

# Oakley Relocation™

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PUC # T-190480 • U.S. DOT # 070851 • Federal ID # 26-2128650



**northAmerican**

An Interstate Agent for North American Van Lines

Name \_\_\_\_\_

Reg or Ctg# \_\_\_\_\_

## Rules of the Road

(Initial all)

\_\_\_\_\_ Customer agrees that they have received the Important Information Booklet for moves within the State of California, or Rights and Responsibilities Booklet for interstate moving services. Customer also agrees they received AMSA Arbitration Brochure.

\_\_\_\_\_ Customer agrees that if they have elected not to purchase extra transit protection, the carrier liability for the shipment is released at 60 cents per pound per article. All charges must be paid in full before a claim can be processed.

\_\_\_\_\_ Customer understands that if a shipment is delivered into any storage facility that is not a North American Van Lines warehouse, the transit protection will end upon completion of the delivery.

\_\_\_\_\_ Customer agrees that all packing and crating not performed by North American Van Lines is considered "PBO" – packed by owner. Customer accepts liability for items in PBO cartons, or those packed by non-North American Van Lines representatives. If cartons have been mishandled in transit, all claims related shipping materials must be retained for inspection by a claims representative.

\_\_\_\_\_ North American Van Lines is not responsible for internal circuitry of electrical items shipped. No claim for electronic components will be processed unless the carrier has caused external damage to the electronic component.

\_\_\_\_\_ Customer agrees North American Van Lines will not be responsible for crated items with pre-existing damage or weaknesses as noted by the crating company at origin.

\_\_\_\_\_ North American Van Lines has the right to refuse service to any customer if (1) the customer does not agree to pay the costs of services to be performed; (2) if the goods are not ready for pack/load as required for transportation; or (3) if required documentation has not been completed properly & received by our office.

\_\_\_\_\_ North American Van Lines is not responsible for climactic effects on customer's goods while in storage or in transit.

\_\_\_\_\_ Charges are run on your credit card 72 hours prior to your move. Or cash, certified check at time of delivery.

Consult the web page [www.oakleyrelocation.com](http://www.oakleyrelocation.com).

\_\_\_\_\_

Customer Signature

\_\_\_\_\_

Consultant Signature

\_\_\_\_\_

Date

White Copy: Oakley Relocation™ – Canary Copy: Customer



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