



reindeer

auto relocation

real. personal. service.

Car Wash: In order to expedite origin inspection by your carrier, please provide the vehicle in clean condition. This allows for quick and fair evaluation of the vehicle prior to shipment, and establishes the standard for condition of delivery.

Antennas: Antennas should be lowered or removed. Temporary antennas for cell phones or CB radios should also be removed.

Keys: U.S. Department of Transportation requires that one set of all keys for the vehicle be provided to the carrier, including the ignition, trunk, and glove box keys.

Alarms: Alarms should be turned off for transport. If there are special instructions required to start a car in order to disarm the alarm, please inform your Reindeer coordinator or the carrier picking up your car. Reindeer is not responsible for drained batteries resulting from an alarm that has not been turned off.

Racks: Remove any luggage, bike, or ski rack that is not permanently attached to the car.

Cracked Glass: Should the vehicle glass have a nick, scratch, chip, crack, or other imperfection, Reindeer will not be responsible for damage caused by any pre-existing condition.

Climate: Make sure your car is prepared for any climate. Replenish coolants, transmission oil, anti-freeze and other fluids, as needed. Reindeer is not responsible for preventable damage caused by Acts of Nature.

Spoilers: Spoilers, fairing, air dams or other low hanging items should be removed, or sufficient clearance assured, to expedite loading on the rail and truck ramps.

Caps/Canopies: Caps and canopies on pickup trucks must be properly bolted to the box of the truck to ensure safe delivery.

Personal Items: Do not leave or transport anything valuable in your vehicle. Reindeer Auto Relocation is not responsible for anything loose inside your car, including cell phones, radar detectors, removable radios, household goods, sunglasses, etc. The U.S. Department of Transportation (DOT) prohibits the carrying of personal items on a truck licensed only for carrying automobiles. Stored personal items can also increase the overall weight of your vehicle, and could cause damage during transport. Any items left in the vehicle are subject to removal upon inspection at state lines by the DOT.

Locations: Make sure that both your pickup and drop-off locations are tractor-trailer accessible. A 75-80 ft. truck must be able to maneuver to and from each address.

Pickup/Delivery Times: Be sure that you have chosen locations that allow someone to be present between the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday.

Contact Times: Be sure contact persons are available by phone between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday, and be sure that the phone numbers you provide are direct lines to those persons. Cell phones are usually the best. Pagers or voice mail numbers cannot be accepted.