



247

**DO YOU NEED  
STORAGE HERE**

*or*

**AT YOUR  
DESTINATION?**



**No Problem!**  
*I Can Help!*

**CREATE YOUR  
U-HAUL® ACCOUNT TODAY!**

- ✓ 24/7 Rentals and Returns on mobile
- ✓ Skip the line on any Rental/Return
- ✓ Make online Storage payments

**Plus More... Go To:**

**U-Haul App**



**GET**







24/7

# DO YOU NEED STORAGE HERE

or

# AT YOUR DESTINATION?

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GET



## RENTAL CONTRACT ADDENDUM DOCUMENT HOLDER

Additional Terms and Conditions for EQUIPMENT Rental  
Place Rental Contract documents in this holder &  
keep available throughout your move.

### READY TO RETURN YOUR EQUIPMENT?

Returns are now accepted 24/7

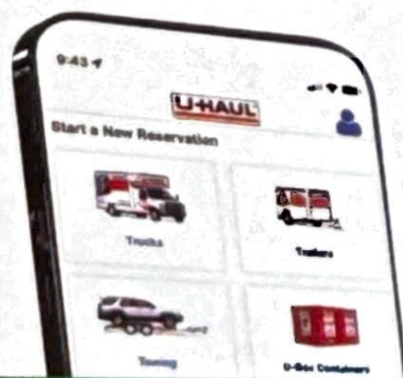
### TRUCK SHARE 24/7

#### RETAIL STORE HOURS:

Mon. - Thu. 7:00 a.m. - 7:00 p.m.	Sat. 7:00 a.m. - 7:00 p.m.
Fri. 7:00 a.m. - 8:00 p.m.	Sun. 9:00 a.m. - 5:00 p.m.

These are business hours at corporate stores.  
Independent dealer locations hours may vary.

1. If returning during Business Hours: follow directional signage at your drop-off destination.
2. If returning equipment outside Business Hours, mobile returns are easy and free on the U-Haul App.



If you are unable to complete the return process,  
please go to a U-Haul location during retail store hours.

3. Avoid extra charges by adding fuel if needed.

#### EZ-FUEL™ OPTIONS:

1. Self-Refueling: Return truck with the same fuel gauge reading as indicated on the Rental Contract signed by the Customer.
2. EZ-FUEL Service: Let U-Haul refuel at an agreed upon per gallon price plus applicable service fee as both are indicated on the Rental Contract signed by the Customer.

#### UNTIL YOUR CONTRACT IS CLOSED, THE FOLLOWING APPLIES:

##### DAMAGE POLICY

- Customer will be responsible for any loss or damage to EQUIPMENT and Customer's deposit will be applied toward EQUIPMENT damage when optional Safemove®/Safemove Plus®, Safetow® or Damage Waiver is not purchased.

##### CLEANING POLICY

- Customer agrees to pay a cleaning fee if the EQUIPMENT is not returned in as clean of a condition as when it was picked up. The determination as to the condition of the EQUIPMENT shall be made by Company.

Reminder: The Customer is responsible for all damages and / or missing rental EQUIPMENT, parking fines, citations, moving or toll violations and towing charges.



This Agreement is between the individual(s) entering into the U-Haul Equipment Contract and/or paying for the rental of Equipment ("Customer") and the local U-Haul Rental Company where the U-Haul Equipment Contract is entered into or an independent U-Haul Rental Company dealer ("Company"). These terms and conditions and the terms and conditions of the U-Haul Equipment Contract entered into by Customer, including the U-Haul Arbitration Agreement, constitute the entire Agreement ("this Agreement") for the rental of that equipment identified on the U-Haul Equipment Contract ("Equipment"). Where necessary, Equipment may be further specified as "U-Box Container," "Dolly," "U-Haul Vehicle" (defined as a "U-Haul Rental Truck," "Pick Up Truck," and "Van"), or "Towable Equipment" (defined as a "U-Haul Trailer," "U-Box Trailer," "Auto Transport," and "Tow Dolly"), including all its parts. Customer agrees to all terms and conditions of this Agreement and agrees to ensure any Authorized Driver is aware of and complies with all terms and conditions of this Agreement.

### 1. U-HAUL ARBITRATION AGREEMENT

**CUSTOMER ACKNOWLEDGES AND AGREES THAT THIS AGREEMENT IS SUBJECT TO THE U-HAUL ARBITRATION AGREEMENT, HEREBY INCORPORATED BY REFERENCE AND AVAILABLE AT UHAUL.COM/LEGAL/ARBITRATION OR FROM CUSTOMER'S LOCAL U-HAUL REPRESENTATIVE, THAT GOVERNS ANY DISPUTES BETWEEN CUSTOMER AND U-HAUL. THIS ARBITRATION AGREEMENT WILL:**

- ELIMINATE CUSTOMER'S RIGHT TO A JURY TRIAL; AND
- SUBSTANTIALLY AFFECT CUSTOMER'S RIGHTS, INCLUDING PREVENTING CUSTOMER FROM BRINGING, JOINING, OR PARTICIPATING IN CLASS ACTION OR CONSOLIDATED PROCEEDINGS.

**CUSTOMER ACKNOWLEDGES THAT THE APPLICABLE U-HAUL ARBITRATION AGREEMENT IS THAT WHICH IS IN EFFECT AS OF THE DATE OF THE TRANSACTION.**

### 2. EQUIPMENT

Customer and any Authorized Driver understand and agree they do not own Equipment. No one other than Company or its agent may transfer Equipment or any rights or obligations under this Agreement. Any attempted transfer or sublease by anyone other than Company is void. No one may service or repair Equipment without Company's prior express approval. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE ARISING FROM COURSE OF DEALING OR USAGE OF TRADE.

### 3. AUTHORIZED DRIVERS

**"AUTHORIZED DRIVER"** – Any driver listed on the U-Haul Equipment Contract as authorized by Company to operate Equipment.

**"UNAUTHORIZED DRIVER"** – Anyone NOT listed on the U-Haul Equipment Contract as an "Authorized Driver."

**Authorized Driver Qualification and Affirmation** – Authorized Drivers must be at least 18 years of age and possess a government issued Driver's License, Driver's Privilege Card, or other government issued driver's card. Authorized Drivers affirm and warrant their Driver's License, Driver's Privilege Card, or other government issued driver's card is valid and not subject to any suspension, revocation, or other limitations that would prevent Authorized Driver from legally operating Equipment. Customer and Authorized Driver's provision of accurate and truthful information is material to Company's decision to enter into this Agreement. A failure to comply with this Section is a Material Breach of this Agreement.

Customer and any Authorized Driver agree only an individual listed on the U-Haul Equipment Contract as an Authorized Driver is authorized by Company to operate Equipment. Customer and any Authorized Driver agree and affirm they have no authority to permit any other individual

to operate Equipment without the express written consent of Company. Customer and any Authorized Driver agree not to permit any individual not listed as an Authorized Driver on the U-Haul Equipment Contract to operate Equipment. The affirmation and agreement to comply with this Section is material to Company's decision to enter into this Agreement. Failure to comply with this provision is a Material Breach of this Agreement. If, during the rental period set forth in this Agreement, Customer wants to add a new Authorized Driver, Customer MUST first contact Company for approval before allowing that individual to operate Equipment. The operation of Equipment by any Unauthorized Driver shall constitute non-permissive use of Equipment, is expressly prohibited by this Agreement, and may void any coverage provided or purchased.

### 4. USE OF EQUIPMENT

Customer represents and warrants their rental of Equipment is for the sole purpose of Do-It-Yourself moving. Customer agrees rental of Equipment with the intent to use Equipment for a purpose other than Do-It-Yourself moving (or in a manner prohibited by this Agreement) may be construed as fraudulent, constitute a Material Breach of this Agreement, and void any coverage provided or purchased.

Customer and any Authorized Driver shall:

- Require passengers to ride only in the cab of the U-Haul Vehicle or Tow Vehicle towing any Towable Equipment;
- Inspect Equipment periodically;
- Be fully and solely responsible for complying with any NHTSA and/or Transport Canada vehicle recall covering a personal Tow Vehicle or Vehicle-in-Tow. Vehicle recalls can be found at [safercar.gov](http://safercar.gov) and [recalls-rappels.canada.ca](http://recalls-rappels.canada.ca); and
- Immediately report damaged, lost, or stolen Equipment to Company and, if directed, to law enforcement, and fully cooperate with efforts to recover Equipment.

Customer and any Authorized Driver shall not:

- Operate Equipment in the commission of a felony or in an intentional, criminal, willful, wanton, or reckless manner;
- Operate Equipment under the influence of alcohol, drugs, intoxicants, or any other substance that can impair driving ability ("Impairing Substances");
- Operate Equipment when oil pressure/level is low or when any defect in the operation or safety of Equipment has been noticed, including illuminated check engine or other dashboard warning lights;
- Store or transport any firearms; explosive, flammable, alcoholic, toxic, hazardous, volatile, poisonous, venomous, dangerous, or illegal substances, chemicals, waste, or items; improperly sealed or leaking containers containing any liquid or other slippery substance; or animals or human beings, corpses, or body parts, regardless of how they are stored or transported;
- Use Equipment as a residential dwelling (as defined by law in the applicable jurisdiction) or for residential purposes, including sleeping in Equipment, using Equipment as living or napping quarters, congregating with others in Equipment, or any other similar conduct consistent with using Equipment for residential purposes;
- Take Equipment into Mexico, including temporary border crossings;
- Whether individually or on behalf of another, use, facilitate, or support the use of Equipment or the U-HAUL® trademark, or the likeness of the same, in any television program, movie, web site, social media, or other medium without the prior written consent of a Company Officer;
- Whether individually or on behalf of another, allow, facilitate, or support the disassembly or dismantling of Equipment or a component thereof; and
- Change the Tow Vehicle or Vehicle-in-Tow listed on this Agreement without the prior written approval of Company or its agent.

Company or its agent will reimburse Customer or any Authorized Driver for oil and other non-fuel fluids when proper receipts are presented. Customer understands and agrees Equipment rented is water resistant and not waterproof. Customer agrees Company reserves the right to substitute reserved Equipment for other Equipment of equal or greater value at no additional charge to Customer.

**Towable Equipment.** Customer acknowledges Company utilizes a proprietary system for the determination of an approved towing combination hook-up. Customer acknowledges this hook-up may be inconsistent with the towing recommendations in their Tow Vehicle Owner's Manual. Customer acknowledges their responsibility to provide true and correct vehicle and hitch system information at the time of their reservation and rental. The failure to comply with the terms of this Section may impact



allows for the transfer of liability of a Violation to Customer. Customer expressly authorizes Company or its agent to release Customer information to that authority for the purposes of transferring the Violation to Customer. If the issuing authority does not allow for the transfer of the Violation to Customer, or Company or its agent is unable to successfully transfer the Violation to Customer, then Company or its agent will pay all fines, charges, fees, penalties, and surcharges and recover those amounts from Customer. Customer agrees they may be charged a service fee of up to \$30.00 (in addition to any fines, charges, fees, penalties, and surcharges associated with the Violation) as a result of any Violation paid by Company or its agent. Customer agrees any amounts paid by, or on behalf of, Company for the Violation shall be applied to the credit card used to create the reservation or to pay for the rental.

## 11. LIABILITY PROTECTION

To the extent Customer or any Authorized Driver does not have personal automobile liability insurance ("PAP Insurance") that applies or where Company is required to provide minimum liability insurance by law, a qualified self-insurance arrangement (or automobile liability insurance policy in Michigan, Alaska, and Hawaii) provides any Authorized Driver with the minimum limits required by the automobile financial responsibility or compulsory insurance law of the jurisdiction in which an accident occurs ("MFR"). Subject to applicable law, the protection provided by Company is excess or secondary to any insurance coverage of Customer or any Authorized Driver. If the liability protection provided under this Agreement and other insurance available to Customer or any Authorized Driver apply to a loss on the same basis, Company will pay only Company's share. Company's share is the proportion that the limit of protection provided under this Agreement bears to the total limit of all coverage applicable to such loss. To the extent permitted by applicable law, Company's protection does not apply to bodily injury (including death) or property damage to Customer or any Authorized Driver; Customer's or any Authorized Driver's family members related by blood, marriage, or adoption who reside with Customer or Authorized Driver; any other person who resides with Customer or Authorized Driver, or any passenger riding in Equipment.

Customer and any Authorized Driver understand and agree this protection does not apply to any intentional torts or criminal acts; false or fraudulent claims; obligation assumed by Customer or any Authorized Driver under any contract; fines, penalties, punitive damages, or exemplary damages which Customer or any Authorized Driver may become legally obligated to pay; injury to or destruction of personal property owned by or in the possession, custody, or control of Customer, any Authorized Driver, or passengers; liability of a driver who is not an Authorized Driver; and liability for an accident which occurs while Equipment is obtained or used in violation of this Agreement, including while under the influence of an Impairing Substance. In the event the liability protection is extended by operation of law to anyone who is not an Authorized Driver, the limits of protection shall be the MFR. This liability protection will apply on the same basis as described above. Customer and any Authorized Driver understand and agree this protection does not apply to any act or omission in Mexico.

Any protection provided in this Section is limited to the duration of the rental as set forth in the U-Haul Equipment Contract entered into by Customer or as extended by Company or its agent. Customer and any Authorized Driver understand and agree Company only provides indemnification up to the limits of coverage set forth above, and Customer and any Authorized Driver maintain all responsibility to satisfy any judgment, payment, loss, liability, claim, demand, cause of action, attorney's fees, or other expense of any kind above the coverage provided by Company and/or when Company has satisfied their obligations under the coverage. Customer agrees to indemnify and hold Company, its agents, employees, parents, and affiliates harmless from and against any and all loss, liability, claim, demand, cause of action, attorney's fees, and expense of any kind in excess of the limits stated herein or beyond the scope of the protection provided for herein, if any, arising from the use or possession of Equipment by Customer or any Authorized Driver, including attorney's fees incurred by Company to enforce any of its rights hereunder.

Customer agrees if the Equipment becomes damaged, lost, or stolen, Customer is obligated to immediately report the same to Company and, if directed, to law enforcement, and must fully cooperate with Company's and law enforcement's efforts to recover Equipment. To the extent permitted by law, failure to timely report an incident of theft or suspected theft may result in voiding coverage, and Customer may be held personally responsible for the loss of the Equipment and/or any potential injuries or property damage that result from any non-permissive use. Customer and any Authorized Driver understand and agree the protection above does not apply to any rental of Towable Equipment, subject to applicable law.

## 12. COMPANY'S RIGHT TO DEFEND

To the extent permitted by applicable law, Company has no duty to defend Customer or any Authorized Driver in any claim or lawsuit arising out of the use of Equipment. Customer and any Authorized Driver understand and agree that if a claim is made or a lawsuit is filed under this Agreement, and if no other source of defense is available to Customer or any Authorized Driver, Company may defend the claim or lawsuit at its sole discretion. However, Company has no duty to defend lawsuits not covered by liability protection provided by Company or included with the purchase of Safemove Plus. In addition, Company has no duty to defend Customer or any Authorized Driver in any claim or lawsuit arising out of any acts prohibited by this Agreement. In defending the claim or lawsuit, Company may, at its sole discretion, make any settlements which Company considers advisable. Company has a right, but not a duty, to defend a claim or lawsuit at its sole discretion. Company has the exclusive right to hire, retain, and direct its counsel of choice, if and when Company defends a claim or lawsuit hereunder. Subject to applicable law, Company's duty to settle or defend ends when the limit of indemnity applicable to the loss giving rise to the claim or lawsuit has been exhausted.

## 13. DUTY TO COOPERATE

In the event of an accident or service of a lawsuit, Customer and any Authorized Driver are required to provide notice of the accident or service of a lawsuit as soon as possible to Repwest Insurance Company at [uhaulclaims.com](http://uhaulclaims.com) (U.S. and Canada) or 1-800-528-7134 (U.S.) / 1-800-661-1069 (Canada). Customer and any Authorized Driver must provide all relevant and requested accident-related information and documentation. Failure to provide prompt notice may prejudice Company and, subject to applicable law, void any coverage available.

Customer and any Authorized Driver agree to fully cooperate with Company in investigating and defending any claim or lawsuit. Customer and any Authorized Driver agree to produce relevant documents as requested, including cell phone records and data. The failure to cooperate will result in appreciable prejudice to Company and, subject to applicable law, will void any protection provided herein. In the event of an accident, Customer and any Authorized Driver agree to provide Company with the name of their PAP Insurance company or any other insurance that provides auto liability coverage, fully cooperate with Company in the presentation of claims and in any other aspect of the claims process, and report the accident to Customer's and any Authorized Driver's PAP Insurance company or any other insurance that provides auto liability coverage.

Customer and any Authorized Driver shall, as often as may reasonably be required, present to any Company designee, including Company's chosen attorney(s), for an examination under oath ("EUO") to assist in the investigation and timely disposition of Customer's, Authorized Driver's, and/or potential third-party claim(s). Customer and any Authorized Driver agree EUOs may be recorded by audio and/or video and to review and execute the transcript of any EUO. Presentation for the requested EUOs is material to the decision to enter into this Agreement, and failure to comply may void any coverage hereunder.

Customer and Authorized Driver agree that if Equipment is involved in a collision, involved with or causes injuries to a person or damage to property, or lost or stolen, they have a continuing duty to provide any changes to their contact information until Company or its agents provide them with written notice that no further cooperation is required. Customer and Authorized Driver agree failure to provide updated contact information is prejudicial to Company, may void coverage and protections hereunder, and could subject Customer and Authorized Driver to personal liability. Customer and Authorized Driver further agree to indemnify Company for any loss or judgment it may become subject to as a result of their failure to appear or their default involving any civil action or other legal proceeding in which Company has reasonably sought their cooperation in connection with its duty to defend the Customer or Authorized Driver.

## 14. NO-FAULT BENEFITS & UNINSURED/UNDERINSURED MOTORIST PROTECTION

COMPANY DOES NOT PROVIDE NO-FAULT BENEFITS, SUPPLEMENTAL NO-FAULT BENEFITS, PERSONAL INJURY PROTECTION, OR OTHER INSURANCE, UNDERINSURED MOTORIST ("UM/UIM") PROTECTION, OR CAN BE WAIVED OR COVERED, OR PROTECTION THAT IS OPTIONAL OR CAN BE WAIVED OR REJECTED. CUSTOMER AND ANY AUTHORIZED DRIVER SPECIFICALLY WAIVE AND REJECT ALL SUCH BENEFITS, PROTECTION, COVERAGE, AND INSURANCE.



TO THE EXTENT APPLICABLE LAW REQUIRES COMPANY PROVIDE NO-FAULT OR UM/UIM PROTECTION BENEFITS, COMPANY PROVIDES NO-FAULT AND/OR UM/UIM PROTECTION TO ANY AUTHORIZED DRIVER AND PASSENGERS, LIMITED AS FOLLOWS: COMPANY'S NO-FAULT AND/OR UM/UIM PROTECTION DOES NOT APPLY UNTIL AFTER EXHAUSTION OF ALL OTHER NO-FAULT INSURANCE AND/OR OTHER PROTECTION AVAILABLE TO ANY AUTHORIZED DRIVER OR PASSENGER(S) (NO-FAULT, SUPPLEMENTAL NO-FAULT, PERSONAL INJURY PROTECTION, EMPLOYER'S INSURANCE, AND/OR ANY OTHER PROTECTION OR INDEMNIFICATION, WHETHER PRIMARY, EXCESS, OR CONCURRENT), AND THEN COMPANY'S PROTECTION APPLIES TO THE EXTENT IT IS NEEDED TO MEET, ON A CUMULATIVE BASIS WITH ALL SUCH OTHER INSURANCE AND/OR PROTECTION AVAILABLE TO ANY AUTHORIZED DRIVER OR PASSENGER(S), THE MINIMUM BENEFITS REQUIRED BY APPLICABLE LAW. TO THE EXTENT APPLICABLE LAW REQUIRES COMPANY PROVIDE NO-FAULT OR UM/UIM PROTECTION BENEFITS OTHER THAN AS DESCRIBED ABOVE, THEY WILL NOT EXCEED THE MINIMUM BENEFITS REQUIRED BY SUCH LAW. IN THE EVENT OF COVERAGE, CUSTOMER'S AND ANY AUTHORIZED DRIVER'S DUTY TO COOPERATE AND THE OBLIGATIONS SET FORTH IN SECTION 13 "DUTY TO COOPERATE" APPLIES.

## 15. DAMAGE WAIVER – THIS IS NOT INSURANCE. THIS IS OPTIONAL.

Customer acknowledges and agrees they are responsible for the total amount of Damages to Equipment. Subject to applicable law, "Damages" includes: A) any and all damage (including collision with an overhead object such as overhangs, trees, overpasses, garages, parking structures, and bridges) or loss related to Equipment up to its full replacement value; B) applicable towing, storage, and impound fees; C) applicable administrative fees; and D) loss of rental revenue. HOWEVER, in return for purchasing Damage Waiver and subject to the deductibles listed below, Company will waive Damages to applicable Equipment resulting from collision ("collision" is specifically subject to the exclusions listed below), upset, overturn, or fire. Damage Waiver is only available with a rental of 1) Towable Equipment with the purchase of Safetow Protection; 2) U-Haul Vehicles with the purchase of Safemove Protection; 3) Vans or Pick Up Trucks in Canada; and 4) Auto-Transport, Tow Dolly, or Motorcycle Trailer in Virginia.

The following deductibles shall apply to Damage Waiver:

	Damage Deductible	Overhead Damage Deductible
Vans & Pick Up Trucks – All U.S. States & Canada	\$150	\$250
U-Haul Rental Trucks/Towable Equipment All U.S. States & Canada Except New York	\$0	\$250
U-Haul Rental Trucks/Towable Equipment New York Only	\$150	\$250
U-Haul Rental Trucks with Safemove Plus	\$0	\$0

**EXCLUSIONS:** Even if the applicable fee has been paid and subject to any limitations imposed by applicable law, Damage Waiver specifically excludes and does NOT apply to Damages resulting from: i) intentional, criminal, willful, wanton, or reckless acts; ii) misuse or abuse; iii) off-road use; iv) any damage resulting from improper fuel; v) overload of Equipment beyond the GVWR or GAWR; vi) improper loading or failure to secure a load; vii) use of Equipment by someone other than an Authorized Driver; and viii) any failures to comply with the terms of this Agreement.

CUSTOMERS THAT CHOOSE NOT TO PURCHASE DAMAGE WAIVER OR SAFEMOVE, SAFETOW, OR SAFEMOVE PLUS PROTECTIONS ARE RESPONSIBLE FOR ALL DAMAGES TO EQUIPMENT, INCLUDING AND UP TO ITS FULL REPLACEMENT VALUE.

**NOTICE:** In the event of Damage Waiver coverage, Customer's and any Authorized Driver's duty to cooperate and the obligations set forth in Section 13 "Duty to Cooperate" apply.

## 16. SAFEMOVE and SAFETOW PROTECTIONS

These protections are NOT LIABILITY INSURANCE. Where available, these protections are OPTIONAL AND APPLY ONLY TO CARGO AND MEDICAL AND LIFE PROTECTION in the following Equipment: U-Haul Rental Truck (Safemove Protection) and Towable Equipment (Safetow Protection). Damage Waiver is included with the purchase of Safemove and Safetow Protections. Purchasing this coverage may duplicate coverage provided by Customer's or Authorized Driver's Personal Auto, Renters, or Homeowners policies. Company and its employees are not qualified to evaluate any other insurance Customer or Authorized Driver may have. Company may retain a portion of the premium paid depending on the State or Province.

### DEFINITIONS:

**Accident:** An occurrence involving Equipment operating on a highway or other recognized roadway, parking lot, or driveway resulting in bodily injury to a person or property damage as a result of a collision, fire, or overturn of Equipment. The term Accident does not include an occurrence involving only getting in or out of Equipment or only the loading or unloading of Cargo or Vehicle-in-Tow.

**Cargo:** Personal property transported in Equipment.

**During Transportation:** The time from when Cargo is loaded into or on Equipment at the point of origin until it is unloaded at the final destination.

**Tow Vehicle:** Any land motor vehicle designed for use principally upon public roads used to tow Towable Equipment.

**Vehicle-in-Tow:** That land motor vehicle designed for use principally upon public roads which is attached to covered Towable Equipment and the Tow Vehicle.

**SAFEMOVE CARGO PROTECTION AND LIMITS:** Safemove Protection covers damage to Cargo During Transportation and resulting from collision, fire, and overturn of a U-Haul Vehicle with the following limits:

Protection Limits:	Truck
One-way Rental	\$25,000
In-Town® Rental	\$15,000
Deductible	\$100

**SAFEMOVE CARGO PROTECTION EXCLUSIONS:** For a complete list of exclusions, please refer to the certificate of insurance available at [repwest.com/products](http://repwest.com/products).

**SAFETOW CARGO PROTECTION AND LIMITS:** Safetow Protection provides protection for the Vehicle-in-Tow\* and Cargo in the Towable Equipment During Transportation. There is no protection for the Tow Vehicle. Safetow Protection provides up to a limit of \$20,000 (depending on the amount of protection purchased) for damage or loss that occurs to the Vehicle-in-Tow when towed with a U-Haul Trailer, Auto Transport, or Tow Dolly. There is a \$100 deductible per occurrence.

\*The Vehicle-in-Tow is not covered by Safetow Protection in the State of Virginia.

**SAFETOW CARGO PROTECTION EXCLUSIONS:** For a complete list of exclusions, please refer to the certificate of insurance available at [repwest.com/products](http://repwest.com/products).

**SAFEMOVE AND SAFETOW VALUATION OF CARGO:** In the event of loss, the value of Cargo, including sentimental, irreplaceable, or other items of intrinsic value, will be determined as of the time of loss and will be the least of the following amounts:

- The actual cash value of Cargo;
- The cost of reasonably restoring Cargo to its condition immediately before loss; or
- The cost of replacing Cargo with property of like kind and quality.

**SAFEMOVE AND SAFETOW MEDICAL AND LIFE PROTECTION LIMITS:** Customer, Authorized Driver, and passengers are provided with the following medical and life protection limits as a result of an Accident.

Protection Limits:	Safemove Protection	Safetow Protection
Customer/Lessee Loss of Life	\$25,000	\$10,000
Authorized Driver/Passenger Loss of Life	\$15,000	\$5,000
Medical	\$1,000	\$500



**SAFEMOVE AND SAFETOW MEDICAL AND LIFE PROTECTION EXCLUSIONS:** There is no protection for death or injury resulting from: natural causes or underlying health conditions; persons riding outside the cab of the U-Haul Vehicle or passenger compartment of the Tow Vehicle; Impairing Substances; intentional, criminal, willful, wanton, or reckless acts; racing of any type; or if there is no valid or current U-Haul Equipment Contract. All Exclusions in Section 15 "Damage Waiver" apply to these Protections.

## 17. SAFEMOVE PLUS PROTECTION ("SAFEMOVE PLUS")

Safemove Plus is INSURANCE. Where available, Safemove Plus is OPTIONAL and only available for eligible Equipment. Safemove Plus includes third-party supplemental automobile liability protection up to \$1 Million inclusive of the MFR. The protection afforded by Safemove Plus pays first before Customer's own auto policies. Safemove Plus includes all protections provided by and exclusions to Safemove Protection and Damage Waiver. There is a \$0 deductible for any accidental damage to U-Haul Vehicles including collision with an overhead object. Customer and any Authorized Driver agree to all the benefits, exclusions, and terms and conditions as set forth herein and in the applicable policies which are available at [repwest.com/products](http://repwest.com/products). Purchasing this coverage may duplicate coverage provided by Customer's or Authorized Driver's Personal Auto, Renters, or Homeowners policies. Company and its employees are not qualified to evaluate any other insurance Customer or Authorized Driver may have. Company may retain a portion of the premium paid depending on the State or Province.

Customer agrees oral representations or agreements concerning supplemental insurance are not enforceable. To the extent Customer seeks to purchase supplemental insurance coverage, Customer has a duty to verify the supplemental insurance sought is included on the U-Haul Equipment Contract before taking possession of the Equipment.

**DUTY TO COOPERATE:** Customer's and any Authorized Driver's duty to cooperate is set forth in Section 13 above, applies to Safemove Plus, and is material to the decision to provide Safemove Plus.

**COMPANY RIGHT TO DEFEND:** Company's duty to defend is set forth in Section 12 above and applies to Safemove Plus.

**NO-FAULT BENEFITS:** No-fault benefits, if any, are set forth in Section 14 above and apply to Safemove Plus.

**UM/UIM PROTECTION:** UM/UIM protection benefits, if any, are set forth in Section 14 above and apply to Safemove Plus.

**INFORMATION PROVIDED TO COMPANY:** In order for Customer to rent Equipment from Company, Customer acknowledges Customer and any Authorized Driver are only using Equipment for Do-it-Yourself moving, and Customer's and any Authorized Driver's agreement to do so is material to the decision to provide Safemove Plus. Customer's or any Authorized Driver's failure to use Equipment solely for Do-it-Yourself moving is a Material Breach and may void any coverage and protection. Customer may be asked to provide certain required information and answer certain questions. The information and answers, and Customer providing honest and truthful information, is material to the decision to provide Safemove Plus. Customer's failure to provide honest and truthful information is a Material Breach and may void any coverage and protection.

## 18. PRIVACY POLICY; WEBSITE TERMS AND CONDITIONS

Customer agrees to the Privacy Policy, available at [uhaul.com/Legal/PrivacyPolicy/](http://uhaul.com/Legal/PrivacyPolicy/), and to all applicable terms and conditions when using [uhaul.com](http://uhaul.com), any affiliated U-Haul website, or the U-Haul mobile application. For the purposes referenced in the Privacy Policy and for the services being provided by Company, Customer and any Authorized Driver expressly consent to providing information, including Driver's License information, contact information, and biometric data.

Company utilizes facial recognition technology to identify Customer from the headshot photo provided by Customer. Use of this program and uploading these photos grants Company explicit consent to the use of this information for this purpose. Company will never sell this information nor use it for purposes other than to prevent fraud and protect Company and the public against the misuse of Equipment.

## 19. INDEMNIFICATION; LIMITATION OF LIABILITY

CUSTOMER SHALL INDEMNIFY, DEFEND, AND HOLD HARMLESS COMPANY, ITS PARENTS, AFFILIATES, AND EMPLOYEES AGAINST ANY AND ALL LIABILITY, CLAIMS, LAWSUITS, LOSSES, EXPENSES, AND DAMAGES OF ANY KIND OR DESCRIPTION (INCLUDING REASONABLE ATTORNEY'S FEES) RESULTING FROM CUSTOMER'S AND ANY AUTHORIZED DRIVER'S INTENTIONAL OR CRIMINAL ACTS OR FROM ANY VIOLATION OF THIS AGREEMENT. THIS PROVISION IS NOT INTENDED TO REQUEST INDEMNIFICATION FOR THE NEGLIGENCE, IF ANY, OF COMPANY. CUSTOMER AND ANY AUTHORIZED DRIVER AGREE NOT TO HOLD COMPANY LIABLE FOR DOWNTIME, MATERIALS, OR ANY CONSEQUENTIAL OR

INCIDENTAL DAMAGES RESULTING FROM THE USE OF EQUIPMENT, INCLUDING FAILURE OF EQUIPMENT TO OPERATE PROPERLY.

CUSTOMER AND ANY AUTHORIZED DRIVER UNDERSTAND AND AGREE COMPANY IS NOT A BAILEE OF CARGO AND COMPANY DOES NOT ACCEPT CONTROL, CUSTODY, OR RESPONSIBILITY FOR THE CARE OF CARGO.

## 20. MATERIAL REPRESENTATIONS; MATERIAL BREACH

Customer agrees all the information provided to Company for the purposes of this Agreement is true and correct, and any misrepresentation is a Material Breach of this Agreement and may void any coverage provided or purchased. Customer agrees that if Company or an affiliated entity obtains information A) of a Material Breach of this Agreement by Customer or any Authorized Driver; B) that Equipment is being used in violation of this Agreement; or C) that Equipment is being used in a manner that could reasonably impact the safety of Customer, any Authorized Driver, or the public, Company or its agent has the right to immediately terminate this Agreement, Customer's U-Haul Equipment Contract, and/or provide other Equipment (which may be at Customer's expense).

## 21. MODIFICATIONS TO THIS AGREEMENT

This Agreement may NOT be changed or altered by Customer except in a writing signed by a Company Officer. Company reserves the right to modify this Agreement at any time in its discretion.

## 22. NOTICE; CONSENT TO COMMUNICATIONS

Customer authorizes Company, its affiliates, and its agents to contact Customer regarding this Agreement at any provided email address or phone number (including by text message). Customer acknowledges text messaging charges may apply. Customer is responsible for providing Company with accurate contact information at all times. Customer may update their contact information through the U-Haul Mobile Application, at [uhaul.com/orders](http://uhaul.com/orders), or by contacting their U-Haul rental location. Customer may unsubscribe to non-transaction specific texts or emails by following the instructions communicated in the message.

## 23. ELECTRONIC SIGNATURE & RECORDS

Customer acknowledges and agrees the use of electronic signatures and electronic records shall have the same legal effect, validity, and enforceability as a handwritten signature (or "wet ink" signature) or use of a paper-based record-keeping system to the fullest extent permitted by applicable law.

## 24. SEVERABILITY

If any portion of this Agreement is deemed unenforceable by a court of competent jurisdiction, the remainder will remain enforceable.

**REPORT ALL CLAIMS TO: Repwest Insurance Co. at:**

- [uhaulclaims.com](http://uhaulclaims.com) • 1-800-528-7134
- P.O. Box 21748, Phoenix, AZ 85036-1748

**ROADSIDE  
ASSISTANCE**

**CUSTOMER  
RETURN 24/7**

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**U-Haul App**

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