



Reindeer Auto Relocation's Load Agreement

We are pleased to have been chosen to arrange transportation of your vehicle to your new location. We are providing you with the following which includes details as to your vehicle(s) transportation, an explanation of the normal procedures for shipping vehicles, and the terms and conditions under which your vehicle(s) will move.

Please review the information below on your upcoming relocation and contact us as to any necessary changes.:

Order #:

Vehicle year, make, model

Equipment: Open or Enclosed transport are both transport options

Pickup Date: can be a window or 1 specific day

Projected Delivery Date: this delivery window will be discussed with you by your relocation coordinator

A carrier will contact you prior to your vehicle's pickup and delivery in order to provide you with confirmation regarding the arrival time of the driver to load or unload your vehicle. If you have any urgent questions or concerns, please call 800-548-6860. We have someone on call 24 hours a day, 7 days a week. Once your vehicle is delivered, we will call you to make sure you are satisfied with our service. In the unfortunate event that there is a problem with your vehicle, please contact us within 24 hours of delivery so we may address your problem while the order is current.

IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE PROCEDURES FOR THE SHIPMENT AND THE TERMS AND CONDITIONS OF THE CONTRACT APPLICABLE TO YOUR SHIPMENT. REINDEER WILL UNDERTAKE THE ARRANGEMENTS IN ACCORDANCE WITH THE PROCEDURES AND TERMS SET FORTH BELOW. PLEASE UNDERSTAND THAT ANY PROPOSED OR REQUESTED CHANGES TO THE TERMS OR CONDITIONS REQUIRE THE WRITTEN APPROVAL AND CONSENT OF BOTH THE ABOVE ACCOUNT AND REINDEER PRIOR TO THE SHIPMENT.

We appreciate having this opportunity to serve you. If there are any questions you may have, please do not hesitate to call me at the phone number below or e-mail me at schoan.nahre@reindeerauto.com. Please refer to the order# 26119 in your phone call or e-mail.

Sincerely,

Reindeer Auto Relocation (800) 548-6860

Please confirm your receipt of this document and we encourage you to read it in its entirety. If you have any questions, please contact Reindeer's representative identified above. You may click on the "Reply" and return your confirmation of the specific details and request for Reindeer to provide for your shipment as well as your receipt of the terms and conditions covering that shipment. By subsequently tendering your vehicle(s) to the assigned carrier or transporter, you acknowledge acceptance of those terms and conditions. As an alternative, you may fax this form back to (317) 829-3581. Please return this form before your vehicle is loaded so that we know you have received the procedures, instructions, terms and conditions.

FACTS FOR TRANSFEREES REGARDING YOUR VEHICLE MOVE

- **FOR DOMESTIC TRANSPORTS:** Delivery of your vehicle includes weekends and evenings. Your vehicle will be loaded on a car carrier along with other vehicles being delivered to other destinations. Delivery times fluctuate depending on the miles between your beginning and ending destination, the scheduling of car carriers in your area, the proximity to other vehicles being delivered on the same carrier, weather, and unforeseeable events such as traffic accidents and carrier break downs. Vehicles moving with enclosed carriers can take up to 21 days to deliver due to the supply of enclosed trailers available. Your patience is appreciated with regard to your delivery date.
- **FOR INTERNATIONAL TRANSPORTS:** Transit times are as quoted by your quality assurance representative. Shipments to and from Alaska, Hawaii, and Canada are treated as international transports.
- Drivers are instructed to phone prior to pickup or delivery. This will give you a more accurate time of his or her arrival. It is helpful if Reindeer has all phone numbers including cell phones available for the person responsible for releasing or accepting the vehicle. This person must be available for contact at all times.
- If your vehicle arrives at your destination prior to your arrival, storage at a local facility can be arranged for an additional fee due prior to delivery. Reindeer will make an effort to secure the lowest rate possible for storage fees if they would incur.
- Reindeer asks that you give us 72 hours notice on any change regarding your pickup date. There could be additional charges if changes are presented in less than 72 hours.
- Vehicles may be loaded and/or delivered to hotels, offices, parking lots, residences, etc. Deliveries to Canada must deliver to a bonded warehouse and not directly to a residence. Please decide what is best for you and we will give you door-to-door service. Most car carriers are larger than household goods vans. There is an occasional problem with maneuvering large car carriers in some residential and downtown areas. If you reside in a location that is not easy for a semi-truck to access, advise us and we can arrange for a more suitable and safe location - usually a large, open area.

- Thoroughly review the inspection report provided by the driver at the time of loading. The report details any and all current scratches, rust spots, dents, paint chips, etc. on your vehicle. A clean vehicle enhances the accuracy of the inspection report.
- There is an additional fee for inoperative vehicles. This would include but not be limited to vehicles that do not start, do not stop, do not steer, do not brake or do not stay charged. Keys will be required for all inoperable vehicles. If your vehicle is deemed inoperable at the time of pickup (based on any of the prior listed factors), and arrives after the provided delivery window, no rental compensation will be provided. This is due to the vehicle being transported being unable to be driven.
- Upon delivery, you are responsible for a thorough inspection of your vehicle. If damage is observed, you must write a clear description on the bill of lading or inspection report. Please contact Reindeer within 24 hours of delivery at 800-548-8430 to report a problem.

VEHICLE INSPECTION REQUIREMENTS

- You or your assigned representative must be present for the inspection at time of pickup and delivery.
 - You or your assigned representative will be asked to sign the bill of lading or an inspection report at both origin and destination. If you refuse to sign the inspection report, the driver may not take possession of or release your vehicle and any claims may be subject to challenge for incomplete paperwork.
 - You and your assigned representative are responsible for a thorough inspection of your vehicle upon delivery. You must complete the inspection before the driver departs.
 - If any damage is observed, you or your assigned representative must write a clear and specific description of such damages on the bill of lading or inspection report.
 - If there is any reason in which a thorough inspection cannot be performed at the time of delivery, you or your assigned representative must annotate this on the signed bill of lading or inspection report. You must make all reasonable efforts to conduct an inspection.
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INSURANCE AND CLAIMS

- Reindeer Auto Relocation is a vehicle relocation broker that uses qualified carriers across the United States to provide service for major corporations or individual transferees. All of the carriers that are utilized by Reindeer must submit proof of insurance. This insurance covers damage caused by accident or changes in the vehicle's condition which is a result of mishandling by the carrier.
- The below "Preparing Your Vehicle for Transit" information is intended to protect your vehicle from damage. Damages brought about by the vehicle's owner as a result of his/her lack of preparing his/her vehicle for transportation are excluded under the "Terms and Conditions" which is a part of the bill of lading/inspection report. Please review all terms and conditions carefully.
- Your automobile insurance should be in effect during transportation to cover any Acts of God or Nature including but not limited to hail, floods, or other severe weather conditions or possibly any of the other exceptions to the carrier's liability.
- The carrier is required to provide you with coverage for loss of damage to your vehicle for the value in accordance with the National Auto Dealers Association (NADA) up to a maximum of \$100,000. If you

should need additional valuation, you must address that request with Reindeer Auto Relocation prior to the vehicle being loaded and subject to Reindeer Auto Relocation agreeing to obtain that coverage for you.

- The valuation or insurance coverage does not cover any claims for consequential damages including any claim for diminution in value or loss of value after repairs have been made.
- Claims may only be recognized by the carrier if the covered physical change in condition exists at destination and had been noted by you on the vehicle inspection report or bill of lading at destination.
- A claim will not be honored for any pre-existing condition or for damage caused by a pre-existing condition.

PREPARING YOUR VEHICLE FOR TRANSIT

- In order to better facilitate origin inspection, please present the vehicle to the carrier in clean condition. This allows a thorough evaluation of the vehicle prior to transporting. It is not necessary or recommended that a complete detail be performed prior to the move. Just make sure the vehicle has been washed and is clean.
- Your gas tank should be at least 1/4 but no more than 1/2 full. If your vehicle is being transported internationally or to HI, AK or PR, via a port, it must be less than 1/4 to 1/8 tank or it will be refused by the shipline. Carriers will sometimes have to reposition your vehicle on the transporter to load and unload other vehicles resulting in additional mileage.
- Antennas should be lowered or removed. Temporary antennas such as but not limited to cell phone or CB radios should be removed.
- The U.S. Department of Transportation (DOT) requires that the carrier be provided with one set of all keys for the vehicle, including the ignition, trunk, and glove box keys. If the vehicle can be accessed without a remote, please remove any remote from the key that is provided to the carrier.
- Alarms should be turned off. If there are special instructions required to start a vehicle 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 turned off.
- Remove any luggage, bike, ski racks, bug shields, or any other items not permanently attached to the vehicle.
- Make sure your vehicle is prepared for any climate. Add coolants, transmission oil, antifreeze, and other fluids. Neither Reindeer nor the motor carrier shall be responsible for damage caused as a result of Acts of God or Nature which result in different climatic conditions. Your own auto insurance should remain in place to cover such incidents. The best protection is to have the vehicle prepared for both the trip and climatic conditions at destination. For positioning purposes on the transporter, please notify our office of any known fluid leaks.
- 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.
- 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.
- Do not leave or pack anything that will remain in your vehicle for the duration of its transport. Neither Reindeer nor the carrier shall be responsible for anything loose inside the vehicle including but not limited to cell phones, radar detectors, removable radios, sunglasses, EZ Passes, etc. The DOT prohibits the carrying of personal items on a truck licensed only for transporting vehicles. Stored personal items can also increase the overall weight of your vehicle which could cause damage during transport. Non-compliance could result in removal of items upon inspection by the DOT at state lines.

Reindeer Auto Relocation (Reindeer) General Terms & Conditions

1. Customer represents that he or she is the owner or the agent for the owner of the vehicle to be transported and by his or her signature on the other side hereof or by tendering the vehicles to the carrier/transporter assigned by Reindeer hereby authorizes Reindeer to act as the "Broker" (as that term is defined under the Interstate Commerce Act) for arranging for the transportation of the vehicle from origin to destination as the shipper under a contract with the transporter. You will be known as the consignor and/or consignee. Customer authorizes Reindeer to enter into any contract or bill of lading with a Transporter for the purpose of providing the services requested by the customer, subject to the terms and conditions herein.
2. Customer understands that the broker is acting on behalf of the customer and that any transporter providing service requested of the broker shall be solely liable for any and all damages to the vehicle subject to the terms herein. Upon Reindeer's obtaining the transporter to provide such services, customer releases Reindeer from any further obligation herein and shall hold it harmless and blameless from any and all claims from cargo related damages.
3. Owner/customer is obligated to ensure that the vehicle being transported has been serviced properly and completely in anticipation of the elements involved in the transportation, that it is roadworthy, that it is filled with antifreeze and other necessary fluids, and that it is equipped with properly inflated tires. Customer shall be liable for any special charges incurred by transporter for loading, unloading, or storing the vehicle until delivery caused by any failure of owner/customer to comply with its obligations herein or for otherwise not having the vehicle prepared for transport.
4. Signing the transporter's bill of lading/inspection report and/or the receipt at destination without noting any damage shall be evidence of satisfactory delivery of the vehicle free of any damage. Inspect your vehicle front and back, top to bottom, and note any change in condition from the condition at origin before signing your name when receiving your vehicle.
5. Reindeer, as a broker, is not liable for damages caused by or occurring during the possession of the vehicle by the transporter. The transporter is liable for any damages occurring to the vehicle while in its possession subject to the specific exceptions noted below. *If damages occur during transport for which the transporter is liable, Reindeer will assist you in processing your claim against the transporter provided that you advise Reindeer within 24 hours of delivery of your vehicle at destination. Notwithstanding the foregoing at Reindeer's sole discretion, Reindeer may settle any claim with the customer subject to the customer transferring all rights and title to any claims, which it might have, to Reindeer and granting Reindeer the sole right of subrogation against the transporter and/or other party causing said damages.
6. As a condition of recovery, any unpaid claim must be made to the transporter with a copy to Reindeer Auto Relocation within nine (9) months after either the day you accept the delivery or if the vehicle is not delivered for any reason, then from the delivery date which had been scheduled. No Lawsuit may be brought after two years and one day from the date when notice is given in writing to the customer that the claim or any part of it has been disallowed.

TRANSPORTER WILL NOT BE LIABLE FOR ANY OF THE FOLLOWING

1. External damage to your vehicle caused by leaking fluids, either from your vehicle or any other vehicle on the transporter including but not limited to the cooling system, transmission fluid, battery acid or oil or for any industrial fall out. This includes any rust, oxidation, discoloration, or corrosion.
2. Antennas that do not retract to less than three (3) inches above the hood or fender of the vehicle being transported or any accessories attached to the outside of the vehicle, such as but not limited to spoilers, luggage racks, etc.

3. Loss, theft, or damage to any items left in the vehicle. In addition, since the interior of the vehicle is not inspected by the carrier, the carrier is not responsible for reported interior damage.
4. Any mechanical damage including but not limited to GPS systems, tape players, CD players, DVD players, radio or other sound or video reproducing, transmitting, or receiving equipment.
5. Mechanical functions involving and including but not limited to the engine, electrical system including battery systems and batteries for electric and/or hybrid vehicles, exhaust assembly, alignment, suspension, brakes, transmission, frame, tires, rims, wheels, or tuning of vehicle being transported.
6. Damage which is undetectable due to vehicle's dirty condition at the time of pickup or due to being transported until reaching destination. In addition, damage which is undetectable due to improper lighting (night time) or accumulation of snow on vehicle.
7. Damage caused by road pebbles or other road objects such as but not limited to glass damage or paint chips.
8. Prior normal wear and road use such as but not limited to small scratches, paint chips, scuffs, abrasions, and parking or curb barrier damage. This also includes the under body of the vehicle.

Exceptions for damage must be noted at time of delivery and signed by Driver and Receiver.

The Reindeer Quality Care Department (800-548-8430) must be contacted within 24 hours of delivery to report the damage noted to initiate the claim process.