



Rules of the Road

Customer Name: _____

Registration or Cartage Ticket Number: _____

Please review and acknowledge all of the following:

_____ Oakley Relocation LLC or North American 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.

_____ Registered moving services from carrier, but with “will” advise dates, is valid for 60 days.

_____ The following changes may impact, and likely increase, the price: (i) the load or delivery date changes; (ii) the weight changes; (iii) the delivery city/state/zip code changes; (iv) additional packing or un-packing services are needed; (v) items not on the survey inventory list are moved; or (vi) the moving quote of “will advise” dates exceeds 60 days.

_____ Prior to booking, customer has advised the company if proof of COVID-19 vaccination is required at either origin or delivery. This requirement could impact the pricing.

_____ Carrier must be advised of building requirements such as: COVID-19 vaccination, elevator/loading dock reservations or certificate of insurance.

_____ 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 also prepared that loading could be completed on the first day of the spread.

_____ Customer agrees to be available during the window of delivery dates. The driver will contact you the day prior to arrival in the destination city to advise you of arrival time for the following day. If you are unavailable during the delivery window, the shipment could go into storage at your expense.

_____ Identifying and securing storage at destination could be a challenge and carrier will not accept liability if destination storage is not confirmed. It is the customer’s responsibility to arrange for this storage, with payment handled directly by you and the storage provider.

_____ In the event of a delay at loading or at destination, carrier compensates the customer \$100.00/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/day. Delay compensation starts the night of the last day of the delivery spread if a shipment does not deliver. Shipments delivered to storage do not qualify for delay compensation.

_____ 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 CSR.
- _____ Customer acknowledges that if they have purchased Full Replacement Value Protection, carrier liability for the shipment will be released at a value calculated by the weight of the shipment, or a higher value if requested by the customer. Note that all outstanding charges must be paid in full before a claim is processed.
- _____ Customer acknowledges that Basic Liability Protection only provides repair or replacement cost up to a maximum of \$.60 cents per pound per item.
- _____ Customer agrees that 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.
- _____ If a shipment is delivered into a non-North American 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, and or a wine collection, is 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 to be recorded on the inventory. Customer will initial the inventory acknowledging receipt at destination.
- _____ All packing and crating not performed by carrier is considered packed by owner (PBO). Customer accepts liability for items in packed by owner cartons, or those packed by non-carrier representatives. If cartons have been mishandled in transit, the damage must be documented on the delivery paperwork (BOL, Check off Sheet or Household Good Descriptive Inventories) at the time of delivery in order for the claim to be considered. Do not dispose of or attempt to repair the item as all claims related shipping materials must be retained for carrier inspection. Failure to document such information, or disposal of the claimed items, may void the item from a 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 exempt from carrier liability under the ICC rules and regulations. In the absence of external damage and/or proof of negligence from the movers, carrier 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.
- _____ Electrical components, appliances and items attached to the home must be disconnected. For a fee, ask your CSR to schedule a third party service to assist.
- _____ Front load washing machines cannot be moved without the factory required stabilizers.

Transportation Limitations

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

- Aerosol Cans
- Ammunition
- Automotive Repair (Including Car Batteries) and Maintenance Chemicals
- Bleach and Cleaning Supplies
- Butane or Propane Tanks/Bottles (even if certified empty)
- Cooking Oils and Vinegars (ex: Avocado, Corn or Olive)
- Combustibles, including Candles
- Fireworks
- Gasoline
- Herbicides and Pesticides
- Hazardous Materials
- Household Batteries
- Lighter Fluid and Matches
- Lithium-ion Batteries, including Hoverboards
- Nail Polish and Nail Polish Remover
- Oxygen Bottles/Tanks
- Paint and Paint Thinners
- Perishable Items
- Pressurized containers (aerosols, fire extinguisher, fuel or scuba tank)

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:

Mattress Notes:

Customer Signature

Oakley Relocation Rep. Signature

Date