall void coverage.

Arrival / End Times

84. Timing Estimates

Plain-English: Arrival windows, travel times, and completion times are estimates, not guarantees.

Legal Clause: Any quoted arrival window, travel duration, or completion time is a planning estimate based on the information available and normal conditions. Traffic, weather, construction, preceding jobs, building restrictions, elevator access, parking, keys, customer readiness, added inventory, and other circumstances may affect actual timing. Google Maps may be used to estimate return travel for out-of-town billing under Clause 48. Stallion disclaims liability for incidental or consequential damages resulting from reasonable schedule variations, except where such liability cannot lawfully be excluded.

Billable Hours / Pricing Model

85. Package & Additional-Time Pricing

Plain-English: Your opening package is the minimum. The signed estimated range authorizes work through its upper limit, with time beyond the package billed every 15 minutes at the rate in your quote.

Legal Clause: Stallion's current pricing model uses an opening package or service minimum that identifies the included crew, vehicle or equipment, included hours, and base scope. The package or minimum charge remains payable even if the work is completed before the included time expires, because it reserves the crew, vehicle, equipment, dispatch capacity, and scheduled service period. Included package hours are not

necessarily the expected total duration of the complete Services. For example, a package may include three (3) hours while the signed quote reasonably estimates that the complete Services will require between six (6) and eight (8) hours. The Customer's written quote may state an Estimated Total Service-Time Range and an Estimated Total Price Range for the disclosed scope. By signing, the Customer authorizes Stallion to complete the disclosed Services through the upper end of the signed estimated range. Actual time beyond the included hours and within that signed range is billed at the Additional-Time Rate in fifteen (15) minute increments under Clause 47; no separate move-day signature is required merely because the included package time expires while work remains within the signed range. The Customer is not automatically billed to the upper end when less time is used. The final bill shall be based on the package minimum and actual authorized work completed, including additional time, inventory, destinations, access conditions, materials, mileage, travel, specialty items, donation or disposal work, storage, and other services. If Stallion reasonably anticipates that the signed upper limit will be exceeded, it shall request a further authorization under Clause 103 when required and reasonably practicable. Website and advertising prices described as "starting at" are general starting points only; the personalized written quote governs. Local timing is governed by Clause 48. Out-of-town work is billed yard-to-yard using the Google Maps return-time process in Clause 48. Applicable prime-time, weekend, month-end, holiday, overnight, or other surcharges apply only when disclosed in the written quote.

86. Governing Law & Jurisdiction

Plain-English: Disputes are handled locally under Ontario law.

Legal Clause: This Agreement shall be governed by, and construed in accordance with, the laws of the Province of Ontario and the laws of Canada applicable therein, without regard to its conflict-of-law provisions. Any disputes shall be submitted exclusively to the courts of Ontario, and the Customer hereby attorns to the jurisdiction of such courts.

87. Severability

Plain-English: If one part is invalid, the rest still applies.

Legal Clause: If any provision of these Terms & Conditions is determined by a court of competent jurisdiction to be invalid, illegal, or unenforceable, such provision shall be severed, and the remaining provisions shall remain valid and enforceable to the fullest extent permitted by law.

88. Entire Agreement

Plain-English: The signed quote, these Terms, the BOL, and approved written changes make up the agreement.

Legal Clause: These Terms & Conditions, together with the Customer's written quote or estimate, signed service contract, Bill of Lading, valuation or insurance selection, approved written or electronic change authorizations, applicable invoice, and any supplementary agreement signed or electronically accepted by Stallion constitute the entire agreement between the parties. Website pages, general pricing guides, conversations, and advertising provide general information but do not alter the personalized written agreement. If documents conflict, the most specific later-written term accepted by both parties governs the particular service or change, subject always to applicable law. No oral statement or side promise shall amend the agreement unless confirmed in writing by authorized Stallion management.

89. Amendments

Plain-English: Only Stallion management can make changes, in writing.

Legal Clause: No amendment, modification, or waiver of any provision of these Terms & Conditions shall be effective unless made in writing and signed by an authorized officer of Stallion Movers. Crew members and drivers are not authorized to waive or amend these Terms.

90. Headings

Plain-English: Headings are just for readability.

Legal Clause: The section and clause headings contained herein are for convenience only and shall not affect the interpretation or legal effect of these Terms & Conditions.

91. Counterparts & Electronic Acceptance

Plain-English: Digital signatures, written electronic approvals, and online acceptance are valid.

Legal Clause: These Terms & Conditions and related service documents may be executed in counterparts, including electronically, and such execution shall be deemed valid and binding to the fullest extent permitted by law. Electronic acceptance, including clicking "I agree," applying an e-signature, replying with written approval by email or text, or signing or initialling a BOL change, shall constitute evidence of acceptance by the Customer or authorized representative.

92. Waiver

Plain-English: Just because we don't enforce a rule once doesn't mean it's waived forever.

Legal Clause: The waiver by Stallion of any breach, default, or non-performance of any provision of this Agreement shall not be deemed a waiver of any preceding or subsequent breach, default, or non-performance of the same or any other provision. Failure to enforce any right or remedy shall not constitute a waiver thereof.

93. Indemnification

Plain-English: If your actions cause us legal or financial trouble, you cover us.

Legal Clause: The Customer agrees to indemnify, defend, and hold harmless Stallion Movers, its affiliates, employees, officers, and agents from and against any and all claims, damages, liabilities, losses, costs, and expenses (including reasonable legal fees) arising out of or related to (a) the Customer's breach of this Agreement; (b) the inclusion of prohibited or undeclared hazardous items; (c) unsafe, unsanitary, or unlawful premises or access provided by the Customer; or (d) any third-party claims caused by the Customer's negligence, omissions, or misrepresentations.

94. Limitation of Liability

Plain-English: We're never liable for more than what you paid us.

Legal Clause: Notwithstanding anything to the contrary in this Agreement, Stallion Movers' total aggregate liability for any claim, damage, or loss arising out of or related to the services provided shall in no event exceed the total amount actually paid by the Customer for the specific move giving rise to the claim, except where prohibited by law. Consequential, incidental, special, punitive, or indirect damages are expressly excluded.

95. Force Majeure Extension

Plain-English: If big disasters happen, we're not liable.

Legal Clause: In addition to Clause 64, Stallion Movers shall not be held liable for any delay, failure, or inability to perform obligations due to circumstances beyond its reasonable control, including but not limited to: natural disasters, fires, floods, pandemics, epidemics, government restrictions, civil unrest, acts of war, terrorism, labor strikes, or failure of utilities. In such events, Stallion Movers may suspend or reschedule services without liability.

96. Survival

Plain-English: Some terms apply even after the move is done.

Legal Clause: All provisions of this Agreement which by their nature should survive termination or completion of services shall survive, including but not limited to: indemnification, limitation of liability, liens, governing law, confidentiality, and payment obligations.

97. Assignment

Plain-English: You can't transfer this contract to someone else.

Legal Clause: The Customer may not assign, transfer, or delegate any rights or obligations under this Agreement without prior written consent from Stallion Movers. Any attempted assignment without consent is void. Stallion Movers may assign this Agreement to an affiliate, successor, or purchaser of its business without notice.

98. Notices

Plain-English: Important communications must be in writing.

Legal Clause: Any notice required or permitted under this Agreement shall be deemed properly given when delivered in writing by hand, courier, certified mail, or email to the addresses provided by each party. Notices shall be effective upon delivery or, in the case of email, upon confirmation of successful transmission.

99. Interpretation

Plain-English: If there's confusion, the wording protects us.

Legal Clause: This Agreement shall not be construed against the drafter. The parties agree that all terms were negotiated at arm's length and that no presumption shall apply against Stallion Movers in the event of any ambiguity. Words importing the singular include the plural and vice versa, and "including" means "including, without limitation."

100. Acknowledgment of Understanding

Plain-English: By signing the Schedule A acknowledgement or accepting it electronically, you confirm that you received these Terms and had a chance to read them and ask questions.

Legal Clause: By signing the Schedule A acknowledgement in the service contract, applying an electronic signature to that acknowledgement, or otherwise expressly accepting these Terms in a reliable written or electronic record, the Customer acknowledges that the Customer received or was given electronic access to these Terms & Conditions before becoming bound; had a reasonable opportunity to read, understand, and ask questions about them; and had the opportunity to obtain independent legal and insurance advice if desired. The Schedule A version identified in the signed quote or service contract governs that booking. Later website revisions do not amend the signed agreement unless accepted in writing by the parties. This acknowledgment does not waive any right that applicable law prohibits the Customer from waiving.

Quoting / Scope Disclosure

101. Complete Information & Visual Assessment

Plain-English: We can quote without pictures, but complete photos, video, or a walkthrough make the time, crew, and truck estimate much more reliable.

Legal Clause: The Customer shall provide complete and accurate information concerning all goods and services to be handled, including items to be moved, packed, unpacked, assembled, disassembled, delivered, donated, disposed of, stored, or otherwise serviced; all appliances, pianos, safes, pool tables, oversized, fragile, high-value, or specialty items; all floors, stairways, elevators, loading docks, walking distances, parking restrictions, narrow passages, and other access conditions; and every origin, destination, or additional stop. Stallion may prepare an estimate without photographs, video, a virtual walkthrough, or an in-person assessment. The Customer acknowledges, however, that without complete visual and written information, estimated time, vehicle size, number of vehicles, crew size, equipment requirements, ability to complete the work in one trip or day, and total price may change significantly. Any resulting adjustment remains subject to Clauses 50 and 103 and applicable law.

102. Undisclosed Items, Appliances & Additional Destinations

Plain-English: If something was not included in the quote, the final bill will be adjusted when we agree to handle it.

Legal Clause: If the Customer asks Stallion to handle an item, appliance, service, or destination not included in the written scope, the accepted addition shall be charged at the applicable fixed charge, additional-time rate, mileage rate, pass-through cost, material cost, or custom price. Without limiting the generality of the foregoing, an additional residential appliance may be charged at the per-item rate stated in the quote or current written price schedule; an additional destination may attract a destination charge together with related time and mileage; and specialty, heavy, high-risk, or commercial appliances may require a separate custom price. Stallion will make reasonable efforts to accommodate requested changes but does not guarantee that the assigned crew, vehicle, equipment, facility bookings, or schedule can accommodate work that was not disclosed before service.

103. Signed Estimate Range & Change Authorization

Plain-English: Your signed range authorizes the quoted work up to its upper limit. We request a further signature before exceeding that limit or adding material new work when required and reasonably practicable.

Legal Clause: The Customer's signature on a quote that states an Estimated Total Service-Time Range and Estimated Total Price Range authorizes Stallion to perform the disclosed scope through the upper end of those ranges at the rates stated in the quote. No additional signature is required merely because the package's included hours have expired while the Services remain within the signed estimated range. When Stallion reasonably anticipates that the disclosed Services will exceed the upper end of the signed estimated time or price range, it shall, when required and reasonably practicable, advise the Customer or authorized representative and request a further written authorization before continuing beyond that limit. Further written authorization shall also be requested where the Customer asks for additional or different goods or services, or where a material condition not reasonably accounted for in the signed estimate changes the required time, price, crew, vehicle, equipment, destinations, or scope. Examples include an undisclosed long carry or walking distance, a traffic collision or material detour, severe or unexpected weather, elevator or key delay, unexpected bed or furniture disassembly or reassembly difficulty, additional inventory, additional destination or stop, customer packing or readiness issue, unavailable parking or access, donation, disposal, storage, or other material change. Authorization should be recorded in the compact Move-Day Change / Continued-Service Authorization section contained directly on the BOL, or through another reliable written record. The BOL authorization need only identify the requested change, additional service, material condition, or authorization to continue beyond the signed range; direct the Customer to the signed contract for the applicable additional-time rate and other pricing terms; and contain the Customer's or authorized representative's signature or initials with the date and time. If the Customer declines, Stallion may stop or defer the uncompleted portion at a safe and reasonable point, subject to legal, transportation, custody, and safety obligations. Nothing in these Terms waives or limits a consumer right that cannot lawfully be waived or limited.

Mileage / Travel

104. Local Allowance, Mileage & Out-of-Town Charges

Plain-English: The local kilometre allowance, extra mileage, and any out-of-town crew time are shown in your quote and are separate where stated.

Legal Clause: Where the written quote includes a local round-trip kilometre allowance, only kilometres beyond that allowance are charged at the mileage rate or distance tier stated in the quote. The current general pricing framework includes the first forty (40) round-trip kilometres for qualifying local packages, but the Customer's personalized quote controls. Mileage is calculated on the reasonably mapped round-trip route and may be adjusted for authorized destinations, detours required by law or access, or other approved scope changes. For out-of-town work, crew travel time is billed separately from mileage because crew time and vehicle-distance costs are distinct. Out-of-town time is finalized under Clause 48 using actual elapsed time through completion

at the final service location plus the Google Maps estimated return-driving time to Stallion's designated yard. Longer-distance, overnight, ferry-dependent, cross-border, or multi-day work may require a custom quote.

Mandatory Law

105. Non-Waivable Rights & Statutory Compliance

Plain-English: These Terms do not remove any consumer right that the law says cannot be waived.

Legal Clause: These Terms are intended to operate to the fullest extent permitted by law. Nothing in them waives, limits, or varies a substantive or procedural right or remedy that cannot lawfully be waived, limited, or varied, including rights under applicable consumer-protection legislation. If a provision conflicts with mandatory law, that provision shall be read down or severed only to the minimum extent necessary, and the remaining provisions shall continue in full force under Clause 87. References to statutory, regulatory, insurer, or payment-network requirements include their lawful amendments and replacements from time to time.

END OF TERMS & CONDITIONS