



Terms and Conditions

1. AutoStar Transport & Logistics agrees to have vehicle(s) described on quotation shipped on or about the requested dates. AutoStar Transport & Logistics will designate a reliable carrier (agent) to fulfill the terms and conditions of this agreement. AutoStar Transport & Logistics or its Agents do not guarantee a specific pickup or delivery date.
2. AutoStar Transport & Logistics agrees to make all effort possible to provide the most adequate shipment of described vehicle(s) - insofar as they will not compromise its standard of safety or quality. The owner understands that ample notice of intent to ship is a primary contingency factor. The owner/agent and AutoStar Transport & Logistics also understand that any shipment, regardless of type of trucking, may be delayed due to adverse weather or road conditions, illness, mechanical breakdown of trucks, supply and demand for trucks and drivers, etc. IN ABSOLUTELY NO CASE WILL AutoStar Transport & Logistics BE RESPONSIBLE FOR, OR REIMBURSE, CAR RENTAL EXPENSE.
3. This order is subject to all terms and conditions of the carrier's straight bills of lading, copies of which are available at the office of carrier and are incorporated herein.
4. Carrier's responsibility begins when the shipper or his agent signs the bill of lading at pickup, and terminates when the shipper or his agent signs the bill of lading at delivery. AutoStar Transport & Logistics must be notified, should the shipper be unavailable for pickup or delivery, and his agent must be designated at that time. If a carrier is sent out and the vehicle cannot be picked up, there will be an additional \$100.00 rescheduling fee.
5. AutoStar Transport & Logistics hereby notifies shipper that their vehicle will be driven on and off the transporter, or to and from the transporter at the pickup or delivery site. Should the carrier be unable to access either site, this does not relieve the consignee from making a reasonable effort to meet the truck at a suitable location.
6. All vehicles to be delivered with a balance due shall be paid by CASH, MONEY ORDER or CASHIERS CHECK ONLY (US funds). Should delivery be attempted after attempted notification (3 to 24 hours voice notification to phone numbers provided by shipper) and shipper or his agent does not have proper funds or is unavailable to receive delivery, vehicle(s) may be taken to and left at the nearest terminal at the discretion of the carrier, where shipper will have to retrieve and pay for storage or redelivery fees.
7. AutoStar Transport & Logistics does not guarantee transport by any specific driver/carrier.
8. If you are shipping an inoperable vehicle, you may be required to help load and unload said vehicle at the discretion of the driver. Should vehicle(s) become inoperable during transport, \$200.00 will be due at time of delivery in addition to any other moneys owed. It is shipper's responsibility to make sure vehicle is in proper working order.
9. AutoStar Transport & Logistics or its agents will not knowingly transport vehicles with personal or household items in the passenger or trunk compartment. Federal regulation prohibits AutoStar Transport & Logistics or its agents from doing so. If such items are shipped unbeknownst to AutoStar Transport & Logistics or its agents, such items become the sole responsibility of the shipper.
10. AutoStar Transport & Logistics or its agents will not be responsible for vandalism, acts of God (fire, flooding, hail, sand storm, tornadoes, earthquakes) or objects flying from the road or sky during transport. Shippers should maintain their own insurance for these reasons.
11. Shipper is responsible for preparing the vehicle(s) for transport: all loose parts, fragile or protruding accessories, low hanging spoilers, fog lights, antennas, etc., must be removed and/or properly secured. Any part that falls off in transit is shipper's responsibility, including damages done by said part to any and all vehicles involved.
12. If damage should occur, all moneys owed for transport must be paid to initiate a claim. Damage must be noted in the proper place on the bill of lading, and signed by driver and shipper, regardless of weather, or time of day. Signing the bill of lading without any notation of damage verifies that shipper or his agent has received the said vehicle in good condition, and that AutoStar Transport & Logistics and its agents are relieved of any further responsibility. Shipper or his agent MUST check vehicle thoroughly.
13. AutoStar Transport & Logistics and its agents must also be notified of any damage by phone within 24 hours. Shipper must submit in writing a description of damage, clear pictures, and 2 estimates within 10 days of receipt of said vehicle directly to the designated carrier for any resolution to be initiated. AutoStar Transport & Logistics will support you in this effort should such a problem occur, but in no way will AutoStar Transport & Logistics accept responsibility for any negligence of the assigned carrier. If your vehicle is valued at a higher than market rate, we suggest you purchase a special insurance rider.
14. Any claim or controversy arising from or relating to this agreement, or the performance or breach thereof, shall be subject to the jurisdiction of Leon County, Tallahassee, Florida. Shipper specifically waives any right to have this matter resolved at any other location. AutoStar Transport & Logistics can only be liable for up to the amount of the deposit located on your quotation. In no case can AutoStar Transport & Logistics be held liable for the designated carrier's damage. AutoStar Transport & Logistics will provide carrier's insurance certificate and carrier information should any controversy arise.



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15. Refund/Cancellation Policy: In the event that we are not able to get your vehicle assigned to a carrier in 21 days from the first available date, you have the option of keeping your order open or canceling for a refund of your deposit, minus a \$50 administrative fee. If you cancel before your first available date or within 21 days after your first available date for any reason, your deposit is non-refundable. Once a carrier has been assigned for pickup and transport of the vehicle, no deposit will be refunded. All refunds will be processed in 30 days.

16. AutoStar Transport & Logistics is a licensed and bonded Property Broker. We are responsible for booking the shipment of cars with a licensed and insured Motor Carrier Corporation, who handle their own damage claims. It may take a few weeks to process your claim, since the drivers must return to their terminals with the original Bill of Lading condition reports.

17. AutoStar Transport & Logistics will not be responsible for demurrage at any Port Facilities.

18. By either submitting your order online, sending us your order by fax or by email, AutoStar Transport & Logistics understands you are placing your order and accept the terms and conditions (in lieu of your signature) found here and on AutoStar Transport & Logistics web site.

19. Customers must make their vehicle available during the transport time; if the vehicle becomes unavailable at any time after the order has been placed and a carrier has been assigned, AutoStar Transport & Logistics holds the right to cancel the order with no refund.

Neither AutoStar Transport & Logistics nor its agents shall be responsible for the following:

- Damage to undercarriage, exhaust system, suspension, wheel bearings, tie downs, brakes, alignment, tuning, charging system or battery. (No evaluation is made of these components or systems at pickup location) therefore AutoStar Transport & Logistics or its agents do not accept responsibility for them.
- Damage not detected at pickup location due to poor weather or lighting conditions.
- Damage to car phones or antenna under any condition (suggests that they may be removed)
- Loss of or damage to audio or video equipment not installed at the factory. Including antenna that does not retract to within 3 inches of the vehicles body.
- Damage or fines incurred because shipper left personal or household items in vehicle.
- Damage caused by fluids or objects flying up from the roadway, or out of the sky.
- Damage to cloth or vinyl convertible or decorative tops over 2 years old.
- Damage to T-tops, boots, bras, caps, or any other type of canvas covering.
- Damage caused by leaking fluids, such as battery acid, motor oil, transmission fluid, brake fluid, power steering fluid, radiator coolant, or fallout resulting from acts of god.
- Damage caused by freezing of cooling system and/or battery.
- Damage caused by failure of factory tie-downs or pull through from tie-down holes.
- Damage to, or caused by any vehicle that cannot be driven on or off the transport under its own power. (Vehicle will not run, or has lost its braking system).