Limitless Moving LLC

THE ARBITRATION PROCESS

Dear Moving Customer,

After filing a claim with the moving company and you are not satisfied with the settlement or were denied or you wish to dispute any freight charges that were billed/sent to you after delivery, you have an alternative course of action through our dispute resolution or arbitration process. The process is simple…
You may request arbitration (dispute resolution) after you have received a claim offer or denial by contacting the United States Movers Association and requesting that an arbitration initiation form be sent to you. You may request the form by calling or emailing our arbitration administration organization:

United States Movers Association
(623) 298-9158
7558 West Thunderbird Rd Ste 1-614 ● Peoria, AZ 85381
arbinfo@usmoving.org www.usmoving.org

What is Arbitration?

Arbitration is an informal process in which two parties present their views of a dispute to a neutral third party, an arbitrator, who will decide how the dispute will be resolved.

The Arbitration Hearing

Arbitration is conducted solely by written documents by mail and is called 'desk' arbitration. There is no need to attend a hearing or conduct the arbitration by phone. The United States Movers Association (USMA) acts as document administrator for both shipper and carrier in a dispute. They assist by gathering all pertinent documents and forwarding them to the American Arbitration and Mediation Organization (AAMO) in WV.

The Arbitration Decision

The decision of the arbitrator is final and binding. Binding means it can be submitted in a court of law if necessary. Arbitration is conducted by a neutral 3rd party, the American Arbitration and Mediation Organization. No attempt at contact should be made to AAMO. All correspondence is to go through the United States Movers Association. The decision will only be mailed to the Shipper and the Carrier from AAMO. USMA is not informed of the decision.

Summary of dispute settlement program:

We participate in a neutral arbitration program designed to give neither the carrier nor the shipper any special advantage. If a dispute arises between the carrier and the shipper Arbitration may be a mutually beneficial alternative to help resolve the dispute. Our arbitration process is a 'desk' arbitration so it is conducted completely by mail. The arbitration is conducted by a neutral 3rd party organization.

A. Applicable costs: Each party is responsible for their own costs associated with arbitration. Each party is responsible for 50% of the costs associated with securing the arbitrator which is $300 so each half is $150 and each party is responsible for 100% of their own expenses, if any, including but not limited to attorney fees if one is hired.

B. Legal effects: If the arbitration alternative is chosen, then any decision made by the arbitrator is binding.