

Rules of the Road

Customer Name: _____

Registration/Cartage Ticket: _____

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, are valid for 60 days.
- _____ The following changes may impact, and likely increase, the price: (i) the load or delivery date changes; (ii) the weight increases from changes to inventory of items being moved; (iii) the delivery city/state/zip code changes; (iv) additional packing, crating, third-party 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 exceed 60 days.
- _____ Depending on the type of move and estimate provided, a rate reduction may result if the weight of the shipment is less than weight used to calculate the move cost. Please note the refund will not be dollar for dollar, as the first thousand pounds loaded on the truck is more expensive than the last thousand pounds.
- _____ 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. 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 contacts the customer the day prior to his arrival in the destination city to advise of the arrival time for the following day. If a customer is unavailable during the delivery window, the shipment could go into storage at the customer’s expense.
- _____ 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. 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.

- ____ Monthly storage and valuation charges are based on the actual weight of the shipment. Pricing for all local storage pick-ups, including packing or third-party services, is finalized off of exact services provided and reconciled to the estimate after the move has been completed.
- ____ It is the customer's responsibility to arrange for storage at destination, with payment to be handled by the customer and the destination storage provider. Carrier will not accept liability if destination storage is not secured by the customer. Provide the delivery location to the carrier once the storage facility is confirmed.
- ____ 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.
- ____ Charges for a debris pick-up range from \$350 to \$650, depending on the area and scope of your move. To schedule a debris pick-up after your move, please contact your CSR.
- ____ Valuation levels to protect your household goods:
 - Full Value Protection – Carrier liability for the shipment is released at a value calculated by the shipment's weight, or a higher value if requested by the customer.
 - Waiver of Full Value Protection – Covers repair or replacement cost up to a maximum of \$0.60 cents per pound, per article.
 - All outstanding charges must be paid in full before a claim is processed by the carrier.
 - Refer to [Your Rights and Responsibilities When You Move](#) for further explanation.
- ____ Customer agrees that carrier will not be responsible for crated items with pre-existing damage or weaknesses as noted by the crating company at origin.
- ____ 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.
- ____ Plastic totes packed by owner 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.

- ____ 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 or proof of negligence on the part of the movers, carrier will not accept liability.
- ____ If a large item does not fit out the front door of the home (or any door), carrier is unable to transport this item. At delivery, carrier is not responsible if a large item does not fit through any doorway (or garage door). Further, large items that do not fit, or pivot safely, within stairways or elevators will be delivered only to lower, accessible levels.
- ____ 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.
- ____ 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

It is illegal for a carrier to transport hazardous materials, defined by items that are flammable, explosive, combustible, corrosive, poisonous, infectious or radioactive. It is the customer's responsibility to remove all hazardous materials from the shipment, as outlined below:

- Acids, Adhesives or Solvents of any kind
- Ammonia, Bleach, Chemicals, Cleaning Supplies, Disinfectants and Liquid Cleaners
- Ammunition, Firearms (Undeclared or Loaded) and Gun Powders
- Automotive Repair Items (Anti-Freeze and Car Batteries)
- Batteries – Wet, Non-spillable, Dry and Lithium (Hoverboards and E-Bikes)
- Battery Packs and Battery Chargers
- Butane or Propane Tanks/Bottles (even if certified empty)
- Camping Equipment (Stove or Kerosene Lantern), Charcoal Briquettes and Firewood
- Combustibles, including Candles, Explosives and Fireworks
- Cooking Oils and Vinegars (ex: Avocado, Corn, Olive; and Essential Oils)

- Fertilizers, Insecticides, Herbicides, Pesticides, Pest Control Products and Poisons
- Gasoline, Gas Cans and Petroleum Fluids
- Illegal Items and Illegal Substances
- Kerosene, Lighters/Lighter Fluid and Matches
- Liquids, including Alcohol, Carbonated Drinks and Wine
- Perishable Items, including Food and Plants
- Pressurized Containers/Tanks (Aerosol Cans, Fire Extinguisher, Fuel, Oxygen or Scuba)
- Refrigerant Gases and Welding Gases
- Swimming Pool Chemicals
- Paint, Paint Thinners and Removers; Nail Polish and Nail Polish Remover
- Shellac and Varnishes
- Wood Treatment Products (Sealants, Stains and Varnishes)
- Other Household Items: Dry Ice, Hand Sanitizer, Light Bulbs and Smoke Detectors

The following items are not covered under the valuation (transit protection) policy and should be taken with the customer or shipped by other means:

- Checks, Credit Cards, Coins, Currency/Money, Gold/Silver and Negotiable Instruments
- Computer Back-up Systems (Hard Drives) and Software Licenses
- Financial Documents, including Evidence of Debt, Deeds and Securities (Stocks/Bonds)
- Furs, Gems, Jewelry, Watches and Precious Stones
- Insurance, Medical, Property (Appraisals), Receipts, School or Tax Records
- Legal Documents, including Wills and Trusts
- Identification Items (Birth Certificates, Drivers Licenses, Passports, SS/Medicare Cards)
- Manuscripts
- Medications
- Valuable Collections (Coin, Comic book, Stamp or Baseball Card)

Other items recommended to be transported with the customer on move day:

- Cell phones, iPads, laptops, tablets and all related chargers
- All medications, medical devices and items to care for a child or individual with a disability

Please advise if your mattress has special handling instructions, such as being loaded flat.

Type of Mattress & Notes:

Customer Signature

Carrier Signature

Date