



Service Agreement

Last Updated on 01/26/2026

This Service Agreement (“Agreement”) is entered into by and between **LumaLoad** (“Company,” “we,” “us,” or “our”) and the undersigned customer (“Customer,” “you,” or “your”). This Agreement governs all junk removal, hauling, cleanout, and limited light-moving services provided by LumaLoad.

By requesting, scheduling, or allowing services to be performed by LumaLoad, the Customer acknowledges that they have read, understand, and agree to all terms and conditions set forth in this Agreement.

1. Description of Services

LumaLoad provides professional junk removal, hauling, cleanout, and limited light-moving services for residential and commercial properties. Services may include the removal, loading, transport, and disposal of approved items.

LumaLoad does **not** provide full moving services, packing services, structural disassembly, hazardous material handling, or specialty services unless explicitly agreed to in writing prior to service.

The Company reserves the right to determine the method, equipment, and personnel used to perform services.

2. Estimates, Pricing, and Payment

All estimates provided by LumaLoad are based on the information supplied by the Customer and visual inspection when applicable. Estimates are **not binding** and may change if actual conditions differ from what was described or observed.

Final pricing may be adjusted due to, but not limited to:

- Additional items added at time of service
- Increased volume, weight, or labor requirements
- Restricted access or difficult removal conditions
- Stairs, elevators, distance, or special handling
- Presence of items requiring additional disposal fees

Payment is due **immediately upon completion of service**, unless otherwise agreed in writing. Failure to remit payment may result in additional fees or collection efforts.

3. Customer Responsibilities

The Customer agrees to:

- Clearly identify all items to be removed
- Ensure all items are legally owned and authorized for removal
- Provide safe, clear, and unobstructed access to all service areas
- Secure pets, children, and personal belongings away from work zones
- Inform LumaLoad of any special conditions or concerns prior to service

LumaLoad is **not responsible** for items removed that were mistakenly included or misidentified by the Customer.

4. Item Ownership and Authority

The Customer represents and warrants that they are the lawful owner of all items to be removed or have full authority to authorize their removal.

The Customer agrees to indemnify and hold harmless LumaLoad from any claims arising from disputes regarding ownership or authorization of removed items.

5. Prohibited and Restricted Items

LumaLoad does **not** remove, transport, or dispose of hazardous, illegal, or restricted materials, including but not limited to:

- Chemicals, solvents, fuels, or oils
- Paints, asbestos, or materials containing asbestos
- Medical or biohazard waste
- Explosives, firearms, ammunition, or weapons
- Pressurized tanks or containers
- Any materials prohibited by local, state, or federal law

If prohibited items are discovered, LumaLoad may refuse service, remove approved items only, or terminate service immediately without refund.

6. Property Conditions and Access

The Customer is responsible for ensuring that property conditions are safe for service. LumaLoad may refuse or discontinue service if conditions are unsafe, illegal, or pose a risk to personnel or property.

LumaLoad is not responsible for delays or inability to perform services due to weather, access limitations, or unforeseen site conditions.

7. Damage and Liability

LumaLoad will take reasonable care while performing services; however, the Customer acknowledges that junk removal and hauling inherently involve risks.

LumaLoad is **not liable** for:

- Pre-existing damage
- Hidden or structural weaknesses
- Damage resulting from unstable, overloaded, or deteriorated items
- Minor cosmetic damage such as scratches, scuffs, or marks
- Damage to surfaces not reasonably designed for heavy items

All damage claims must be reported **before the crew leaves the property**. Claims reported after service completion will not be considered.

8. Limitations of Liability

To the fullest extent permitted by law, LumaLoad's total liability for any claim arising out of or related to this Agreement shall be limited to the amount paid for the specific service giving rise to the claim.

Under no circumstances shall LumaLoad be liable for indirect, incidental, consequential, or punitive damages.

9. Cancellation and No-Show

The Customer agrees to provide reasonable notice for cancellations or rescheduling. Failure to cancel, denial of access, or absence at the scheduled service time may result in a cancellation or no-show fee.

Specific fees will be disclosed at the time of booking.

10. Right to Refuse or Terminate Service

LumaLoad reserves the right to refuse or terminate service at any time if:

- Unsafe or hazardous conditions exist
- Prohibited items are present
- The Customer provides false or misleading information
- The Customer engages in abusive, threatening, or inappropriate behavior
- Payment cannot be secured

In such cases, the Customer remains responsible for any services already performed.

11. Disposal and Environmental Practices

LumaLoad will make reasonable efforts to dispose of items in accordance with applicable laws and environmentally responsible practices. However, LumaLoad does not guarantee recycling or donation of any item.

Once items are removed, they become the property of LumaLoad and will not be returned.

12. Independent Contractor Status

LumaLoad operates as an independent contractor. Nothing in this Agreement shall be construed to create a partnership, joint venture, or employment relationship.

13. Governing Law

This Agreement shall be governed by and interpreted in accordance with the laws of the **State of Florida**, without regard to conflict-of-law principles.

14. Entire Agreement

This Agreement constitutes the entire understanding between the parties and supersedes all prior discussions or representations. Any modifications must be made in writing and agreed to by both parties.
