



---

**Rules of the Road**

---

Customer Name: \_\_\_\_\_ Registration/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.
- \_\_\_\_\_ By signing the **Order for Service**, customer agrees to be available on **all** of the following days \_\_\_\_\_ for the packing/loading process and **all** of the following days \_\_\_\_\_ for the delivery window. It is standard for customers to be contacted one business day prior to the move, typically in the afternoon, to confirm the arrival time.
- \_\_\_\_\_ Regardless of the size of the move, the carrier has the option to schedule loading on one, two or three days. These days are within the agreed upon dates noted above. Depending on the scope of the move, the driver determines the amount of days needed to complete the loading process. As documented on the **Order for Service**, customer must be available during the entire load spread, and also be prepared that loading could be completed in one day.
- \_\_\_\_\_ 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.
- \_\_\_\_\_ It is the customer’s responsibility to arrange for storage at destination; payment is handled between the customer and the storage provider at destination. Carrier will not accept liability if destination storage is not secured by the customer. Please provide the delivery location to the carrier once the storage facility is confirmed.
- \_\_\_\_\_ Payment for moving services is due at the start of the packing and loading process. For customers using credit cards, our office processes payments 72 hours, or three business days, prior to the move date for the total estimated cost of all moving services. Please note that the driver prefers not to be involved in the collection process, and for safety reasons does not want to be responsible to transport cash or a cashier’s check.
- \_\_\_\_\_ 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.

- \_\_\_\_\_ 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.
- \_\_\_\_\_ 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 on the part of the movers, North American 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.
- \_\_\_\_\_ 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 Signature**

---

**Date**