



✓ before you book your move

- Automobile must be operable. If not, additional fees or methods may apply.
- Must provide an active phone number where you can be reached throughout the automobile relocation process.
- Please advise relocation specialist of any modifications made to automobile; for example, 4x4 lift kit, camper shell, lower clearance; spoilers, fairing, air dams, and/or other low hanging items should be removed, or sufficient clearance must be assured to facilitate loading on the rail and truck ramps. Any damage caused by a low-hanging item hanging up, catching on, or scraping on the rail and truck ramps shall be denied.
- Automobile cannot have any obvious fluid leaks. For positioning purposes, please notify our office of any known or potential fluid leaks.
- Automobile cannot exceed seven feet in height and must have a minimum of four inch ground clearance to safely load and unload.
- Driver side door and window must work properly.
- Automobile must have working brakes. A manual transmission automobile must also have a working emergency brake.
- Battery must be secure in the mounting bracket.
- Make sure that both your pick-up and drop-off locations are tractor-trailer accessible. A 75 to 80 foot truck must be able to maneuver to and from each address.
- One set of ALL keys for the automobile must be provided.
- We pickup Monday through Saturday and deliver 7 days a week. We do not deliver after dark unless absolutely necessary to ensure that the automobile inspection can be as thorough as possible.

✓ prepare your automobile for relocation

- To facilitate origin inspection, present automobile in clean condition. A thorough report and inspection of automobile prior to transport will be made by carrier.
- Gas tank must have minimum of 1/4 tank, but no more than 1/2 tank of fuel. If your automobile is transported internationally, via a port, it requires less than 1/4 tank, or it will be refused. Please note, carriers sometimes need to reposition automobiles on the transporter which can result in additional mileage and fuel consumption.
- All alarm systems must be disconnected, disabled or turned off. If special instructions are required to start an automobile or to disarm an alarm, please advise Reindeer or the carrier. Reindeer or the carrier is not responsible for drained batteries as a result of an alarm that has not been properly turned off.
- All antennas must be fully retracted or removed.
- All exterior spare tire covers grill covers, or car covers must be removed. Caps, canopies or other such items on pickup trucks must be properly bolted to the bed of the truck to ensure safe delivery. Vinyl or canvas tonneau covers must be either rolled (retracted) and locked or removed.
- Remove any luggage, bike, ski racks, bug shields or any other items not permanently attached to the vehicle.
- All personal belongings must be removed (standard items such as the jack and spare tire are acceptable). Do not leave or pack anything in your automobile. The DOT prohibits the carrying of personal items on a truck licensed only for transporting automobiles. Neither Reindeer Auto Relocation nor the carrier shall be responsible for anything loose inside the automobile including but not limited to mobile phones, radar detectors, removable radios, sunglasses, EZ Passes, etc. Stored items also increase the overall weight which may result in damage during transport. Non-compliance can result in removal of items by the DOT during inspection at state lines.
- Plants, hazardous materials and firearms are forbidden by law to be transported.
- Automobile needs to be prepared for any climate; add coolants, transmission fluid, antifreeze and other fluids. Neither Reindeer nor the motor carrier shall be responsible for damage caused by Acts of God or nature which result in different climatic conditions. The best protection is to prepare automobile for both trip and destination climates.

✓ automobile inspection before and after move (no exceptions)

- You or your designated representative must be present for inspection at the time of pick-up and delivery.
- You or your designated representative must sign the bill of lading and condition report at both origin and destination.
- You or your designated representatives are responsible for confirming your automobile's condition. This must be done before the driver leaves the destination.
- Automobile condition exceptions must be noted on the bill of lading.