



# Did you know?

- ✔ It's highly recommended by Reindeer, and supported by the DOT, that no personal items be transported inside the vehicle.
- ✔ A multi-car carrier is longer and taller than a household goods moving van preventing it from making the same tight turning radius to maneuver out of most compact spaces.
- ✔ Your vehicle is most likely transported on a multi-car carrier that's making other pick-ups and deliveries along the way to your destination.
- ✔ Delivery estimates (instead of a specific time/date) are given because of factors outside the driver's control. Some examples include traffic, weather, the time needed at other stops, etc.
- ✔ 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.
- ✔ Drivers are required to deliver only during daylight hours. Occasionally, they will reach your destination after daylight hours but will be asked to hold the car until the next morning to deliver during daylight. This allows for a thorough and accurate inspection to occur at the time of delivery.
- ✔ We ask that your fuel level not exceed half tank or the driver may elect not to transport the vehicle due to safety precautions and/or weight restrictions. Fuel can be siphoned during the relocation, if necessary. Vehicles delivering to a port will not be loaded if the fuel level exceeds ¼ tank due to port restrictions.
- ✔ If you're not available to take delivery, please arrange for a person to meet the driver. Otherwise, we will place the vehicle in storage and have it re-delivered, which could include additional charges not covered by your relocation benefits.
- ✔ Due to other stops the driver needs to make, they aren't able to adjust your pick-up or delivery time. When they call in advance to announce the time, someone must be available.
- ✔ If the booked long-haul carrier is unable 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 until the long-haul carrier can load the vehicle for the remaining part of the move.
- ✔ Please remove your EZ/Toll Pass. Even if it's in the glove box or center console it could activate and charge you.

*\*\*Please notify Reindeer if any vehicle you're transporting has a convertible top or any other top that isn't the normal painted surface. Also, please notify us of any after-factory modifications like a roof rack, tonneau cover, lift kit, etc.\*\**