

## **Will my car be shipped?**

Your CB Bain relocation consultant will be connecting you with the movers for household goods AND/or your car as soon as possible. A move coordinator will be assigned to you. This person will help you select services (if needed) and can answer any questions you may have throughout the entire process. Your move coordinator will help you understand your pickup, shipping and delivery options and will work with you to schedule load and delivery times.

## **How long will it take to ship my car?**

Your delivery date is usually determined by distance. Typically, carriers can deliver most domestic auto shipments in 8 to 10 business days. The delivery spread for your auto transport move will be clearly listed on your bill of lading.

## **Can I put personal items in the vehicle?**

Sorry! Personal items are not allowed inside the vehicle during the move. Personal items that you leave in the vehicle are not typically the responsibility of the carrier. We are authorized, at our discretion, to inspect the inside of your vehicle at any point during your move and to remove any personal items found.

## **Can I move high-value, luxury or antique vehicles?**

Yes, we can accommodate many specialty shipping needs. Be sure to let your sales representative or move coordinator know if your vehicle falls into one of the following categories:

- Over 25 years old
- Modified with a lift kit, dually wheels, cab lights, camper shells or oversize tires
- Modified to over 75 inches in height or 220 inches in length
- Weighing more than 5,000 pounds
- Inoperable vehicles.
- Exceeds \$60,000 in book value

Before loading, make sure you ask your sales representative or move coordinator about the options available for moving your specialty vehicle.

## **What if I am not available on the delivery date?**

We strongly recommend that you be there to accept your vehicle. If that is not possible, you may have a trusted adult representative accept delivery. Please be aware that an inspection is performed and a bill of lading must be signed to confirm condition and delivery of your vehicle. It is important for you or your representative to thoroughly inspect your vehicle and be sure its condition is accurately documented at both pickup and delivery.



### **Can you guarantee a pickup and delivery date?**

Yes, we can help you set a firm deliver-by date. As your move coordinator for your options in the unlikely event of a delivery after the agreed-upon delivery date printed on your bill of lading.

### **What if my vehicle does not run?**

Motor Vehicles which, due to their mechanical condition, in the sole judgment of carrier is not safe or practical be transported cannot typically be moved.

### **What is the difference between open-sided and enclosed transport?**

Open-sided auto transport is often a preferred mode of transport for many moving customers because it's typically less expensive than enclosed transport. Enclosed transport is typically recommended for movement of high-value vehicles to better shield the vehicle from dust, debris, and weather. Enclosed transport can be a good choice for a luxury or antique cars.