

Pick Up & Delivery Instructions

At Time of CAR PICK UP:

- The Designated Pickup Contact and your driver from the car transport service should inspect the vehicle.
- Make sure to do this PRE-Inspection in a well-lit area. You should also keep the bill of lading paper handy, that is, your receipt and Condition Report.
- The Vehicle Condition Report, also known as the **Bill of Lading**, should be filled out. It must be signed by both the driver and the pickup contact. Each keeps a copy.
- Take many pictures and/or videos with the driver if possible.

At Time of CAR DELIVERY:

- The Designated Delivery Contact and Driver will do a final inspection of your vehicle.
- In this POST inspection, you walk around the vehicle and verify that it is in the same condition as it was at pickup.
- Have a damp towel ready to clean the bare dirt off your vehicle to verify "dirt vs. damage." When shipping your car long distance, it is not uncommon for your vehicle to get dirty on the road. Therefore, a gas station with a carwash after delivery is always an excellent first stop.
- If the carrier causes any damage(s), it must be marked on the **Bill of Lading**
- No claims can be processed without a carrier signature on the **Bill of lading**
- You and the carrier will both sign the condition report and keep a copy.

If There is Damage:

- On the condition report, any damage caused by the covered driver should be noted. It should also be signed by the driver as their fault before they are paid.
- Take pictures and once they mark it on the paperwork and sign it. You must keep this copy for your records and ask the driver where to file the claim. Each carrier has its own procedures for its insurance policy.
- After you receive your car from the transport service and complete your paperwork with the carrier notify your agent at **Slap Auto Transport** so we can update your file and assist you in any way possible.
- If for any reason you do not have or get a carrier-signed **Bill of Lading** or Condition Report after your vehicle has been delivered showing the damage on the report with the carrier's acknowledgment it is impossible to get your claim filed. It is up to you and/or your pickup and delivery contacts to make sure your carrier is following this procedure. If they are not following this procedure, unless special arrangements are made that specify otherwise, contact your Agent at Mercury Immediately.

