

AZ Quick Haul LLC — Website Terms of Service

Last Updated: September 28, 2026

These Website Terms of Service ("Terms") apply to the website located at azquickhaul.com, quote requests, bookings, and services provided by **AZ Quick Haul LLC**, an Arizona limited liability company ("AZ Quick Haul," "Company," "we," "us," or "our"). By using this website, requesting a quote, accepting a quote, scheduling services, or receiving services from us, you agree to these Terms.

These Terms are intended to be read together with any written quote, work order, service agreement, liability waiver, or other document provided to and accepted by the customer. If there is a conflict, the more specific written service document for the applicable job controls that job.

1. Acceptance of Terms

By using our website, submitting a quote request, accepting a quote electronically or in writing, booking an appointment, or allowing our crew to begin work, you agree to these Terms.

If you are an individual, you represent that you are at least eighteen (18) years old and legally capable of entering into a contract. If you are acting for a business, property owner, landlord, estate, trust, or another person, you represent that you have authority to act and bind that customer.

If you do not agree to these Terms, do not use the website, accept a quote, schedule services, or allow services to begin.

2. Services Offered

AZ Quick Haul provides heavy-lifting, junk removal, hauling, moving, and property-cleanout services throughout Metro Phoenix, including:

- Phoenix;
- Tempe;
- Mesa;
- Chandler;
- Gilbert;
- Scottsdale;
- Glendale;
- Peoria;
- Surprise;
- Avondale;
- Goodyear;
- Queen Creek;
- Apache Junction; and

- Nearby areas subject to availability.

Services may include:

1. **Junk Removal** — Single-item removal, furniture removal, garage cleanouts, household junk removal, loading, sweeping, and hauling away, with pricing starting at \$99.
2. **Hauling Services** — Transportation and disposal of approved furniture, appliances, yard waste, construction debris, and other permitted materials, with pricing starting at \$100.
3. **Moving Services** — Local apartment, home, and office moves, generally billed hourly starting at \$120 per hour.
4. **Property Cleanouts** — Estate, foreclosure, rental, hoarding, whole-property, and other cleanouts, with pricing starting at \$200.
5. **Furniture Removal** — Removal and hauling of approved furniture.
6. **Appliance Removal** — Removal of approved appliances, subject to access, weight, condition, and disposal requirements.
7. **Mattress Removal** — Removal and disposal or recycling of mattresses where available.
8. **Garage Cleanouts** — Removal of household items, furniture, debris, and other permitted materials from garages.
9. **Estate Cleanouts** — Cleanout services for estates, subject to proof of authority when reasonably requested.
10. **Hoarding Cleanouts** — Discreet, staged, or multi-day cleanouts, including setting aside designated valuables when specifically agreed in writing. Biohazardous, hazardous, or regulated materials are excluded unless separately approved and legally handled.
11. **Rental and Foreclosure Cleanouts** — Cleanouts involving property managers, landlords, real estate professionals, lockboxes, keys, access codes, and before-and-after photo documentation when requested.
12. **Commercial Junk Removal** — Office, retail, warehouse, multi-unit, tenant-turnover, and after-hours services, including consolidated invoicing where agreed.
13. **Construction Debris Removal** — Removal of approved construction and renovation debris.
14. **Home Concierge Membership** — Recurring household logistics services, including hauling help, donation runs, storage runs, property check-ins, and related services, subject to the membership plan and fair-use limits selected by the customer.

Services are performed by trained crews or qualified service providers under confirmed appointments. Same-day service may be available but is subject to crew capacity, location, access, traffic, weather, safety conditions, and prior bookings. No appointment is confirmed until AZ Quick Haul provides confirmation.

3. Quotes, Estimates, and Pricing

Quotes are based on the information, photographs, measurements, item lists, access details, and other information provided by the customer.

Typical starting prices may include:

- Single item: from \$99;
- One-quarter truck load: from \$149;
- One-half truck load: from \$249;
- Full truck load: from \$449;
- Moving services: from \$120 per hour;
- Property cleanouts: from \$200; and
- Home Concierge memberships: from \$79 per month.

Starting prices are not guaranteed prices. The actual price depends on volume, labor, access, weight, disposal requirements, travel, item type, site conditions, and the scope shown in the applicable quote.

A quote is valid for acceptance for thirty (30) days from its issue date unless the quote states a different expiration date. A quote expires if it is not accepted within that period or if the requested appointment is no longer available.

For flat-rate services, the quoted price is based on the represented scope and conditions. The price may change if the actual volume, items, access, labor, disposal requirements, or site conditions materially differ from what was represented.

Additional items, stops, stairs, elevators, long carries, packing, disassembly, reassembly, waiting time, difficult access, parking restrictions, special disposal, or other changes to the agreed scope require the customer's written approval of the price adjustment before the affected work begins, where required by applicable law, including A.R.S. § 44-1614.

For hourly services, billing begins and ends as stated in the quote. Unless the quote states otherwise, hourly billing may include applicable travel time, loading, unloading, waiting time caused by the customer, and work performed at the service location. Minimums and billing increments will be stated in the quote when applicable.

Disposal, tipping, fuel, toll, parking, specialty-disposal, and heavy-item charges may be itemized separately when not included in the quoted scope. Additional charges may apply to pianos, safes, concrete, dirt, roofing materials, hot tubs, unusually heavy items, oversized items, restricted-access locations, and materials requiring special handling.

AZ Quick Haul will not perform materially expanded work without the customer's approval of the applicable price adjustment, except for reasonable work necessary to address an immediate safety condition or comply with law.

4. Deposits and Payment Terms

No deposit is required for jobs priced at \$400 or less unless otherwise stated in writing.

Jobs priced above \$400 require a \$100 deposit to confirm the appointment, unless the quote states a different deposit. The deposit will be applied to the final balance.

Unless otherwise agreed in writing, payment is due immediately upon completion of the services. The customer must pay the full balance before the crew leaves the service location or immediately upon receipt of the final invoice.

Accepted payment methods may include cash, credit card, debit card, ACH, or another method approved by AZ Quick Haul.

Any balance not paid when due is immediately past due. To the extent permitted by law, past-due balances may accrue a late fee of **1.5% per month or the maximum lawful rate, whichever is lower**, beginning on the due date until paid in full.

A \$35 returned-payment or failed-payment fee may apply to any rejected, reversed, returned, or dishonored payment, to the extent permitted by law. AZ Quick Haul may require certified funds or another guaranteed payment method after a failed payment.

By providing payment information or authorizing payment through a booking or invoice system, the customer authorizes AZ Quick Haul to charge the authorized payment method for:

- The unpaid balance;
- Approved additions or scope changes;
- Applicable late fees;
- Returned-payment fees; and
- Other amounts expressly authorized under the quote or these Terms.

The customer remains responsible for any balance not successfully collected through the payment method.

The customer agrees to reimburse AZ Quick Haul for reasonable collection costs, court costs, and reasonable attorneys' fees incurred in collecting an unpaid, undisputed balance, to the extent permitted by law and awarded by a court or otherwise legally recoverable.

Any billing dispute must be submitted in writing within five (5) business days after service or receipt of the invoice, whichever is later. The customer must identify the specific charge disputed and provide supporting information. A billing dispute does not excuse payment of undisputed amounts.

5. Scheduling, Rescheduling, and Cancellation

Appointment times and arrival windows are estimates. AZ Quick Haul will make reasonable efforts to arrive within the stated window but is not responsible for delays caused by traffic, weather, prior jobs,

vehicle problems, emergencies, unsafe conditions, access issues, or other circumstances beyond the Company's reasonable control.

A customer may cancel before services begin, subject to applicable Arizona law and any cancellation terms stated in the quote.

A cancellation or rescheduling request made less than twenty-four (24) hours before the scheduled service window, or after a crew has been dispatched, may be subject to a cancellation or dispatch fee of **\$75 or 25% of the quoted total, whichever is greater**, to the extent permitted by law and stated in the applicable quote.

The Company may charge for labor, travel, waiting time, dispatch, or other actual costs incurred when:

- The customer is unavailable;
- The property is locked or inaccessible;
- Items are not ready;
- Access instructions are inaccurate or incomplete;
- The customer refuses approved work after dispatch;
- The site is unsafe;
- Required parking or elevator access is unavailable; or
- The actual conditions materially differ from the information used to prepare the quote.

If the Company cannot safely or legally perform the work, it may stop, reschedule, revise the quote, or cancel the appointment. The customer remains responsible for approved work and reasonable costs already incurred.

6. Customer Responsibilities

Before the crew arrives, the customer must:

- Have all items ready for removal or moving unless preparation is included in writing;
- Provide clear, safe, and reasonably accessible paths;
- Disclose stairs, elevators, narrow hallways, long carries, gates, parking restrictions, lockboxes, access codes, and other relevant conditions;
- Obtain permission from owners, landlords, property managers, homeowners' associations, or other responsible parties;
- Keep children, pets, guests, and unauthorized persons away from the work area;
- Identify items that must not be removed;
- Secure valuables and sensitive property;
- Identify fragile, unusually heavy, unstable, damaged, or hazardous items;
- Obtain necessary permits or approvals; and

- Remain available or designate an authorized representative when customer decisions may be required.

The customer represents and warrants that the customer owns the items or has lawful authority to have them moved, removed, donated, recycled, or disposed of.

The customer must remove or secure cash, jewelry, firearms, ammunition, financial records, medications, legal documents, collectibles, irreplaceable items, personal data, and other valuables before the crew begins.

AZ Quick Haul is not responsible for an item that the customer fails to identify or protect when the item is not reasonably apparent to the crew.

7. Prohibited and Restricted Items

AZ Quick Haul will not accept, transport, or dispose of prohibited materials, including, unless specifically approved and legally handled:

- Hazardous waste;
- Wet paint;
- Solvents;
- Chemicals;
- Gasoline or other fuels;
- Propane tanks;
- Explosives;
- Ammunition;
- Firearms;
- Asbestos;
- Medical, infectious, or biohazardous waste;
- Needles or sharps;
- Illegal drugs or drug-manufacturing materials;
- Radioactive materials;
- Certain pesticides;
- Pressurized containers;
- Tires;
- Refrigerants requiring regulated handling; and
- Any material prohibited by federal, state, local, disposal-facility, or transportation regulations.

The customer must disclose any potentially hazardous, regulated, contaminated, unusually heavy, or restricted material before booking. The Company may refuse, leave, or safely stop work involving any prohibited or unsafe item.

The customer is responsible for costs, claims, penalties, cleanup, disposal, or damage resulting from undisclosed prohibited or hazardous materials.

AZ Quick Haul does not illegally dump materials and will use lawful disposal, recycling, donation, transfer, or processing methods.

8. Disposal, Donation, and Recycling

AZ Quick Haul determines the lawful disposal, donation, recycling, transfer, or processing method for items accepted for removal.

Usable items may be donated when an appropriate donation facility accepts them. Materials may be recycled when a suitable facility is available. Donation and recycling are not guaranteed unless specifically stated in writing.

Once items are removed from the property and loaded for transport, they generally cannot be recovered, returned, exchanged, or retrieved. Customers must inspect items and identify anything they want to keep before removal begins.

Unless specifically agreed in writing, AZ Quick Haul does not guarantee a tax-deductible donation receipt. Any receipt is issued by the receiving organization, not AZ Quick Haul.

9. Moving Services

Moving services are local or intrastate services within the Metro Phoenix area unless otherwise agreed in writing.

Moving services are billed hourly or under the pricing structure stated in the quote. The applicable rate, minimum charge, billing increment, travel-time policy, and included services will be stated in the quote.

Unless packing is specifically included, the customer is responsible for packing, labeling, sealing, and preparing boxes and personal property.

The customer must identify fragile, high-value, antique, irreplaceable, unusually heavy, or unstable items before work begins.

AZ Quick Haul does not move cash, jewelry, firearms, ammunition, medication, legal documents, financial records, collectibles, irreplaceable items, hazardous materials, or other valuables that should be transported personally by the customer.

The Company may refuse to move an item that is unsafe, improperly packed, structurally unstable, prohibited, excessively heavy, or likely to cause injury or property damage.

The customer must provide appropriate access and disclose elevators, stairs, narrow paths, long carries, parking limitations, gated communities, and building rules. Additional labor or access charges may apply when stated in the quote or approved before the affected work begins.

10. Property Cleanouts

AZ Quick Haul may perform estate, foreclosure, rental, hoarding, whole-property, commercial, and other cleanouts.

The customer represents that the customer has authority to direct the cleanout and dispose of or remove the property contents. AZ Quick Haul may request documentation or confirmation of ownership or authority.

For rental, foreclosure, and managed properties, the customer must provide accurate lockbox, key, gate, alarm, and access instructions. The customer is responsible for ensuring that AZ Quick Haul is legally authorized to enter and perform the work.

Before-and-after photographs may be taken to document the work, property condition, access, items removed, and completion status. Photographs will be handled subject to the Privacy and Intellectual Property provisions below.

Hoarding cleanouts may involve multiple days, specialized labor, staged removal, sorting, designated items to be set aside, and written scopes. Multi-day or extensive projects may require a separate written agreement and deposit.

AZ Quick Haul does not handle biohazardous, infectious, or regulated materials unless separately approved and handled by an appropriately qualified provider.

11. Commercial and Multi-Unit Services

Commercial services may include office, retail, warehouse, construction, apartment, condominium, multi-unit turnover, and after-hours work.

The customer's authorized representative must provide accurate instructions regarding access, loading areas, elevators, building rules, security procedures, tenant property, disposal requirements, and items to be preserved.

A commercial customer is responsible for ensuring that employees, tenants, contractors, landlords, property managers, and other affected parties understand the scope and authorize the work.

One invoice may be provided for commercial work when agreed in writing. Payment responsibility remains with the customer or contracting business even if a tenant, employee, subcontractor, or other person requested or benefited from the service.

12. Home Concierge Membership

The Home Concierge program is a recurring subscription service with plans starting at \$79 per month.

Available services may include hauling assistance, donation runs, storage runs, property check-ins, household logistics, and related services included in the customer's selected plan.

The specific monthly price, included services, visit limits, response times, service area, exclusions, and any fair-use limits will be stated at enrollment or in the applicable membership confirmation.

Membership benefits are subject to appointment availability and do not guarantee same-day service.

Membership charges recur automatically on the billing date until canceled. By enrolling, the customer authorizes recurring charges to the selected payment method.

Unused visits, credits, or service opportunities do not carry over to a later billing period unless the membership plan expressly provides otherwise. Membership services cannot be exchanged for cash.

Services outside the included plan, including extra labor, disposal, special items, extended travel, or additional visits, may be billed separately after customer approval.

The customer may cancel future renewals by contacting AZ Quick Haul at least three (3) business days before the next billing date. Cancellation stops future renewals but does not automatically refund prior monthly charges or amounts already earned for completed services, except as required by law or stated in the membership plan.

AZ Quick Haul may suspend or terminate a membership for nonpayment, misuse, unsafe conduct, repeated no-access appointments, prohibited requests, or violation of these Terms.

13. Damage, Loss, and Liability

AZ Quick Haul will perform services with reasonable care under the circumstances. The customer must inspect the work area, removed items, moved property, and completed services before the crew leaves whenever reasonably possible.

Any alleged damage, loss, incomplete work, or service issue should be reported to the crew immediately and confirmed in writing to AZ Quick Haul as soon as possible. Claims not reported before departure may be more difficult to investigate and may be denied if the delay materially prevents a fair investigation, subject to rights that cannot legally be waived.

AZ Quick Haul is not responsible for:

- Pre-existing damage, wear, instability, or defects;
- Damage caused by the condition of an item;
- Particleboard, pressed-wood, flat-pack, or assembled furniture that cannot safely withstand movement;
- Fragile items that were not professionally packed;
- Items the customer packed, sealed, or prepared;
- Damage caused by undisclosed stairs, access limitations, hazards, or conditions;
- Normal scuffs, minor marks, or ordinary wear reasonably associated with the service;
- Items the customer declined to have professionally packed or protected;

- Damage caused by another contractor, tenant, guest, property owner, or third party; or
- Loss of valuables that the customer failed to remove or disclose.

To the maximum extent permitted by law, AZ Quick Haul's total liability for a claim arising from a specific service is limited to the amount actually paid to AZ Quick Haul for that specific service.

To the maximum extent permitted by law, AZ Quick Haul will not be liable for indirect, incidental, special, punitive, exemplary, or consequential damages, including lost profits, lost business, loss of use, emotional distress, or loss of opportunity.

Nothing in these Terms excludes or limits liability that cannot legally be excluded or limited, including liability for fraud, intentional misconduct, or rights protected by applicable consumer law.

14. Insurance

AZ Quick Haul LLC is licensed and insured for its operations.

The Company maintains commercial general liability insurance with limits of approximately:

- \$1,000,000 per occurrence; and
- \$2,000,000 aggregate.

The Company also maintains commercial auto coverage applicable to its operations. Certificates of insurance may be available upon reasonable request, subject to insurer requirements and confidentiality restrictions.

Insurance coverage does not guarantee payment of every claim or eliminate the customer's responsibilities under these Terms. Coverage is subject to the applicable policy terms, exclusions, deductibles, and limits.

15. No Lien or Holding of Household Goods

For household-goods moving and related services, AZ Quick Haul does not and will not hold a customer's household goods hostage or refuse to unload or deliver household goods solely to force payment of a disputed or unpaid amount.

AZ Quick Haul will comply with applicable Arizona law, including A.R.S. §§ 44-1613 and 44-1614. Nothing in these Terms creates or authorizes an unlawful lien, seizure, withholding, or disposal of customer property.

The Company may pursue lawful payment remedies, including invoicing, payment processing, collection procedures, court remedies, or other remedies permitted by law, without unlawfully retaining the customer's household goods.

16. Independent Contractors and Service Providers

AZ Quick Haul may use employees, independent contractors, subcontractors, drivers, disposal facilities, donation partners, and other service providers.

Crews and service providers are expected to comply with applicable Company instructions, safety standards, confidentiality requirements, and conduct requirements.

The use of a service provider does not change the customer's obligation to follow these Terms or pay the agreed price. AZ Quick Haul remains responsible for coordinating the services it accepts and schedules, subject to the limitations and exclusions in these Terms.

17. Disclaimers

Services are provided based on the scope, information, access, conditions, and availability applicable to the specific job.

AZ Quick Haul does not guarantee:

- A specific arrival time outside the confirmed service window;
- A specific disposal, donation, or recycling result;
- Acceptance of every item presented;
- Availability of same-day service;
- A specific completion time;
- A specific resale, donation, environmental, or tax result;
- That all stains, odors, pests, damage, or property conditions will be removed;
- That a cleanout will be completed in one day unless stated in writing; or
- Any specific business, financial, or personal outcome.

The Company may delay, modify, stop, or refuse services when conditions are unsafe, unlawful, materially different from the quote, or outside the Company's equipment, insurance, or service capabilities.

18. Customer Indemnification

To the maximum extent permitted by law, the customer agrees to defend, indemnify, and hold harmless AZ Quick Haul LLC and its members, managers, employees, contractors, agents, and service providers from claims, losses, damages, penalties, costs, and reasonable attorneys' fees arising from:

- The customer's breach of these Terms;
- The customer's misrepresentation of ownership or authority;
- Undisclosed hazardous, prohibited, contaminated, or regulated materials;
- Unauthorized access to or entry onto property;
- Unsafe property conditions or instructions;

- Claims by another owner, tenant, heir, landlord, creditor, employee, contractor, or third party;
- Items improperly packed, prepared, identified, or presented by the customer; or
- The customer's negligence, misconduct, or violation of law.

This provision does not require the customer to indemnify AZ Quick Haul for losses caused by AZ Quick Haul's own fraud, intentional misconduct, or liability that cannot legally be shifted.

19. Dispute Resolution and Governing Law

These Terms and the services are governed by Arizona law, without regard to conflict-of-law rules.

Before filing a legal claim, the parties should attempt in good faith to resolve the dispute by contacting AZ Quick Haul at hello@azquickhaul.com or (602) 671-9413. The customer should provide the invoice, service date, disputed amount, and a description of the issue.

Unless applicable law requires otherwise, venue for a court proceeding will be in Maricopa County, Arizona.

Nothing in these Terms prevents a customer from using an available small claims court or exercising a nonwaivable right under Arizona law.

The parties may mutually agree in writing to binding arbitration for a particular dispute. Arbitration is not required unless the parties separately agree to it in writing or applicable law provides otherwise.

20. Intellectual Property and Media

The AZ Quick Haul name, logo, trademarks, website design, text, photographs, graphics, pricing materials, and other website content are owned by or licensed to AZ Quick Haul and may not be copied, modified, distributed, republished, or used without written permission.

AZ Quick Haul may photograph or video work areas, items, completed cleanouts, and before-and-after conditions for documentation, quality control, insurance, dispute resolution, and internal business purposes.

The Company may use non-identifying before-and-after images for marketing unless the customer objects in writing before the images are used for marketing. Customers may submit an objection to hello@azquickhaul.com.

AZ Quick Haul will not knowingly publish a customer's name, address, confidential information, or identifying personal details in marketing materials without the customer's consent.

21. Privacy

AZ Quick Haul may collect names, contact information, addresses, photographs, access instructions, payment information, quote details, communications, and service information to provide quotes,

schedule services, process payments, communicate with customers, improve operations, prevent fraud, and comply with law.

AZ Quick Haul does not sell customer personal information as a regular business practice.

Use of the website and submission of information are also subject to the Company's separate Privacy Policy. Customers should review the Privacy Policy for additional information about data collection, use, retention, security, and rights.

22. Force Majeure

AZ Quick Haul is not liable for delay, interruption, cancellation, or failure to perform caused by events beyond its reasonable control, including severe weather, extreme heat, floods, fires, accidents, traffic, road closures, vehicle failure, labor shortages, illness, government orders, utility failures, unsafe conditions, disposal-facility closures, emergencies, or other events that could not reasonably be prevented.

The Company will make reasonable efforts to notify affected customers and reschedule services when practical.

23. Changes to These Terms

AZ Quick Haul may update these Terms from time to time. The updated version will be posted on the website with a revised "Last Updated" date.

Unless otherwise required by law, the version of these Terms in effect when a customer accepts a quote or books services governs that transaction. Material changes will not retroactively alter a completed transaction without the customer's agreement.

24. Severability

If any provision of these Terms is found invalid, unlawful, or unenforceable, that provision will be limited or severed to the minimum extent necessary, and the remaining provisions will continue in effect.

A failure by AZ Quick Haul to enforce a provision does not waive the Company's right to enforce that provision later.

25. Entire Agreement

These Terms, together with the applicable quote, work order, written service agreement, liability waiver, membership confirmation, and any other written document accepted by the customer, constitute the agreement between the customer and AZ Quick Haul concerning the applicable services.

No oral statement, advertisement, website content, or informal communication changes the agreed scope or price unless confirmed in writing by AZ Quick Haul.

If a specific written quote or service agreement conflicts with these Terms, the specific written document controls only for the applicable service or transaction.

26. Contact Information

AZ Quick Haul LLC

Tempe, Arizona

Phone: **(602) 671-9413**

Text: **(480) 526-5882**

Email: **hello@azquickhaul.com**

Website: **azquickhaul.com**

These Terms are not intended to limit any rights or remedies the customer has under Arizona law or other applicable law.