

Terms of Service

Last Updated: November 2025

1. Overview

These Terms govern all services provided by Shining Star Enterprise LLC d/b/a MuvMate.

By booking with us, you agree to these legally binding terms.

2. Services Provided

We offer local moving, labor-only services, loading, unloading, and transportation within the United States.

3. Booking and Payments

Moves require valid payment information. A 1-hour minimum applies. Additional time is billed according to your quoted rates.

Payments are processed securely through Stripe or booking platforms such as TaskRabbit or GoShare.

4. Customer Responsibilities

You must:

- Provide accurate job details
- Ensure safe access at all locations
- Secure fragile and valuable items
- Notify us of specialty or heavyweight items
- Communicate building rules or parking limitations

5. Cancellations

Cancellations within 24 hours of the scheduled move may incur a fee.

6. Damage Policy

We utilize professional handling practices; however, we are not responsible for:

- Pre-existing damage
- Particle-board or fragile furniture
- Items not packed properly
- Electronics not boxed safely

Damage claims must be submitted within 48 hours of job completion.

7. Liability Limits

Our maximum liability is limited to \$0.60 per pound per item unless upgraded coverage is purchased.

8. Right to Refuse Service

We may refuse service if conditions are unsafe or if a customer behaves abusively.

9. Website Use

Users may not scrape, hack, disrupt, or misuse our website or branding materials.

10. Insurance

We maintain basic commercial insurance. Higher-value coverage may be available upon request.

11. Dispute Resolution

Disputes must be submitted to contact@muvmate.us and will be governed under the laws of Virginia.

12. Changes

We may update these Terms at any time. Continued use indicates acceptance.

13. Contact

Shining Star Enterprise LLC d/b/a MuvMate

Virginia, USA

Email: contact@muvmate.us