



Moving Your Vehicle: Important Tips

There are several critical items to consider prior to shipping your vehicle. Please review the following information carefully to ensure that you and your vehicle are fully prepared.

Should you have any questions, please contact your ReloTrans[®] coordinator.

Coordinator Communication and General Transport

- ✓ Please provide your ReloTrans coordinator with an active contact number for both pickup and delivery.
- ✓ Please notify your ReloTrans coordinator of any modifications made to your vehicle including but not limited to: camper shell, lift kit, vehicle lowered, oversized tires and/or rims.
- ✓ Please inform your ReloTrans coordinator if your vehicle is not in running condition as there is a separate process for transporting inoperable vehicles.
- ✓ Please remember that one set of all keys for the vehicle is required to be provided to the driver at pick-up.

Insurance/Registration

- ✓ Please do not cancel your car insurance policy as, in order to ship your vehicle, you must maintain your car insurance (at least comprehensive) active to cover 'Acts of God' and glass.
- ✓ Please ensure that no personal items are in the car at pick-up. Per the U.S Department of Transportation (DOT) rules and regulations, the transportation of personal items on a truck licensed only to carry vehicles is prohibited. Also, stored personal items will increase the overall weight of your vehicle and/or may cause damage during transit. Any items left in the vehicle are subject to removal upon inspection at state lines by the DOT, if they deem it necessary.

Vehicle Preparation

- ✓ Please wash your vehicle prior to pick up. This will allow a quick and fair inspection of your vehicle and will provide a more accurate comparison for the delivery inspection.
- ✓ Please remember to prepare your vehicle for any climate change. By replenishing coolants, transmission oil, anti-freeze and other fluids.
- ✓ Please have less than a ½ tank of gas in the vehicle at pick-up. The driver will need to drive vehicle on and off of the truck, therefore the tank should not be completely empty.



Vehicle Preparation, continued

- ✓ Please ensure that all alarms are disconnected or disabled. We are not responsible for any drained batteries due to an alarm that has not been turned off or disconnected.
- ✓ If you have a convertible, it is highly recommended that you transport your vehicle with a hard top as we are not responsible for ragtop damage.
- ✓ Please remove or fully retract all antennas prior to transport as these items are not covered if damaged due to lack of removal/retraction.
- ✓ Please remove any non-permanent racks such as bike, luggage, ski, etc.
- ✓ Please remove any personal items from your vehicle prior to transport (cell phones, GPS systems, radar detectors, removable radios, household goods, E-Z passes, etc.).
- ✓ Please remove any spoilers or other low hanging items as sufficient clearance is needed to ensure proper loading on the truck.
- ✓ Please ensure that any caps and/or canopies on pickup trucks are properly bolted as ReloTrans is not responsible for damage to these items.

Pick-up and Delivery

- ✓ Narrow roads, low hanging trees, overhead lines, specific traffic restrictions, etc. may prevent the car carrier direct access to your residence. If this occurs, the driver/dispatch may request that you meet the car carrier at a more accessible location (typically a large parking lot).
- ✓ You or your designated person/s must be present at the time of pick-up and delivery to complete the inspections.
- ✓ You or your designated person/s must sign the bill of lading/inspection report at both origin and destination.
- ✓ You or your designated person/s are responsible to confirm the vehicle's condition. This must be completed before the driver leaves the destination. Exceptions must be noted on the inspection sheet at time of delivery with the driver and please contact your ReloTrans coordinator immediately to report any damages or exceptions (at a minimum within 24 hours). Failure to call in damage notations on concealed damage may reduce carriers' liability.
- ✓ Once exceptions have been noted at the time of delivery with the driver, you will have 30 days from the day of delivery to submit 2 estimates and pictures of the damage along with a copy of the paperwork that was signed at origin and at destination. If this information is not received within 30 days your claim will not be processed.



Critical Reminders

- ✓ Please do not cancel your car insurance policy.
- ✓ Please ensure the following in advance of pick-up:
 - Remove all non-factory, non-permanent accessories including any racks
 - Ensure that your vehicle has less than a ½ tank of gas
 - Wash your vehicle
 - Remove all personal effects from the vehicle (inclusive of the trunk/storage area)
- ✓ You or your designated person/s must be present at the time of pick-up and delivery to complete the inspections.
- ✓ You or your designated person/s must sign the bill of lading/inspection report at origin and destination.
- ✓ You or your designated person/s are responsible to confirm the vehicle's condition. This must be done before the car carrier leaves the destination.

Please notify your ReloTrans coordinator (866.360.3022) with any questions or concerns regarding your vehicle shipment.