

This guide contains information you will need to know in order to ensure your vehicle shipment goes smoothly. If you have any questions, please contact your Service Agent at Service@CarsArrive.com or by calling 877-825-4142.

General Guidelines:

- **The vehicle must be in good operating condition. The vehicle must start, have steering and brakes. If you have a manual transmission, a working emergency brake is required.**
- All doors and windows must work properly.
- The vehicle will be picked up and delivered locally on an open flatbed or carrier. CarsArrive does not use "wheel-lifts" or "tow" trucks.
- Please advise us if you have made any modifications to your vehicle such as 4x4 lift kits, camper shell, or vehicle lowered, any after-market equipment that may affect ground clearance or overall dimensions of the vehicle, etc.

Scheduling:

- Please do not schedule your vehicle pick up on the day of your departure flight. This will prevent pick up scheduling from interfering with your flight plans.
- CarsArrive will try to accommodate your schedule for the pick up and delivery. Our terminals do require a 2 to 3 hour window for pick up and delivery. You must be available for the entire window of time.
- If you have an alternate person releasing or accepting your vehicle after the order is setup with us, we need authorization prior to pickup and/or delivery. The person you assign to act as your agent must be over the age of 18 and have identification.
- Notification of the cancellation or postponement of a confirmed pick up or delivery must occur at least one day prior to the scheduled date. Please be aware that the cancellation or postponement of a confirmed pick up or delivery on the same day as scheduled is subject to a cancellation fee.
- You will receive a call to schedule a window of arrival for your pick up on the day or evening prior to the pick up date that you arranged with your CarsArrive Agent.
- Upon the arrival of your vehicle at the designated delivery terminal, CarsArrive will call you to schedule the delivery.

Preparing Your Car for Shipment

- Please make sure the vehicle has no obvious fluid leaks (oil, fuel, brake fluid, transmission fluid, etc.). By DOT regulation, CarsArrive cannot transport any vehicle leaking fluids.
- The vehicle must be clean for an accurate origin physical inspection. Failure to provide a clean vehicle decreases the ability to perform a proper inspection. A basic exterior rinse off is all that is necessary. CarsArrive does not recommend having your vehicle "detailed" prior to shipping as your vehicle is subject to the same road conditions (dirt, dust, road grime, salt) as it would if you were driving. Your detailing dollars will be much better spent if you wait until the car is at your new destination before having any detailing done.
- We prefer the gas tank have no more than (1/2) tank of fuel.
- All alarm systems must be disconnected, disabled, or turned off. If your vehicle has a factory-installed alarm, please include the key "fob" so that we may turn off the alarm if it is engaged during the shipping process. Any after market alarm system must be completely disabled prior to shipping.
- If your vehicle is equipped with a GPS tracking system (such as OnStar), please notify your service provider that your vehicle is being transported. This will eliminate your receiving false theft reports.
- All antennas must be fully retracted or removed.
- All engine components (i.e. battery, air filter cover, fluid tank caps) must be properly secured.
- The spare tire and jack must be properly secured.
- **Please remove all personal belongings** (except standard vehicle items such as the jack and spare tire) from your vehicle. Non built-in radios, cassette decks or CD players, car phones, garage door openers, E-Z Pass transmitters, cassettes, CDs, loose change, etc. should be removed. **CarsArrive is not responsible for any personal items left or any items that are lost or damaged.**

- Please remove exterior spare tire cover, grill covers, car covers, after market sunroof visors, or any other exterior accessories that may become loose or dislodged during shipping.
- Plants, pets, firearms and all hazardous materials are forbidden by law to be transported.
- You must provide one set of ALL keys (doors, trunk, ignition, glove box) for the vehicle.
- Non-permanent luggage, bike, or ski racks must be removed.
- Prepare your vehicle for the new climate. This may include engine coolant, transmission fluid, fuel, washer fluid, and other fluids.

Vehicle Inspection Requirements

- You or your assigned representative must be present for the inspection at time of pick-up and at delivery.
- At the time of pick up, the CarsArrive representative will perform a complete inspection on the exterior of your vehicle with you. Any existing damage will be noted on the CarsArrive Inspection Document.
- CarsArrive does not inspect or inventory the interior areas of the vehicle and will not be responsible for any interior damage unless it can be shown to be the direct result of negligent handling during the shipment process.
- You will be asked to sign the Inspection Document at both origin and destination.
- Upon delivery of your vehicle, you are responsible for confirming that your vehicle's condition is the same as when it was picked-up.
- **ANY new damage MUST be noted on the destination Inspection Document at time of receipt of your vehicle. Any damage reported after receipt that was not noted on the Inspection Document, is subject to denial.**