



DID YOU KNOW...

1. It is a DOT regulation that car carrier drivers are not allowed to transport vehicles with ANY personal belongings inside.
2. A multi-car carrier is longer and taller than a household goods moving van.
3. Your vehicle is most likely transported on a multi-car carrier that is making other pick-ups and deliveries along the way to your destination.
4. Delivery estimates (instead of a specific time/date) are given because of factors the driver does not control. Some examples include: traffic, weather, the time needed at others stops, etc.
5. We have staff on-call 24 hours a day. Our office is open 7 a.m. - 8 p.m. EST Monday through Friday. We are open 8 a.m. - 5 p.m. EST on Saturday. Call 800-428-0589 if at any point you have a question or concern.
6. Drivers are required to only deliver in daylight hours. Occasionally he may reach your destination after daylight hours but he will be asked to hold the car until the next morning so he can deliver during daylight. This allows for an thorough and accurate inspection to take place at that the time of delivery.
7. Your vehicle must have no more than half a tank of fuel or the driver may elect not to transport the vehicle for safety precautions. Gas can also be siphoned during the relocation if necessary. There are multiple reasons for this with one being weight issue/restrictions. (* 1/4 tank if going to or from a port)
8. If you are not available to take delivery, please attempt to provide a person who is able to meet the driver. Otherwise we will need to place the vehicle in storage and have it re-delivered which could include additional charges.
9. Due to other stops the driver needs to make, he is not able to adjust your pick-up or delivery time. When he calls in advance to announce the time, it is important that someone is available.
10. If the booked Long Haul carrier is not able to arrive during the scheduled pick-up time or if the carrier is too large to reach your address, a local flatbed transport company may be contacted to assist us until the Long Haul carrier can load the vehicle for the remaining part of the move.
11. Please remove your EZ Pass. Even if it's in the glove box it could activate and charge you.

***Please notify Reindeer if any vehicle you are having transported has a convertible top or any other top that is not the normal painted surface. Also, please notify us of any after factory modification like a roof rack, tonneau cover, lift kit, etc.

