



TOTES MA'GOATS

REUSABLE MOVING TOTE RENTAL AGREEMENT

"Save the trees. Move with ease."

The G.O.A.T. of Moving Totes

1. AGREEMENT

This Rental Agreement ("Agreement") is entered into between Totes Ma'Goats, operated by TeeProGo, LLC ("Company"), and the individual completing the booking ("Customer"). By reserving and/or using Totes Ma'Goats equipment, Customer agrees to all terms and conditions outlined herein.

2. SERVICE AREA

Service is limited to Downtown Seattle, Downtown Bellevue, Downtown Redmond, Downtown Kirkland, Mercer Island, Overlake Neighborhood, and the Bel-Red Corridor. Totes may not be removed from this service area without prior written consent from Company.

3. RENTAL ITEMS

- Company agrees to rent reusable plastic moving totes ("Totes") and any related equipment to Customer for temporary use.
- The quantity of Totes provided is based on the selected package at booking, with any approved add-on totes included.
- All Totes remain the sole property of the Company at all times.

4. RENTAL PERIOD

The standard rental period is seven (7) days beginning on the scheduled delivery date ("Day 1") and ending on the scheduled pickup date ("Day 8"). Delivery and pickup dates are selected at the time of booking.

5. DELIVERY & PICKUP / ACCESS REQUIREMENTS

Delivery and pickup will occur within a designated four (4) hour service window. Totes Ma'Goats will only release equipment to booking Customer or person(s) Customer has designated, in writing, prior to delivery. Customer agrees that Company will only receive equipment from booking Customer or person(s) Customer has designated, in writing, prior to pick-up.

Customer agrees to:

- Be present or provide access during the scheduled window
- OR ensure building access (conciierge, elevator, loading dock) is arranged
- Provide accurate delivery and pickup information/instructions

Changes must be requested in writing at least 48 hours in advance.

• Delays due to building access, traffic, or unforeseen events involving Customer may cause appointment to be cancelled. Customer agrees to plan accordingly. If Company is unable to complete delivery or pickup due to Customer unavailability or access issues:

- The appointment will be considered missed
- A rescheduling fee of \$50 or more may apply

6. CANCELLATION & RESCHEDULING

- Cancellations or Rescheduling requests must be made, in writing, at least 48 hours prior to scheduled delivery.
- Rescheduling requests within 48 hours of delivery may be subject to a fee of \$50 or more.
- Company reserves the right to approve or deny rescheduling based on availability.

7. PRICING & PACKAGES

Studio:	15 totes	1 dolly	15 labels	\$149
1 Bedroom:	25 totes	2 dollies	25 labels	\$159
2 Bedroom:	35 totes	2 dollies	35labels	\$169
3 Bedroom:	50 totes	3 dollies	50 labels	\$189
XL Homes:	75 totes	4 dollies	75 labels	\$259
XXL Homes:	100 totes	5 dollies	100 labels	\$299

• Single tote (\$6.00) add-ons are available only in conjunction with a base package. Add-ons can be requested at booking or after booking and are subject a delivery fee (\$50) and availability.

8. EXTENSIONS

Extensions must be requested, in writing, no later than forty-eight (48) hours prior to the scheduled pickup date.

Studio:	\$60	1 Bedroom:	\$70	2 Bedroom:	\$80
Bedroom:	\$90	XL Homes:	\$100	XXL Homes:	\$125

9. LATE FEES AND NON-RETURN

A late fee of \$3.00 per tote per day will apply if no extension is approved. Charges continue until equipment is returned. After 30 Days it is assumed Customer wishes to purchase all equipment and will be charged on the payment method on file.

Replacement: \$50 per tote
\$100 per dolly

10. CUSTOMER RESPONSIBILITIES

Customer agrees to keep and return all Equipment in clean and usable condition:

- Use Totes only for intended purpose
- Not overload, damage, or misuse
- Keep Totes secure from damage, theft, or loss
- Free of dirt, debris, food, liquids, hair, or other contaminants
- Not alter, apply adhesives, permanent marker, labels, or stickers of any kind

Return condition: (Stacked, on dollies, ready for pick-up at time of delivery)

- Lids Intact
- Empty
- *Clean (**\$50 Cleaning Fee for Totes not returned clean.**)

11. PAYMENT TERMS

Full rental payment is due at booking. Additional fees (extensions, damages, rescheduling) may be billed separately. Payments processed via Stripe or approved methods.

12. CARE, CUSTODY, AND CONTROL OF EQUIPMENT

Customer acknowledges that they have full care, custody, and control of all rented equipment, including totes and dollies ("Equipment"), from the time of delivery until the time of pickup by Company.

Customer accepts full responsibility for any loss, theft, or damage to the Equipment during this period.

If Equipment is lost, stolen, or damaged while in Customer's possession, Customer agrees to pay the following replacement costs:

- Totes: \$50.00 per unit
- Lids: \$10.00 per unit
 - Dollies: \$100.00 per unit

13. LIMITATION OF LIABILITY OF COMPANY - TOTES

Company is not responsible for:

- Items stored inside Totes
- Items left inside Totes

- Damage from improper packing or misuse

14. INSURANCE AND ASSUMPTION OF RISK

Customer assumes all risk and is responsible for maintaining personal or renters' insurance.

15. RIGHT OF ENTRY

In the event that the Customer is not present at time of delivery or pick-up. Customer authorizes Company, as their "GUEST", to enter designated delivery or pickup locations, to include multi-family residential buildings, for the purpose of completing said services. The Customer also agrees to inform MANAGEMENT of designated locations of Right of Entry, in writing, prior to scheduled or rescheduled dates.

16. NO SUBLEASING OR RENTING

Customer agrees to keep equipment in their sole custody and not sublease, rent, transfer, loan, or sell equipment. Customer agrees not to remove Equipment from the approved service area without consent. Customer acknowledges all Equipment remains the property of Company at all times.

17. INDEMNIFICATION

To the fullest extent permitted by the laws of the State of Washington, Customer agrees to indemnify, defend, and hold harmless Totes Ma'Goats, TEEPROGO CO, LLC, and their respective owners, officers, members, managers, agents, and employees (collectively, the "Company") from and against any and all claims, demands, liabilities, damages, losses, costs, and expenses, including reasonable attorneys' fees and court costs, arising out of or related to Customer's possession, use, handling, transportation, or return of any rented equipment ("Products").

Customer acknowledges and agrees that they are solely responsible for the care, custody, control, and operation of the Products during the rental period, including any use by third parties permitted or enabled by Customer.

Company shall not be liable for any personal injury, death, or property damage arising from or related to the use, misuse, or possession of the Products, except to the extent caused by the gross negligence or willful misconduct of Company, as required under applicable Washington law.

Customer further agrees to indemnify and hold harmless Company from any claims brought by third parties, including but not limited to claims arising from injury, death, or property damage, related in any way to Customer's use or possession of the Products.

In the event any claim or legal action is brought against Company arising from Customer's use or possession of the Products, Customer agrees to be responsible for all reasonable attorneys' fees, legal costs, and expenses incurred by Company in connection with such claim, to the extent permitted by Washington law.

18. WARRANTY OF EQUIPMENT

Company warrants that all rented equipment ("Products") will be provided in good working condition at the time of delivery.

Customer agrees to inspect all Products upon delivery and notify Company promptly of any defects or nonconformity. Company's sole obligation under this Agreement, and Customer's exclusive remedy, shall be limited to the repair or replacement of any Product determined by Company to be defective or not in good working condition.

This warranty does not apply to any damage or issues resulting from misuse, overloading, negligence, or improper handling of the Products by Customer or any third party.

19. RIGHT TO MODIFY AGREEMENT

Company reserves the right to update, modify, or revise the terms of this Rental Agreement at any time.

Any such changes shall apply only to future bookings and shall not affect agreements previously accepted by Customer. All agreements executed prior to any modification shall remain in full force and effect as originally written and agreed upon.

20. FORCE MAJEURE

Company not liable for delays beyond control including weather, access, or emergencies.

21. COLLECTION RIGHTS

Customer acknowledges that their credit card will be kept on file for the duration of the rental agreement. Customer acknowledges and authorizes Totes Ma'Goats, the Company, to charge any amount associated with the above stated terms and conditions.

- Authorized charges may include:
- Extensions
- Late fees
- Cleaning fees
- Damage or replacement costs
- Any unpaid balance

22. GOVERNING LAW

These Terms shall be governed by the laws of the **State of Washington**, with venue in **King County**.

23. ACCEPTANCE

By booking services, using Company equipment, or agreeing electronically, Customer acknowledges that they have read, understood, and agreed to these Terms of Service.

Customer Name: _____

Signature: _____

Date: _____



Email & Text Communications Opt-In Terms

Last Updated: 04/01/2026

1. Consent to Communications

By using our website and services, you agree to receive communications from **Totes Ma'Goats**, operated by **TEEPROGO CO, LLC** ("Company," "we," "us," or "our").

These communications may include, but are not limited to:

- Order confirmations and delivery updates
- Account-related notifications
- Customer service communications
- Promotional offers and marketing messages
- Product updates and service announcements

Communications may be sent via:

- Email
- Phone calls
- Text messages (SMS/MMS)

We may use automated systems, including automated dialing systems and messaging platforms, to deliver these communications.

Standard message, data, and carrier rates may apply.

2. Opt-In Authorization

During booking, registration, or account creation, you may be presented with the option to opt in to receive email and text communications.

By selecting the opt-in checkbox, you:

- Provide express consent to receive communications from Company
- Acknowledge that consent is not a condition of purchase
- Agree to receive communications at the phone number and/or email address provided

3. Communication Frequency

Message frequency may vary depending on your interaction with our services, including:

- Booking confirmations
- Delivery and pickup reminders
- Account updates
- Occasional promotional messages

We strive to keep communications relevant and limited to necessary or valuable information.

4. Communication Channels

Communications will be sent to the contact information you provide, including:

- Email address
- Mobile phone number

It is your responsibility to ensure that your contact information is accurate and up to date.

5. Opt-Out / Unsubscribe

You may opt out of communications at any time:

- Text messages: Reply **“STOP”** to unsubscribe
- Emails: Click the unsubscribe link in any email
- Account settings: Update preferences (if applicable)

Please note that opt-out requests may take a reasonable time to process.

6. Transactional Communications

Even if you opt out of promotional messages, you agree that we may still send non-promotional communications, including:

- Order confirmations
- Delivery and pickup notifications
- Account-related notices
- Customer service communications

These are considered essential to the service.

7. Privacy and Data Use

We are committed to protecting your privacy.

- We do not sell your personal information
- We do not share your phone number or email with third parties for their own marketing purposes without your explicit consent
- We may share your contact information with service providers who assist in delivering communications on our behalf

When you submit your information through our online forms or advertising campaigns, we may receive that data through secure, automated services (including integration with external advertising or lead collection providers, i.e. Google, Facebook, etc.). Your details are used only to offer and deliver our services to you, in accordance with our privacy policy and the disclosures provided herein. We will not sell or provide your information to data brokers.

For more details, please refer to our Privacy Policy.

8. Changes to Preferences

You may update your communication preferences at any time. Changes may not take effect immediately but will be processed within a reasonable timeframe.

9. Legal Compliance

Our communication practices are designed to comply with applicable laws, including:

- The **Telephone Consumer Protection Act (TCPA)**
- The **CAN-SPAM Act**
- Applicable Washington State laws

10. Agreement to Terms

By using our website, booking services, or opting in to communications, you acknowledge that you have read, understood, and agreed to these Terms.