

Last Updated: February 2026

Welcome to Nava Moving. By accessing our website, requesting a quote, booking our services, or otherwise interacting with Nava Moving, LLC ("Nava Moving," "we," "us," or "our"), you agree to be bound by these Terms of Use ("Terms"). Please read them carefully. If you do not agree with any part of these Terms, please discontinue use of our services.

1. Acceptance of Terms

These Terms constitute a legally binding agreement between you and Nava Moving, LLC, a company registered in the United States. By using our website (navamoving.com) or any related services, you confirm that you are at least 18 years of age and have the legal authority to enter into this agreement.

We reserve the right to update or modify these Terms at any time. Continued use of our services after such changes constitutes your acceptance of the revised Terms. We will post the effective date of any update at the top of this document.

2. Services Provided

Nava Moving provides professional moving, packing, storage, and related relocation services throughout the United States. Services are subject to availability and are governed by a separate Moving Services Agreement provided at the time of booking.

We reserve the right to decline or cancel any service request at our sole discretion, including but not limited to circumstances involving safety risks, hazardous materials, or incomplete or fraudulent information provided by the customer.

3. Booking and Payment

- A binding estimate or non-binding estimate will be provided prior to your move. Binding estimates represent the maximum amount you will be charged for the listed services.
- Payment is due at the time of delivery unless otherwise agreed in writing. Accepted forms of payment include major credit cards, debit cards, and certified checks.
- Cancellations made more than 72 hours prior to the scheduled move date are eligible for a full refund of any deposit paid. Cancellations within 72 hours may forfeit the deposit.
- Nava Moving reserves the right to apply a fuel surcharge or long-carry fee where applicable, which will be disclosed in your estimate.

4. Customer Responsibilities

- You are responsible for ensuring all items to be moved are accurately disclosed at the time of estimating. Additional items discovered on moving day may result in additional charges.
- Customers must ensure that parking, elevator access, and building permits (if required) are arranged prior to the scheduled move.
- You must not include prohibited items such as flammable materials, perishable food, live plants, or illegal substances in any shipment.
- You are responsible for securely backing up all data on computers and electronic devices before the move. Nava Moving is not liable for data loss.

5. Liability and Claims

Nava Moving maintains the minimum liability coverage required by federal law (Released Value Protection at \$0.60 per pound per article) at no additional cost. Full Value Protection coverage is available for an additional fee and provides repair, replacement, or cash settlement for damaged or lost goods.

Claims for loss or damage must be submitted in writing within 9 months of delivery. Nava Moving's total liability shall not exceed the declared value of the shipment. We are not liable for loss or damage resulting from acts of God, customer-packed boxes (PBO), or inherent vice of the goods.

6. Prohibited Uses

- Using our website or services for any unlawful purpose.
- Submitting false, misleading, or fraudulent information when requesting quotes or booking services.
- Attempting to interfere with, hack, or disrupt our website or IT systems.
- Reproducing, distributing, or commercially exploiting any content from our website without written permission.
- Transporting hazardous, illegal, or stolen goods using our services.

7. Intellectual Property

All content on our website, including but not limited to text, graphics, logos, icons, images, and software, is the exclusive property of Nava Moving, LLC and is protected by applicable copyright, trademark, and intellectual property laws.

You may not reproduce, distribute, modify, transmit, or create derivative works from any of our content without prior written consent.

8. Disclaimer of Warranties

Our services and website are provided on an "as is" and "as available" basis. To the maximum extent permitted by law, Nava Moving disclaims all warranties, express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

We do not warrant that our website will be uninterrupted, error-free, or free of viruses or other harmful components.

9. Limitation of Liability

To the fullest extent permitted by applicable law, Nava Moving's total liability to you for any claim arising from or related to these Terms or our services shall not exceed the total amount paid by you for the specific service giving rise to the claim.

In no event shall Nava Moving be liable for any indirect, incidental, special, consequential, or punitive damages, even if advised of the possibility of such damages.

10. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of the United States and the State of Delaware, without regard to conflict of law principles.

Any dispute arising from or related to these Terms or our services shall first be subject to informal negotiation. If unresolved, disputes shall be submitted to binding arbitration under the rules of the American Arbitration Association (AAA). Class action lawsuits are expressly waived.

11. Contact Information

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

Nava Moving, LLC | Email: hello@navamoving.com | Phone: (800) 555-6282 | Website: www.navamoving.com
| Hours: Monday–Friday, 8am–8pm ET

These Terms of Use were last reviewed and updated in February 2026. Nava Moving reserves all rights not expressly granted herein.