



Dear Valued Customer:

CHIPS TOWING & TRANSPORT SERVICE, is proud to have been selected as your vehicle transportation company. Your vehicle will be transported by an open car carrier to its destination. We will do our best to insure your vehicle is transported safely and efficiently.

ORIGIN: Whenever possible, a flatbed truck or open car carrier will be used to pickup your vehicle direct from residence or business. Dependent upon the area and circumstances, a flatbed truck with a wheel lift dolly may be used. In either case, the drive wheels of your vehicle will be off the ground. The vehicle will be transported to our terminal where it will then be loaded on a multiple car carrier.

A vehicle inspection report/Bill of Lading should be completed by the truck driver for each vehicle and must be signed by both the driver and the shipper or shipper's agent. A copy of the report will be left with the shipper upon pickup of the vehicle.

Chips Towing & Transport Service requires the vehicle to be clean for the original physical inspection. If the vehicle is not clean, Chips Towing & Transport Service cannot assume responsibility for scratches, dings, dents, etc. that cannot be viewed during inspection of the vehicle.

We prefer that no personal effects are left in the vehicles. Any articles left in the vehicle, are transported with the vehicle at the shipper/owners risk. Any items left in the vehicle must be limited to 100 lbs. **Maximum. Chips Towing & Transport will not be responsible for personal items left in any vehicle.**

If possible, after market vehicle alarm systems should be disconnected, pull out radios and mobile phones are to be removed or placed in the locked position. Screw off antennas should be removed, power antennas must be in working order so they can be lowered for transport. This should all be done prior to pick up of the vehicle.

Given a 1 week notice, your estimated time of delivery, coast to coast, is 7-14 days and delivery to and from Florida is 4-7 days from the date the vehicle is made available for transport by the shipper. Please note that Monday through Friday qualifies as working days. Weekends and Holidays are excluded from normal pickup and delivery service.

However, special arrangements can be made in advance for weekend pickup and drop off service.

PAYMENT – Personal Check: Chips Transport Service **MUST** receive full payment or ½ of your shipping cost three (3) weeks prior to your pick up date, to reserve your order. Any remaining balance must be paid in **FULL** @ pick up or destination with Cash, Cashiers Check, Official Check, or Postal Money Order. All Florida Airport Terminal destinations must be paid in **FULL** before delivery. Master Card/Visa: Payment must be paid in **FULL** and a 3% administration fee will be added to your transport cost.

Upon delivery of your vehicle, a final inspection should take place with driver and again signed off by the shipper or shipper's agent. Signing the Bill of Lading at the time of delivery will constitute a satisfactory delivery - if you have any exceptions or damage, it **MUST** be noted on the Bill of Lading / Inspection Reports. If your vehicle arrives in the evening or has road grime on it, and you are unable to properly inspect the vehicle, please sign the Bill of Lading and indicate "unable to inspect properly."

INSURANCE– Chips Transport Service will insure your car while it is in our care and custody. When your vehicle is loaded on the car carrier and taken to its destination, it will be insured under the car carrier's insurance coverage. If there is any damage to your vehicle, at that time, we will give you the carrier's insurance information so you can file a claim with them directly. You will be responsible for filing your own claim. If you do have a damage claim, please contact Chips Towing & Transport Service office immediately. You will be instructed to obtain photographs of the damage, get 2 estimates of repairs from independent body shops, (not new car dealerships). In addition, you **MUST HAVE** copy of the inspection which was completed at destination with the damages noted. Chips Towing & Transport Service reserves the right to request a third estimate from a body shop they recommend. If necessary, an independent automotive damage appraiser will be called in to review the claim. Rest assured, we will do everything possible to assure that your vehicle will arrive safely.

If you should have any questions prior to shipment or delivery of your vehicle, please feel free to contact our office Monday through Friday 8:00 a.m. - 6:00 p.m. at:

1-800-427-CHIP (2447)