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# CUSTOMER BILL OF RIGHTS

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## 2 WELCOME

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This guide explains what you can expect from Office Movers Express (OMX) and what we ask from our customers —so your relocation, restack, storage, or logistics project runs smoothly.

This document applies to commercial moving services including:

- Office relocations
- Healthcare and medical facilities
- Laboratories and research environments
- Libraries and educational institutions
- Government agencies
- Corporate and commercial facilities

## 3 ABOUT OFFICE MOVERS EXPRESS

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Office Movers Express (OMX) specializes exclusively in commercial relocation and logistics services.

For more than four decades, our team has supported organizations across the Washington, DC, Maryland, and Virginia region with services including:

- Office and corporate relocations
- Healthcare and laboratory moving
- Furniture installation and reconfiguration
- Secure storage and logistics
- Asset management and decommissioning

Our goal is to deliver relocations that are efficient, organized, and minimally disruptive to operations.

## 4 PURPOSE OF THIS GUIDE

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This document helps establish clear expectations between OMX and our customers before, during, and after a project.

It outlines:

- What customers should expect from OMX
- What OMX requires from customers
- How changes, claims, and responsibilities are handled

When both parties understand their roles, projects move faster, safer, and more successfully.

## 5 YOUR RIGHTS AS AN OMX CUSTOMER

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### 4.1 Clear Scope & Pricing

You have the right to receive:

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

### 4.2 Professional Service Standards

You have the right to expect:

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

### 4.3 Communication & Coordination

You have the right to:

- A designated OMX project contact
- Pre-move planning coordination
- Confirmed service dates and time windows
- Advance notice of schedule changes when possible
- Written documentation of approved changes

#### **4.4 Asset Handling & Protection**

You have the right to expect:

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

#### **4.5 Valuation & Claims**

You have the right to receive:

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

#### **4.6 Billing Transparency**

You have the right to receive:

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

## **6 YOUR RESPONSIBILITIES AS AN OMX CUSTOMER**

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### **5.1 Accurate Project Information**

Customers are responsible for providing:

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

Incomplete or inaccurate information may affect project cost and scheduling.

### **5.2 Facility & Building Coordination**

Customers are responsible for:

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

Delays caused by access issues may result in additional charges.

### **5.3 Packing & Preparation**

Unless packing services are included, customers are responsible for:

- Packing contents of desks, cabinets, storage areas, kitchens, etc.
- Removing personal and fragile items
- Backing up all computer and server data
- Disconnecting IT equipment unless contracted otherwise
- Preparing equipment for safe movement
- Labeling items according to the agreed labeling plan

#### **5.4 Restricted & Regulated Items**

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

- Hazardous materials
- Chemicals and biohazards
- Controlled substances
- Firearms or weapons
- Cash and securities
- Highly confidential records (unless contracted)

OMX may refuse transport of undisclosed restricted items.

#### **5.5 Scheduling & Decision Authority**

Customers must:

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

Work delays caused by unavailable customer contacts may result in additional charges.

## **7 SCOPE CHANGES & ADDITIONAL WORK**

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If the agreed project scope changes, OMX will:

- Document the change
- Identify potential pricing impact
- Request approval before proceeding when feasible

Customers must approve change orders before additional work begins.

## **8 SAFETY & SITE CONDITIONS**

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Customers must provide:

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

OMX reserves the right to pause work if unsafe conditions are identified.

## **9 IT, MEDICAL & SPECIALIZED EQUIPMENT**

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Unless specifically contracted:

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

Note: OMX maintains specially trained personnel who can disconnect and reconnect IT systems when this service is requested.

## **10 WAREHOUSING & STORAGE SERVICES**

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When storage services are provided:

Customer Rights

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

Customer Responsibilities

- Authorized contact list for releases

- Advance retrieval notice
- Written disposal authorization
- Ownership confirmation

## **11 DECOMMISSIONING & SURPLUS ASSETS**

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Customer must:

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

## **12 VALUATION & LIABILITY**

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

Valuation is not insurance.

Customers are responsible for:

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

Undeclared high-value items may be excluded from coverage.

## **13 DELAYS & UNCONTROLLABLE EVENTS**

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Schedules may be affected by factors outside of either party's control including:

- Weather events

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

OMX will communicate delays as early as possible.

## **14 PAYMENT TERMS**

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Customer agrees to:

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

Late payments may affect future scheduling.

## **15 DISPUTE RESOLUTION**

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If a dispute occurs:

1. OMX and the customer will first attempt good-faith resolution.
2. Relevant documentation will be reviewed.
3. Escalation procedures outlined in the service agreement will apply.

## **16 CUSTOMER ACKNOWLEDGEMENT**

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This document outlines expectations designed to ensure safe, efficient, and well-coordinated commercial relocations.

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