

## Terms and Conditions

T& J Auto Transport is a licensed and bonded broker, who will do everything possible to arrange pick up and delivery within the time frame you have requested. However, a specific date or time cannot be guaranteed. On the average, the pick up time is between 5-7 days from the day the order is placed. Routes that are considered out of ordinary could take 7-10 days or longer for scheduled pick up. Your T & J Auto Transport representative will be able to give you those time frames when booking your order. Once your vehicle has been assigned to a truck, our Customer Service Department will contact you with more specific pick up and delivery dates. Therefore, it is imperative that we have correct phone numbers of the persons at the pick up and delivery points. Please provide us with all numbers such as home, work and cell phones of the person responsible for handing over the vehicle at origin and accepting delivery of the vehicle at destination.

Pick Up and delivery dates are estimates and CANNOT be guaranteed. T&J Auto Transport and /or their drivers will under no circumstances be held liable for non usability or non availability of a vehicle or reimburse any claims for rental cars.

If you have a question regarding your move or need a status update, please feel free to contact Customer Service via email or by calling our toll free number 1-866-397-6320.

All service is door to door, as long as it is allowed for a car carrier truck to enter your residential area for pick up and delivery. If a car carrier truck is not allowed in the area, he will ask that you meet him at a nearby parking lot, where the loading and unloading can be safely accomplished.

### VEHICLE PREPARATION:

1. Assure that the vehicle has proper levels of anti/freeze, oil, coolant, transmission, water and brake fluids.
2. Make sure the vehicle contains no more than a ¼ tank full of fuel.
3. Make sure that the vehicle is clean enough to enable a proper inspection of the vehicle.
4. All personal effects are to be removed from the vehicle.
5. Disarm the alarm system and provide the driver with instructions and information regarding the arming and disarming of the security system. Keys to the alarm system must be provided.
6. Remove any loose or protruding accessories from your vehicle.
7. If your vehicle has a leak, you must inform the driver accordingly, to enable him to assure that the vehicle is loaded on the bottom level of the trailer to avoid leakage onto another vehicle. Any fluid leaks, which may damage the vehicles running condition, are solely the responsibility of the car owner. Car Owners can be held liable for damages to the Environment or to any other cargo loaded on the same carrier caused by fluid leaks. T&J Auto Transport or their appointed carriers will not be held responsible for damage caused by leaking fluids, battery

acid, cooling system antifreeze solution or industrial fallout. (It is always suggested that whenever possible, leaks should be repaired prior to shipment or the fluid be drained and the car transported as inoperative.)

#### NON RUNNING/IN OPERATIONAL VEHICLE

Non-running/In Operative vehicles will not be accepted for shipment with out prior approval. There is an additional charge for inoperative vehicles. Non Running vehicles must have tow hooks or a tow bar in place, roll forward and in reverse, steer and brake properly.

For non running/wrecked vehicles, which do not met the above criteria; your T&J Auto Transport Representative will be able to provide you with appropriate rate for your location.

Drivers will take the utmost care in loading and unloading non operational vehicles. However, damages, if incurred during the loading and unloading are not a transport damage and therefore, non operational vehicles are shipped at the owners risk.

#### INSURANCE

You car is fully insured during the overland transportation, in case of a transport damage as per carriers/truckers liability and cargo insurance. A joint inspection will be performed at time of pick up and delivery. In the case of transport damage, the damage **MUST BE NOTED ON THE BILL OF LADING AT TIME OF DELIVERY**. Claims made after delivery, will not be accepted. You will need to notify T&J Auto Transport of the damages, the day of delivery, or if after normal business hours, no later than the next business day. You will be required to obtain 2 estimates for the repair of the damages and submit them to T&J Auto Transport within 15 days after delivery with your signed copy of the Bill of Lading. On all claims, only the actual cost for the damage caused by the driver will be allowed. Claims for damages are submitted to the Carrier by T&J Auto Transport on your behalf and are usually finalized within 30 days. In case an Insurance Underwriter requests a survey to be accomplished, the car owner or agent must make the vehicle available.

**PLEASE REVIEW THE ABOVE CAREFULLY. IF BY CHANCE YOUR AUTO WOULD HAVE FREIGHT/SHIPPING DAMATE- IT MUST BE NOTED ON THE BILL OF LADING AT TIME OF DELIVERY. BOTH THE CUSTOMER AND THE DRIVER MUST SIGN IT!! IF THERE IS A PROBLEM WITH REGARD TO THE MATTER, THEN CALLING OUR OFFICES PRIOR TO ACCEPTING THE AUTO.? IF THIS FORMAT IS NOT TAKEN WE CANNOT ALLOW OR FILE ANY TYPE OF DAMAGE CLAIM.**

IF A SECOND PARTY ON YOUR BEHALF TAKES DELIVERY, PLEASE ADVISE THEM OF THE ABOVE DETAILS.

The Transporter and T&J Auto Transport will not be liable for:

Damages caused by "Acts of God" such as hail, tornadoes, storms, earthquakes etc.

Mechanical defects of the engine/transmission, dead batteries, exhaust systems, electrical systems, power windows, seats etc., clutch, brakes alignment, suspension or tuning of the vehicle.

Claims for pre-existing damages or loss due to normal wear and tear will not be accepted.

Convertible tops that are old, loose, torn have visible wear or if air can enter the passenger compartment of the vehicle, must be secured and protected by the owner prior to transportation. Claims for damages to convertible tops will not be accepted.

Claims for windshield pits or chips will not be accepted. If a windshield is broken or shattered while in transit, the insurance will cover such damage, as long as it is determined transport damage, by the insurance underwriter. However, road pits, chips or spider cracks are not considered transport damage and will not be admitted. Pre existing chips or crack damage, which may spread during transport and also in inclement weather, will also NOT be accepted as transport damage.

Missing accessories such as radios, speakers, face plates etc. if not listed as being present on the Carrier Bill of Lading, at time of pick up.

#### CHARGES/PAYMENTS

1. All orders booked, will require a deposit. However, the deposit will not be charged until we actually schedule a transport. The balance due is payable to the carrier upon pick up or delivery. Payment is to be made with certified funds. Cash, Cashiers Check or Money Order.
2. In the event an order is cancelled the following will apply:
  - a. If an order has NOT been assigned to a driver, there will not be a fee.
  - b. If the order has been assigned to a driver, the cancellation fee will be the amount of the deposit plus a 5% processing fee of any amount refunded to your credit card.
3. Our customer service department will provide you with the anticipated pick up and delivery dates.

If a truck is sent to pick up the vehicle and it is not made available for pick up, for any reason, a dry run charge will apply of \$250.00. A transporter is not required

to wait to pick up a vehicle or to deliver a vehicle. If you make a special arrangement with the driver for him to wait until the vehicle is ready, any fees accessed, will be between you and the driver and made payable solely to the driver, either at the time of pick up or at time of delivery.

\*\* Please note: This \$250.00 dry run fee, is in addition to the normal quoted shipping rate.

4. If a carrier cannot make delivery of the vehicle to the consignee at destination the vehicle will be taken to the closest terminal as designated by T&J Auto Transport and/or the Carrier. All terminal/storage fees, COD's and any other possible additional trucking charges will be made payable to T7J Auto Transport, either via cash, cashiers check or money order, before release of the vehicle can be made.

I certify that I am the legal owner or agent of the vehicle being shipped, am the responsible party and am of legal age to enter into this agreement. I hereby agree to the Terms and Conditions as listed and by proceeding with the order, is evidenced of having read and agreed to all the Terms and Conditions without exception.

Upon signing and submitting your order, makes these Terms and Conditions, as noted within pages numbered 1 through 3, in effect and binding. Any changes can only be amended in writing by T&J Auto Transport, LLC

I acknowledge I have read and understand the Terms and Conditions provided above.

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Signature

Please fax signed Terms and Conditions to (843)757-6752.