

Short Description

A Moving Buddies-specific Terms & Conditions guide that explains website use, quote requests, estimates, scheduling, customer responsibilities, packing, access conditions, payments, cancellations, damage claims, SMS messaging, third-party tools, and legal terms for Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ.

Meta Title

Terms & Conditions | Moving Buddies Tucson AZ

Meta Description

Review the Moving Buddies Terms & Conditions for website use, moving estimates, scheduling, deposits, payments, customer responsibilities, damage claims, SMS messaging, and service limitations.

Terms & Conditions Guide

Important publishing note

This document is drafted for Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ. It is designed for a moving-company website terms page and should be reviewed by legal counsel before publication.

These Terms should work alongside, not replace, the customer's written estimate, invoice, bill of lading or service agreement, valuation or liability documents, job notes, and any service-specific written terms. For interstate moves, FMCSA consumer resources emphasize that customers should understand the terms and conditions of the moving contract and review required moving documents. For SMS communications, customers should be able to opt out of robotexts or robocalls after giving consent.

Terms & Conditions

Last updated: [Insert Date]

These Terms & Conditions ("Terms") govern your use of the Moving Buddies Tucson AZ website and your interactions with Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ, including quote requests, service inquiries, scheduling, estimates, moving services, packing services, labor-only services, loading and unloading, communications, payments, and related customer-service activities.

For purposes of these Terms, "Moving Buddies," "we," "us," and "our" refer to Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ. "You" and "customer" refer to the person using our website, requesting a quote, booking services, paying for services, or otherwise interacting with us.

By using our website, submitting information, requesting a quote, communicating with us, scheduling services, or purchasing services, you agree to these Terms. If you do not agree, do not use our website or services.

1. Company Information

Legal business name: Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ Website: www.movingbuddiesaz.com Phone: (520) 514-9360 Email: info@movingbuddiesaz.com Address: 5502 E 25th St, Tucson, AZ 85711

2. Scope of These Terms

These Terms apply to:

Our website and online forms. Quote requests, estimate requests, booking requests, and customer inquiries. Phone, email, text-message, voicemail, chat, and other communications with us. Moving, packing, loading, unloading, labor-only, specialty-item, and related services. Payments, deposits, refunds, cancellations, rescheduling, claims, and disputes.

Additional written documents may also apply to a specific move, including estimates, invoices, bills of lading, service agreements, valuation selections, claims forms, job notes, addenda, or written change orders. If there is a conflict between these website Terms and a signed move-specific agreement, the move-specific written agreement should control for that service unless prohibited by law.

3. Website Use

You may use our website for lawful purposes only. You agree not to misuse the website, interfere with its operation, attempt unauthorized access, submit false or misleading information, upload malicious code, copy website content without permission, or use the website in a way that violates applicable law or infringes the rights of others.

We may update, suspend, or discontinue any part of the website at any time without notice. We do not guarantee that the website will always be available, error-free, secure, or uninterrupted.

4. No Emergency Service

Our website, forms, phone systems, chat tools, and messaging systems are not emergency-response services. If there is a life-safety emergency, medical emergency, fire, crime, gas leak, electrical hazard, or other urgent danger, contact emergency services or the appropriate utility, property manager, or public authority.

5. Estimates, Quotes, and Pricing

A quote or estimate is based on the information available at the time it is prepared. Moving prices can depend on inventory, access conditions, packing needs, distance, truck access, stairs, elevators, long carries, heavy items, specialty items, crew size, materials, scheduling, waiting time, and customer readiness.

An estimate is not a final bill unless it is expressly identified in writing as a binding flat-rate agreement. Most local moving services are subject to actual time, service conditions, materials used, and changes in the move scope.

The final price may change if:

The actual inventory is larger or different than described. The pickup or delivery access is more difficult than described. Stairs, elevators, long carries, shuttles, parking limits, gate delays, or building rules affect the work. Packing, materials, disassembly, reassembly, specialty handling, or additional labor is needed. Additional stops, storage, waiting time, rescheduling, or route changes are requested. The customer is not ready when the crew arrives. Unsafe, impractical, or undisclosed conditions are discovered.

We try to provide clear and practical estimates, but the accuracy of an estimate depends heavily on the accuracy and completeness of the information provided by the customer.

6. Customer Information and Inventory Accuracy

You are responsible for providing complete and accurate information about your move. This includes pickup and delivery addresses, apartment or unit numbers, stairs, elevators, parking conditions, gate codes, building rules, truck access, inventory, heavy items, fragile items, appliances, packing needs, and special instructions.

If you use an inventory tool, quote form, phone estimate, video estimate, photo estimate, or written inventory list, you agree to provide the best available information and to notify us promptly if the move changes.

Common changes that should be reported before move day include:

More boxes than originally listed. Additional furniture or appliances. Large garage, patio, shed, storage, or outdoor items. Heavy items such as safes, pianos, exercise equipment, stone pieces, or large appliances. Elevator restrictions or loading dock rules. Narrow roads, steep driveways, low branches, difficult truck parking, or long carries. Packing that is not complete before the crew arrives. Additional pickup or delivery stops.

Failure to disclose accurate move information may result in additional charges, delays, incomplete service, rescheduling, or refusal of unsafe work.

7. Scheduling, Arrival Windows, and Service Timing

Scheduled dates, start times, and arrival windows are based on availability, routing, crew schedules, prior jobs, weather, traffic, customer readiness, equipment availability, and other operating factors.

We work to arrive within the stated window, but moving work is variable. Arrival windows are estimates, not guarantees, unless a specific written agreement says otherwise.

Delays may occur because of traffic, road closures, weather, mechanical issues, prior job delays, customer delays, building restrictions, safety issues, or circumstances beyond our control.

You agree to be available or to provide an authorized representative during the scheduled service window. The representative must have authority to answer questions, approve changes, provide access, sign documents if required, and make payment arrangements.

8. Deposits, Minimums, and Payment

We may require a deposit, booking fee, minimum charge, prepayment, card on file, or other payment arrangement before scheduling or performing service. Payment terms will be stated in the estimate, invoice, booking confirmation, service agreement, or other written communication.

Unless otherwise agreed in writing, payment is due according to the payment terms provided for the specific service. We may accept payment by approved methods such as credit card, debit card, electronic invoice, or other authorized payment methods.

You agree to pay all properly incurred charges, including service charges, labor, travel, materials, packing supplies, additional services, waiting time, extra stops, rescheduling fees, cancellation fees, disposal fees, storage-related charges, or other charges disclosed in writing or approved during the job.

If a payment is declined, reversed, disputed, or unpaid, you remain responsible for the balance unless the charge is resolved in your favor through a legitimate dispute process. We may use lawful collection methods for unpaid balances, including collection agencies, attorneys, liens where available, or court action.

9. Cancellations and Rescheduling

Cancellation and rescheduling rules may vary by service type, schedule pressure, deposit status, crew allocation, season, and written agreement.

If you need to cancel or reschedule, notify us as early as possible. Late cancellations, last-minute rescheduling, no-shows, access failures, or customer unreadiness may result in forfeited deposits, fees, minimum charges, or other charges stated in your written service terms.

A move may be considered not ready if packing is incomplete, access is unavailable, payment arrangements are not in place, required building permissions are missing, or the move conditions are materially different from what was represented.

10. Customer Responsibilities Before Move Day

Before the crew arrives, you are responsible for:

Completing all self-packing unless packing service has been arranged. Disconnecting electronics and appliances unless a specific service has been arranged. Removing cash, jewelry, medications, firearms, important documents, personal records, and other high-value or sensitive items. Securing pets and children away from active work areas. Clearing walkways, stairs, driveways, and access routes. Arranging parking, gate access, elevator reservations, loading dock access, HOA approval, or building approval. Notifying us of hazards, difficult access, fragile property conditions, or unusual items. Ensuring that you or an authorized representative is present and available.

Customer readiness is one of the biggest factors in cost, efficiency, and damage prevention.

11. Building Rules, HOA Rules, Parking, and Access

You are responsible for obtaining required permissions for moving trucks, elevators, loading zones, gates, parking areas, private streets, HOA communities, apartment communities, condominiums, storage facilities, office buildings, or other controlled locations.

You are responsible for informing us about:

Elevator reservations. Move-in or move-out time limits. Insurance certificate requirements. Loading dock rules. Gate codes or security procedures. Street parking restrictions. HOA restrictions on trucks, trailers, or containers. Long carries or truck-access limitations. Low branches, steep driveways, loose gravel, narrow roads, or restricted turnarounds.

If we cannot safely or lawfully access the pickup or delivery location, additional charges, delays, shuttle arrangements, rescheduling, or service refusal may apply.

12. Packing and Customer-Packed Boxes

Unless you hire us for packing service, you are responsible for packing your belongings safely before move day.

Customer-packed boxes should be fully packed, closed flat, taped securely, and labeled by room and general contents. Boxes should not be overfilled, underfilled, leaking, open, unstable, or too heavy to carry safely.

Heavy items should be packed in small boxes. Fragile items should be packed with sufficient clean packing paper and internal cushioning. Kitchen-sized countertop appliances should be boxed. Liquids, food, hazardous items, and prohibited items should not be packed in ordinary moving boxes.

We are not responsible for damage to the contents of boxes, containers, bins, bags, or other items packed by the customer when the damage results from improper packing, hidden fragility, insufficient cushioning, overloading, underpacking, prior condition, or contents unknown to us.

13. Packing Service

If you hire us for packing service, the scope of packing will be based on the written agreement, estimate, or customer instructions. Packing service may be full, partial, fragile-only, kitchen-only, or otherwise limited.

Packing materials may be included or charged separately depending on the agreement. Materials may include boxes, tape, blank newsprint, mattress bags, stretch wrap, furniture pads, specialty cartons, or other supplies.

We may refuse to pack unsafe, unsanitary, illegal, hazardous, leaking, perishable, or prohibited items.

14. Prohibited and Restricted Items

We may refuse to move, pack, transport, store, or handle items that are hazardous, illegal, unsafe, unsanitary, perishable, unusually valuable, improperly prepared, or outside the agreed service scope.

Examples may include:

Hazardous chemicals, fuels, propane tanks, paint, solvents, pesticides, fireworks, explosives, ammunition, flammables, and compressed gases. Perishable food, open liquids, leaking containers, plants when not agreed, or items that may attract pests. Cash, jewelry, securities, financial documents, passports, birth certificates, medications, medical records, sentimental irreplaceable items, and personal valuables. Firearms, ammunition, safes, weapons, or regulated items unless specifically disclosed and accepted under lawful and safe conditions. Live animals. Items infested by pests, mold, biohazards, or contamination. Items that cannot be moved safely because of size, weight, condition, access, or lack of required equipment.

You should personally transport irreplaceable documents, medications, personal electronics, valuables, and essential items.

15. Appliances, Electronics, and Utilities

Unless specifically agreed in writing, you are responsible for disconnecting and preparing appliances, electronics, water lines, gas lines, electrical connections, icemakers, washers, dryers, refrigerators, freezers, televisions, computers, audio systems, security systems, and similar items before the move.

We are not responsible for plumbing, gas, electrical, data, wall-mounted, or built-in disconnection or reconnection unless expressly included in a written agreement and performed within the scope of our capabilities.

Some appliances require special preparation, drying, stabilization, shipping bolts, or manufacturer-specific procedures. We may refuse to move appliances that are leaking, unsafe, connected, wet, improperly prepared, or likely to cause damage.

16. Furniture Disassembly and Reassembly

We may provide basic furniture disassembly and reassembly when included in the service scope and when the item can be safely handled with ordinary tools and ordinary moving procedures.

You are responsible for disclosing items that require special tools, manufacturer instructions, wall-mount removal, built-in removal, electrical disconnection, complex assembly, glass removal, fragile hardware, antique handling, or specialty service.

We are not responsible for missing hardware that was not secured, labeled, or provided to the crew. We are not responsible for reassembly problems caused by prior damage, stripped hardware, missing parts, weak construction, particleboard failure, or customer disassembly before our arrival.

17. Fragile, High-Value, and Specialty Items

You must disclose fragile, high-value, unusually heavy, oversized, antique, or specialty items before booking. These may include pianos, safes, pool tables, exercise equipment, marble, stone, glass, artwork, antiques, large mirrors, chandeliers, aquariums, arcade machines, medical equipment, and unusually fragile furniture.

Specialty items may require additional movers, special equipment, crating, third-party service, lift gate service, or a separate estimate. We may decline to move an item if we determine it cannot be moved safely or is outside our service scope.

18. Pre-Existing Conditions

Furniture, homes, walls, floors, doors, appliances, and household goods may have pre-existing wear, weakness, defects, loose parts, poor assembly, age-related deterioration, prior repairs, veneer issues, particleboard weakness, unstable legs, existing scratches, or structural problems.

We are not responsible for damage caused by pre-existing condition, inherent vice, ordinary wear, weak construction, prior damage, aging materials, loose joints, poor prior assembly, or items that fail under normal handling.

We may document pre-existing conditions with photos, notes, or written observations before or during service.

19. Property Protection and Access Risk

We make reasonable efforts to protect customer property during service. However, moving large items through homes, stairs, elevators, narrow doorways, tight corners, low ceilings, fragile flooring, delicate landscaping, steep driveways, and older structures carries inherent risk.

You are responsible for telling us about fragile surfaces, weak railings, delicate flooring, low-clearance areas, irrigation lines, septic covers, fragile pavers, historic finishes, loose steps, weak decks, or other property conditions that may affect the move.

We may request that doors, railings, gates, or other obstacles be removed by qualified persons when necessary for safe access. We are not responsible for damage caused by inadequate access, undisclosed property conditions, or customer-directed attempts to move items through spaces that are too tight or unsafe.

20. Valuation, Liability, and Damage Claims

Moving liability is not the same as ordinary homeowner's insurance or replacement-cost insurance. The protection available for a move may depend on the service type, written agreement, applicable law, valuation selection, exclusions, and claims process.

For interstate household-goods moves, federal rules require movers to offer valuation options known as Full Value Protection and Released Value Protection. Local and intrastate moves may be subject to different rules and service terms.

Any claim for loss or damage must be reported promptly and submitted according to the claims process stated in the written agreement or provided by Moving Buddies. You may be required to provide photos, descriptions, repair estimates, receipts, inventory information, and access for inspection.

We are not responsible for damage caused by customer packing, hidden defects, pre-existing condition, prohibited items, perishable items, ordinary wear, customer direction against advice, items not disclosed, items moved by others, or items packed or loaded by the customer before our involvement.

21. Labor-Only, Loading, Unloading, and Container Services

For labor-only service, loading, unloading, rental-truck help, portable-container help, storage-unit help, or customer-provided transportation, our responsibility is limited to the labor and services we directly provide.

Unless expressly agreed in writing, we do not provide the truck, container, trailer, fuel, transportation, rental coverage, container transportation, storage, container placement, or responsibility for conditions controlled by third parties.

For customer-rented trucks, trailers, storage units, or portable containers, you are responsible for the equipment provider's rules, weight limits, prohibited items, insurance options, condition of equipment, transportation, parking, container placement, pickup and delivery scheduling, and safe driving.

We are not responsible for damage caused by customer driving, third-party transportation, container handling, storage-provider activity, equipment defects, shifting after the load leaves our control, or customer changes to the load after our work is complete.

22. Storage, Delays, and Third-Party Facilities

If your move involves storage, a storage unit, warehouse, portable container, apartment community, building manager, property manager, or other third party, you are responsible for that third party's rules, fees, access hours, insurance requirements, account status, and restrictions unless otherwise stated in writing.

We are not responsible for delays, access refusals, lockouts, facility closures, elevator outages, gate malfunctions, or third-party scheduling problems outside our control.

23. Weather, Heat, Safety, and Unsafe Conditions

Moving work may be affected by heat, monsoon storms, lightning, flooding, smoke, wind, road closures, unsafe stairs, loose animals, pests, unsanitary conditions, hostile persons, illegal activity, unsafe parking, inadequate lighting, or other hazards.

We may delay, suspend, modify, or refuse service if we determine that conditions are unsafe for the crew, customer, public, property, equipment, or goods.

Additional time or charges may apply when work must be slowed, interrupted, rerouted, or rescheduled because of conditions beyond our control.

24. Right to Refuse or Stop Service

We may refuse, pause, or stop service when:

Conditions are unsafe, illegal, unsanitary, hostile, or materially different from what was disclosed. Payment arrangements are not in place. The customer refuses reasonable paperwork, required approvals, or payment terms. The customer requests unsafe handling or illegal transportation. The move includes undisclosed hazardous, prohibited, oversized, or specialty items. Access is not available. The customer or third party harasses, threatens, or interferes with the crew.

If service is stopped or rescheduled because of customer conduct, nonpayment, unsafe conditions, or inaccurate information, charges may still apply for time, travel, materials, and work already performed.

25. Communications, Calls, Email, Text Messages, and Chat

By providing your contact information, you authorize us to contact you regarding quote requests, scheduling, estimates, service updates, invoices, payments, customer service, claims, reviews, follow-up, and related business purposes.

We may communicate by phone, voicemail, email, text message, web chat, artificial-intelligence-assisted intake, or other electronic means. Calls may be recorded, summarized, or logged for quality assurance, training, scheduling, estimate accuracy, dispute resolution, and customer service where permitted by law.

Marketing communications may be subject to additional consent and opt-out rules. You may unsubscribe from marketing emails using the unsubscribe link or by contacting us. You may opt out of text messages by replying STOP or contacting

US.

26. SMS Messaging Terms

If you opt in to receive text messages from Moving Buddies, we may send informational and, where applicable, marketing text messages to the mobile number you provide. Message frequency may vary. Message and data rates may apply. Consent to marketing text messages is not a condition of purchasing services.

You may opt out of text messages at any time by replying STOP. For help, reply HELP or contact us at info@movingbuddiesaz.com or (520) 514-9360.

Mobile information, SMS opt-in data, and text-message consent records will not be sold or shared with third parties or affiliates for their own marketing or promotional purposes. We may use service providers to deliver messages and operate our communication systems, but they are not authorized to use mobile information for their own marketing.

27. Privacy

Your use of our website and services is also governed by our Privacy Policy. The Privacy Policy explains how we collect, use, disclose, retain, and protect personal information, including quote information, move details, inventory details, communications, analytics, advertising, payment records, and SMS consent records.

If these Terms and the Privacy Policy address the same topic differently, the Privacy Policy controls for privacy-specific matters and these Terms control for service, website, payment, and legal-use matters.

28. Third-Party Websites, Tools, and Services

Our website or operations may use third-party tools, links, forms, maps, payment processors, scheduling systems, call-tracking tools, analytics platforms, advertising platforms, CRM systems, review platforms, video platforms, or other services.

We are not responsible for third-party websites, platforms, outages, errors, policies, security, pricing, availability, or conduct. Your use of third-party services may be governed by their own terms and privacy policies.

29. Reviews, Testimonials, Photos, and Public Content

If you submit a review, testimonial, comment, photo, video, or other content to us or to a public platform, you are responsible for the content you provide. You agree not to submit false, defamatory, abusive, private, confidential, infringing, or unlawful content.

Where permitted by law and platform rules, we may respond to public reviews or reference public reviews in our marketing. Please do not post private addresses, phone numbers, financial details, claim details, or sensitive information in public reviews.

30. Intellectual Property

The Moving Buddies website, text, images, graphics, logos, icons, videos, layouts, guides, forms, service descriptions, and other content are owned by us or used with permission, unless otherwise stated.

You may view and use the website for personal, noncommercial purposes related to evaluating or requesting our services. You may not copy, reproduce, modify, publish, sell, scrape, distribute, or create derivative works from our website content without permission.

31. No Professional Advice

Website content, guides, FAQs, estimates, checklists, and communications are provided for general informational and service-planning purposes. They are not legal, insurance, engineering, construction, safety, tax, real estate, medical, or financial advice.

You should consult appropriate professionals for specialized advice, including legal counsel, insurance agents, property managers, contractors, electricians, plumbers, appliance technicians, building managers, HOA managers, or other qualified professionals as needed.

32. Disclaimer of Warranties

Our website and general online content are provided on an "as is" and "as available" basis. We do not warrant that the website will be uninterrupted, error-free, secure, or free of harmful components.

To the fullest extent permitted by law, we disclaim implied warranties relating to the website, including warranties of merchantability, fitness for a particular purpose, non-infringement, accuracy, and availability.

Moving services are subject to the written estimate, service agreement, applicable law, and the specific facts of the move.

33. Limitation of Liability

To the fullest extent permitted by law, Moving Buddies will not be liable for indirect, incidental, consequential, special, punitive, exemplary, or speculative damages, including lost profits, lost business, lost opportunity, emotional distress, inconvenience, delay damages, lost data, or loss of use, arising from website use, communications, scheduling, estimates, or services.

Any liability for moving services will be limited by the applicable written agreement, valuation selection, service terms, and applicable law. Nothing in these Terms is intended to limit liability in a way that is prohibited by law.

34. Indemnification

You agree to indemnify, defend, and hold harmless Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ and its owners, managers, employees, contractors, agents, vendors, and representatives from claims, damages, liabilities, costs, and expenses arising from your misuse of the website, false or incomplete information, violation of these Terms, violation of law, unsafe instructions, prohibited items, customer-packed goods, third-party disputes, or actions of persons you authorize to participate in the move.

35. Force Majeure

We are not responsible for failure or delay caused by events beyond our reasonable control, including weather, extreme heat, monsoon storms, flooding, fire, road closures, accidents, illness, labor shortages, fuel shortages, equipment failure, utility failure, internet or phone outages, acts of government, emergencies, civil unrest, war, terrorism, natural disasters, pandemics, building access restrictions, or third-party failures.

36. Governing Law and Venue

These Terms are governed by the laws of the State of Arizona, without regard to conflict-of-law principles.

Unless otherwise required by law or a written agreement, disputes relating to these Terms, website use, or services shall be brought in the state or federal courts located in Pima County, Arizona, and you consent to personal jurisdiction and venue in those courts.

37. Severability

If any part of these Terms is found invalid, unlawful, or unenforceable, the remaining provisions will remain in effect to the fullest extent permitted by law.

38. No Waiver

Our failure to enforce a provision of these Terms does not waive our right to enforce that provision later. Any waiver must be in writing to be effective.

39. Assignment

You may not assign or transfer your rights or obligations under these Terms without our written consent. We may assign or transfer our rights and obligations in connection with a merger, sale, reorganization, financing, asset transfer, or business transition.

40. Changes to These Terms

We may update these Terms from time to time. When we update them, we will revise the "Last updated" date. Changes are effective when posted unless another effective date is stated.

Your continued use of the website or services after updated Terms are posted means you accept the updated Terms.

41. Contact Us

If you have questions about these Terms, contact us at:

Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ 5502 E 25th St Tucson, AZ 85711 Phone: (520) 514-9360 Email: info@movingbuddiesaz.com

Final Review Checklist Before Publishing

Confirm the final "Last updated" date. Confirm all contact details. Confirm actual deposit, cancellation, rescheduling, payment, claims, and valuation practices. Confirm whether calls are recorded, summarized, or transcribed. Confirm whether any binding-estimate, flat-rate, interstate, storage, or specialty-service terms need separate addenda. Confirm SMS opt-in language on forms matches the SMS terms. Confirm the Terms link to the Privacy Policy. Have legal counsel review before publication.