

Rules of the Road

Customer Name: _____

Registration Number: _____

This document establishes expectations and customer responsibilities while providing important disclosures to help ensure a successful moving process.

Please review and acknowledge the following:

- _____ Oakley Relocation LLC or North American Van Lines (both referred to as “carrier”) have the right to refuse service if: (i) customer does not agree to pay the costs of services to be performed; (ii) the goods are not ready for pack/load as required for transportation; or (iii) required documentation has not been completed properly and received by our office.
- _____ Registered moving services from carrier, but with “will advise” dates, are valid for 60 days.
- _____ The following changes may impact, and likely increase, the price: (i) the load or delivery date changes; (ii) the weight increases from changes to inventory of items being moved; (iii) the delivery city/state/zip code changes; (iv) additional packing, crating, third-party or un-packing services are needed; (v) items not on the survey inventory list are moved; or (vi) the moving quote of “will advise” dates exceed 60 days.
- _____ By signing the moving contract, customer agrees to be available on **all** of the following days _____ for the packing/loading process and **all** of the following days _____ for the delivery window. It is standard for customers to be contacted one business day prior to the move, typically in the afternoon, to confirm the arrival time.
- _____ Regardless of the size of the move, carrier has the option to schedule loading on one, two or three days. These days are within the agreed upon dates noted above. Depending on the scope of the move, the driver determines the number of days needed to complete the loading process. Customer must be available during the entire load spread, and also be prepared that loading could be completed in one day.
- _____ Customer acknowledges that if the self-packing is not completed when the carrier arrives on the scheduled move date, the customer will be responsible for additional packing and material costs required to complete the move. Refer to the **Packing Services Disclosure** for an estimate of the costs for this service.
- _____ Customer agrees to be available during the window of delivery dates. The driver contacts the customer the day prior to his arrival in the destination city to advise of the arrival time for the following day. If a customer is unavailable during the delivery window, the shipment could go into storage at the customer’s expense.
- _____ Payment for moving services is due at the start of the packing and loading process. For customers using credit cards, payment is processed 72 hours, or three business days, prior to the move date for the total estimated cost of all moving services. The driver prefers not to be involved in the collection process, and for safety reasons does not want to be responsible to transport cash or a cashier’s check.

- ____ Carrier is not responsible for any items left at the residence after loading has been completed. Before the driver departs, the customer, or a designated representative with decision-making authority, must complete a final walk-through to verify that all items have been loaded. Areas to check include, but are not limited to, closets, cabinets, drawers, attics, basements, garages, sheds, patios, outdoor areas and any storage locations. Arrangements to pick up and deliver items left behind will be at the customer's expense. If there is a second pick-up location, the same policy applies.
- ____ At origin, if a large item cannot fit out the front door or other available exit, carrier is unable to move the item. Likewise, if the item cannot be safely maneuvered or pivoted through an exit path, carrier will be unable to move it.
- ____ At destination, carrier is not responsible if a large item cannot fit through the entrance of the home, garage or other intended delivery area. Further, large items that cannot fit or be safely maneuvered through hallways, stairways or elevators will be delivered to the nearest accessible lower level.
- ____ To verify receipt of all items at destination, customer is responsible for checking off each inventoried item on a customer **Check-Off Sheet**, which the driver will provide. Any missing items must be identified on the paperwork at the time of delivery. Without such exceptions, carrier will not accept liability for missing items claimed at a later date.
- ____ Customer is responsible for noting any damage or property-related concerns at the time of service on the applicable loading or delivery documentation.
- ____ Valuation is the level of protection a customer selects for their belongings during the move. It establishes the carrier's liability for loss or damage.
 - Valuation options for your household goods include:
 - Full Value Protection – Carrier liability is released at a value calculated by the shipment's weight, or a higher value if requested by the customer.
 - Waiver of Full Value Protection – Carrier liability is limited to \$0.60 per pound, per article.
 - Once loading begins, the selected valuation option cannot be changed.
 - Valuation protection ends upon completion of delivery to a non-affiliated storage or warehouse facility, including a self-storage unit, unless damages are identified at the time of delivery.
 - Refer to [Your Rights and Responsibilities When You Move](#) for additional explanation.
- ____ All packing and crating not performed by carrier is considered packed by owner (PBO). Customer accepts liability for items in packed by owner cartons, or those packed by non-carrier representatives. If cartons have been mishandled in transit, the damage must be documented on the paperwork at the time of delivery in order for the claim to be considered.
- ____ Customer agrees that carrier will not be responsible for crated items with pre-existing damage or weaknesses as noted by the crating company at origin.
- ____ If there is a claim, do not throw away any of the items damaged and retain the containers if the item was packed. Do not repair any items prior to a claims inspection unless instructed by the carrier.
- ____ All outstanding charges must be paid in full before a claim can be processed by the carrier.

- ____ Carrier is not responsible for climatic effects on a shipment while in transit or storage.
- ____ Wine, and or a wine collection, is perishable and susceptible to damage caused by atmospheric conditions. It is recommended that you arrange for a third-party to ship wine in a climate-controlled setting.
- ____ Carrier does not recommend transporting firearms in the moving van. If firearms are transported, the Brady Bill requires the make, model and serial number to be recorded on the inventory. Customer will initial the inventory acknowledging receipt at destination.
- ____ Carrier is not responsible for internal damage to electrical or mechanical items unless there is external damage or evidence of negligence. Internal components may become loose or damaged from normal road vibrations during transit, which is excluded from carrier liability under ICC rules and regulations. In the absence of external damage or proof of negligence on the part of the movers, carrier will not accept liability.
- ____ In the event of a delay at loading or at destination, carrier compensates customer \$100.00/day for shipments over 3,500 pounds until the shipment is either loaded and/or delivered. For shipments under 3,500 pounds, customer is reimbursed \$50.00/day. Delay compensation starts the night of the last day of the delivery spread if the shipment has not been delivered. Shipments delivered to storage do not qualify for delay compensation.
- ____ Delays resulting from unexpected natural disasters, extreme weather conditions (including earthquakes, fires, ice, snow or wind) or delivery into storage are excluded from the carrier's liability and are not eligible for compensation under the delay claim policy.
- ____ Plastic totes packed by owner should not weigh more than 40 pounds each. Avoid packing books, tools or other heavy items in plastic totes.
- ____ Electrical components, appliances, and items attached to the home must be disconnected or detached before the movers arrive. For an additional fee, a third-party service provider can perform these services.
- ____ Front load washing machines cannot be moved without the factory required stabilizers.
- ____ Monthly storage and valuation charges are based on the actual weight of the shipment. Pricing for all local storage pick-ups, including packing or third-party services, is finalized from exact services provided and reconciled to the estimate after the move has been completed.
- ____ It is the customer's responsibility to arrange for storage at destination, with payment to be handled by the customer and the destination storage provider. Carrier will not accept liability if destination storage is not secured by the customer. Provide the delivery location to the carrier once the storage facility is confirmed.

Customer Signature

Carrier Signature

Date

Revised October 2026

Policy Regarding Transportation of Hazardous Materials

Customer acknowledges that it is illegal for movers to transport hazardous materials, including items that are flammable, explosive, combustible, corrosive, poisonous, infectious or radioactive.

As such, customer understands that the following items are not permitted in the moving van:

- Acids, Adhesives or Solvents of any kind
- Ammonia, Bleach, Chemicals, Cleaning Supplies, Disinfectants and Liquid Cleaners
- Ammunition, Firearms (Undeclared or Loaded) and Gun Powders
- Automotive Repair Items (Antifreeze and Car Batteries)
- Batteries – Wet, Non-spillable, Dry and Lithium (Hoverboards and E-Bikes)
- Battery Packs and Battery Chargers
- Butane or Propane Tanks/Bottles (even if certified empty)
- Camping Equipment (Stove or Kerosene Lantern), Charcoal Briquettes and Firewood
- Combustibles or Flammable Items, including Candles, Explosives and Fireworks
- Cooking Oils and Vinegars (ex: Avocado, Corn, Olive; and Essential Oils)
- Fertilizers, Insecticides, Herbicides, Pesticides, Pest Control Products and Poisons
- Gasoline, Gas Cans and Petroleum Fluids
- Illegal Items and Illegal Substances
- Ink Cartridges from Printers
- Kerosene, Lighters/Lighter Fluid and Matches
- Liquids, including Alcohol, Carbonated Drinks and Wine
- Perishable Items, including Food and Plants
- Pressurized Containers/Tanks (Aerosol Cans, Fire Extinguisher, Fuel, Oxygen or Scuba)
- Refrigerant Gases and Welding Gases
- Swimming Pool Chemicals
- Paint, Paint Thinners and Removers; Nail Polish and Nail Polish Remover
- Shellac and Varnishes
- Wood Treatment Products (Sealants, Stains and Varnishes)
- Other Household Items: Dry Ice, Hand Sanitizer, Light Bulbs and Smoke Detectors

Customer Signature

Carrier Signature

Date

Policy Regarding Jewelry, Important Papers and Collectibles

Customer acknowledges that valuables, important papers and collectibles should not be packed or transported in the moving van, as these items are not covered under the carrier's valuation policy. Claims for loss, missing items, alleged theft or damage involving these items will not be accepted or honored under any circumstances.

As such, customer understands that the following items are not permitted in the moving van, and the carrier will not be held liable in the event of damage or loss:

- Checks, Credit Cards, Coins, Cash/Currency, Gold/Silver and Negotiable Instruments
- Computer Back-up Systems (Hard Drives) and Software Licenses
- Financial Documents, including Evidence of Debt, Deeds and Securities (Stocks/Bonds)
- Jewelry, Watches, Furs, Gems and Precious Stones
- Insurance, Medical, Property (Appraisals), Receipts, School or Tax Records
- Identification Items (Birth Certificates, Drivers Licenses, Passports, SS/Medicare Cards)
- Manuscripts
- Medications
- Personal Papers and Legal Documents, including Wills and Trusts
- Photographs and Photo Albums
- Valuable Collections of any Kind (Coin, Comic book, Stamp or Baseball Card)

Other items recommended to be transported with the customer on move day:

- Cell phones, iPads, laptops, tablets and all related chargers
- All medications, medical devices and items to care for a child or individual with a disability

Mattresses

Please advise if your mattress has special handling instructions, such as being loaded flat.

Type of Mattress & Notes:

Customer Signature

Carrier Signature

Date