

# ARROW AUTO TRANSPORTERS

## TRANSPORTATION PROCESS

### What to Expect ....

---

---

#### CONTRACT

---

---

READ YOUR CONTRACT CAREFULLY! AFTER SIGNING, THIS IS A LEGAL AND BINDING DOCUMENT.

---

---

#### PAYMENT METHOD

---

---

1. **For Deposit: Payment** can be made by *Visa, MasterCard, Money Order, Cashier Check* or by *Pay Pal*
2. **COD:** The remaining balance is due at delivery and the transport company will accept cash or certified funds (*i.e. Cashier Check & money orders*). The Driver **CANNOT** accept credit cards or personal/business checks.

---

---

#### WHAT YOU SHOULD KNOW ABOUT PICK UP & DELIVERY

---

---

1. **Dates:** Once we have a carrier assigned, we will call you with a pick up date & a delivery date. It normally takes 1-7 days to pick up a vehicle. The driver will call you 24 hours prior to pick up & delivery to set up a specific time and to get directions. If you *do not* receive a call from the driver, call our office the day of pick-up or delivery. *Please* keep in mind that due to conditions beyond our control (*i.e. inclement weather, world affairs*) the dates given are approximate times.
2. **At Pick-up:** Prior to leaving the vehicle with a driver, be sure you receive a copy of an “*Inspection Report*”. This report provides pick-up & delivery information, current mileage, and MOST IMPORTANTLY shows the condition of the vehicle at the time of pick up— pre-existing scratches, dents, cracked glass/mirrors, general paint condition, etc. Be sure to sign the condition report along with the driver and make sure the driver gives you a copy.
3. **At Delivery:** Inspect your vehicle SLOWLY & CAREFULLY and compare the condition & mileage to the “*Original Inspection Report*” provided by the driver at origination. ALSO INSPECT THE ROOF & UNDER FRONT & REAR BUMPERS. If there are inconsistencies, note them as exceptions & be sure the driver signs it. NEVER ACCEPT YOUR VEHICLE AT NIGHT IF YOU CANNOT VERIFY ITS CONDITION— without being viewed and signed by the driver, you have little recourse if damage occurred during transit.

---

---

#### IF DAMAGES SHOULD OCCUR... .

---

---

The majority of car transport experiences are worry-free, with your damage-free vehicle arriving at the estimated time. On occasion, a vehicle may become damaged in transit. If this should happen, note all damages on your inspection report (see item above), obtain the driver's signature and then contact the transport company. As a broker, all the companies we contract are required to carry insurance and we can provide you a copy of the insurance certificate. The insurance company then handles all the claims.