



## OUR WRITTEN PROPOSAL TO KEEP YOUR MOVE ON SCHEDULE

The Allied On-Time Pledge<sup>SM</sup> tells you exactly when your possessions will be picked up and when they'll be delivered. Our special household inventory process and computerized tracking systems allow us to closely monitor your belongings in transit, so we stick to those scheduled dates. If we don't live up to our written proposal, we'll reimburse you for:

- Reasonable commercial lodging expenses
- 50% of reasonable food costs
- Other out-of-pocket living expenses as a result of the delay
- The "On Time" Pledge does not apply to moves within the State of California

So, relax and let us help reduce the stress of moving. With Allied's On-Time-Pledge<sup>SM</sup>, you'll feel right at home in no time.

### SUMMARY OF TERMS AND CONDITIONS

If Allied Van Lines fails to perform transportation services within the period of time indicated on the Bill of Lading and Order for Service (or on an addendum thereto), Allied will reimburse you, the shipper, for reasonable food costs, and other out-of-pocket living expenses resulting from the delay – up to 100% of the linehaul transportation charge, subject to the following notes:

**NOTE 1:** This item applies only to your shipment of household goods.

**NOTE 2:** This item applies only to shipments transported between points in the United States (except AK & HI); and between points in the U.S.A. and points in Canada.

**NOTE 2a:** This item will apply for shipments with weight or are rated at **3,500 pounds or more**.

**NOTE 3:** Late pickup reimbursement applies only at origin residence; it does not apply on shipments loaded from a warehouse where storage-in-transit (SIT) has been performed.

**NOTE 4:** Late delivery reimbursement does not apply on shipments delivered to a warehouse where SIT transit is to be performed.

**NOTE 5:** This item does not apply if you change the destination of your shipment.

**NOTE 6:** This item does not apply when delay is caused by conditions beyond Allied's control.

**NOTE 7:** Reasonable dispatch rules contained in 49CFR375.8 will apply to this item.

**NOTE 8:** This item applies only when you, the shipper, submit a written claim for reimbursement to Allied within 30 days after your shipment is delivered.

**NOTE 9:** Delay expense claims must be substantiated by receipts from commercial lodging and food service institutions. Receipts also are required for any other living expenses resulting from the delay.

**NOTE 10:** This item does not apply to any overflow portion of your shipment when the overflow weight, excluding the weight of motor vehicles, represents less than 20% of the total shipment weight and contains non-essential items (possessions not needed to maintain day-to-day housekeeping during the period of time between delivery of the main portion of the shipment and delivery of the overflow portion).

**NOTE 11:** This item does not apply to the late delivery of motor vehicles.

This proposal is in addition to any other claims settlement to which you may otherwise be entitled.

Remember On-Time-Pledge<sup>SM</sup> claims must be received in writing by Allied Van Lines within 30 days after delivery of your possessions.

Delay claims must be submitted in writing to:

Allied Van Lines/  
Claim Services Department  
P.O. Box 449  
Westmont, IL 60559  
1-800-470-2851 (Option 2)  
Fax 1-630-570-3270  
claims@alliedvan.com  
www.alliedvan.com

Note: In all correspondence to Allied, please include your shipment registration number and current address and telephone number(s) where you can be reached during the daytime hours.

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