

Rules of the Road

Name _____

Registration or Cartage Ticket Number _____

Please review and initial all of the following:

_____ Atlas Transfer & Storage Co. or Allied Van Lines (both referred to as “carrier”) have the right to refuse service if: (i) customer does not agree to pay the costs of services to be performed; (ii) the goods are not ready for pack/load as required for transportation; or (iii) required documentation has not been completed properly and received by our office.

_____ By signing the **Order for Service**, customer agrees to be available on _____ for the packing/loading of the shipment **and** _____ for the window of delivery dates. It is standard for the company to contact you one day prior to the pack/load date to confirm the crew’s estimated time of arrival.

_____ Regardless of the size of the move, the carrier has the option to schedule loading on one, two or three days. Even if the customer is given a two or three day load spread, it is at the discretion of the driver if loading is completed in one, two or three days. The customer needs to be available during the entire load spread and they need to be prepared that loading may be completed on the first day of the spread.

_____ Customer also agrees to be available during the window of delivery dates. The driver will contact you prior to delivery to confirm the arrival time. If you are unavailable during the window of delivery dates, your shipment could go into storage at your expense.

_____ In the event of a delay at loading or at destination, Allied Van Lines compensates the customer \$100.00 per day for shipments over 3,500 pounds until the shipment is either loaded and/or delivered. For shipments under 3,500 pounds, the customer is reimbursed \$50.00 per day. Delay compensation begins on the last day of the delivery spread.

_____ Delays from a truck having a breakdown or mechanical issue are included in the delay claim compensation program. Whereas, delays from unexpected natural disasters, extreme weather conditions (earthquake, fire, ice, snow or wind) or delivery into storage are excluded from the carrier’s liability and not covered under the delay claim policy.

_____ Credit cards are processed 72 hours, or three business days, prior to the move date for the total cost of all moving and storage services.

_____ Charges for a debris pick-up range from \$300 to \$500, depending on the area and scope of your move. To schedule a debris pick-up after your move, please contact your Relocation Consultant or CSR.

_____ Additional charges will result for the packing and/or moving of items not on the survey inventory list.

_____ Customer acknowledges that **if** they have purchased Full Replacement Value Protection, the carrier liability for the shipment will be released at a value calculated by the weight of the shipment, or a value determined by the customer.

_____ Customer acknowledges that Basic Liability Protection only provides repair or replacement cost up to a maximum of \$.60 cents per pound per item.

- _____ All outstanding charges must be paid in full before a claim is processed.
- _____ Customer agrees that Allied Van Lines will not be responsible for crated items with pre-existing damage or weaknesses as noted by the crating company at origin.
- _____ If a shipment is delivered into a non-Allied Van Lines warehouse facility, customer acknowledges that the transit protection ends upon completion of the delivery. Our liability ends at delivery to a non-affiliated storage facility, including a self-storage unit, unless damages are identified at the time of delivery.
- _____ Carrier is not responsible for climatic effects on a shipment while in transit or storage.
- _____ Wine collections are perishable and susceptible to damage caused by atmospheric conditions. It is recommended that you personally transport wine or arrange for a third-party to ship in a climate-controlled vehicle.
- _____ Carrier does not recommend transporting firearms in the moving van. If firearms are transported, the Brady Bill requires the make, model and serial number on the inventory. Customer will need to initial the inventory acknowledging receipt at destination.
- _____ All packing and crating not performed by Allied Van Lines is considered packed by owner (PBO). Customer accepts liability for items in packed by owner cartons, or those packed by non-Allied Van Lines representatives. If cartons have been mishandled in transit, the damage must be documented on the delivery paperwork (Bill of Lading, Customer Check off Sheet or Household Good Descriptive Inventories) at time of delivery in order for the claim to be considered. Please do not dispose of or attempt to repair the item as all claims related shipping materials must be retained for inspection by a claims representative. Failure to document such information, or disposal of the claimed items, may void the item from any possible claim filing.
- _____ Carrier is not responsible for damage to the internal circuitry of electrical items. No claim for electronic components will be processed unless the carrier has caused external damage to the electronic component. Sensitive pieces of electronic or mechanical equipment can become loose internally without evidence of external damage or physical mishandling while in transit. This is caused from normal road vibrations during transit and is exempt from the carrier's liability under the rules and regulations filed with the ICC. In the absence of external damage and/or proof of negligence on the part of the movers, Allied Van Lines will not accept liability for electronic components.
- _____ Plastic totes packed by owner (PBO) should not weigh more than 40 pounds each. Be mindful of the goods placed in the totes – do not pack books or large heavy items.
- _____ Prior to the pack and/or load date, it is the responsibility of the customer to disconnect all electrical components, appliances and any items attached to the home. For a fee, the customer may request third party services to take care of the required disconnections.
- _____ Front load washing machines cannot be moved without the factory required stabilizers.
- _____ Carrier provided Important Information for Moves within California or the Rights and Responsibilities Booklet for Interstate Moving, as well as the DOT Moving Checklist and the Household Goods Dispute Settlement Program brochure.

Transportation Limitations

Movers are forbidden by law to ship or store the following items:

- Aerosol Cans
- Ammunition
- Automotive Repair and Maintenance Chemicals
- Bleach and Cleaning Supplies
- Butane or Propane Tanks/Bottles (even if certified empty)
- Cooking Oils and Vinegars (avocado, corn, olive)
- Combustibles, including Candles
- Fireworks
- Gasoline
- Herbicides and Pesticides
- Hazardous Materials
- Lighter Fluid and Matches
- Lithium-ion batteries, including Hoverboards
- Nail Polish Remover
- Oxygen Bottles/Tanks
- Paint and Paint Thinners
- Perishable Items
- Pressurized containers (aerosols, fuel, scuba tanks)

The following items are not covered under your valuation (transit protection) policy and should be taken with you personally:

- Checkbooks and Credit Cards
- Coins or Currency
- Collections (ex: Comic book, Stamp or Baseball card)
- Evidence of Debt or Deeds
- Important Documents (Birth Certificates, Passports, Social Security/Medicare Cards)
- Insurance, Medical, Property, School or Tax Records
- Jewelry or Watches
- Legal Documentation, including Wills and Trusts
- Plants
- Precious Stones
- Securities
- Wine Collections

Other items that we recommend you take with you on move day:

- Cell phones, laptops, tablets and all related chargers
- Items used to care for a child or individual with a disability
- Medications or medical devices

Please advise if your mattress has special handling instructions, such as being loaded flat.

Type of Mattress:

Notes:

Customer Signature

Atlas Transfer Rep. Signature

Date