



KA Transportation Services, Inc. (KATS)

What to Expect

At KA Transportation Services, Inc., we are committed to best in class service and communication that meets or exceeds your expectations. Below are some of the more general questions and answers. If you have other more specific questions, please reach out to KATS!

Please note: You have a responsibility to note exceptions or damage to a vehicle prior to receiving the vehicle at destination. Carrier is not responsible for normal wear and tear items. We strongly recommend taking pictures of the vehicle upon delivery with the driver. Damage or exceptions not noted upon delivery will not be processed or paid.

1. What kinds of vehicles do you transport? Are there any limitations?

While our primary business is relocating vehicles for corporate clients, relocation management companies, moving and storage companies, and van lines nationwide, we also welcome personal relocations. We can move any type of vehicle anywhere in the world!

2. How will my vehicle be transported?

We offer many options to suit your budget and preferences. Our most popular choice is an open car carrier. However, if your vehicle is an antique or luxury vehicle or if you're transporting it through rough weather, the more expensive closed car carrier may offer more protection.

3. How will my car be picked up?

Carrier-direct service in fact, is our preferred method of pick-up and delivery because it reduces the number of times your vehicle is handled. This means the transport will pick up directly from your origin address. However, if you live on a street that's not accessible to tractor-trailers, the driver may request that you meet the truck at a safe, public place, such as a grocery store parking lot.

4. What if the transport cannot reach my origin or destination location?

Because of size, weight and other restrictions, occasionally the transport cannot get to the location (or are not allowed). In those cases, you may be asked to meet the transport at a safe location. Large parking lots, grocery stores, or other areas are safe loading zones.

5. How will my car be delivered?

The delivery process is like the pick-up process. You will be contacted with an approximate time of delivery, usually with a two hour window. The transport will arrive, unload the vehicle and perform a destination condition report with you (or your delegate)

6. What is a terminal?

A terminal is usually a flatbed or tow company that may be used for pick-up and delivery if required or requested. All terminals are bonded and insured and are used on a special request or exception typically for same-day pick up or delivery. There is usually an extra charge for this special service.

7. Can I put personal items in the vehicle?

It is requested that no personal items are left in the vehicle. Because of additional weight, chance of theft or loss, lack of inventory control and the fact KATS is not licensed to transport household goods, it is suggested that the vehicle be prepared like you are trading the vehicle in.

8. How can I document the condition of the vehicle at pick up?

*This is the most critical component of vehicle transportation. **You (or your delegate)** are responsible for documenting and acknowledging the condition of the vehicle with the origin service provider. It is suggested that you document the condition of the vehicle with photos. See “vehicle condition process” for more information*

9. What happens if the vehicle is damaged?

*Damage is rare, but does occasionally occur. If the damage is to glass or due to ‘Acts of God’ your current automobile insurance should be used to file a claim. You should wash and photograph the vehicle to document its condition before shipping. If damage does occur, certain steps must be taken at the time of delivery to document the damage before the vehicle is released back to you. Contact KATS immediately, and we will walk you through the process. **Please note: You (or your delegate) have a responsibility to note exceptions or damage to a vehicle prior to receiving the vehicle at destination. Carrier is not responsible for normal wear and tear items. Damage not noted upon delivery will not be processed or paid.***

10. How long will it take to ship a vehicle?

Transit time will be estimated when the car is booked and again when it is picked up. Transit varies widely because of weather, location, type of vehicle, transit lane, seasonal conditions, and distance, but transcontinental shipments can be as fast as 7 days!

11. Does the vehicle have to run?

Not necessarily, but it must roll, brake and steer safely and effectively at a minimum. Vehicles that do not run may require additional fees.

12. How can I find out where my vehicle is during transit?

When the carrier picks up the vehicle, they can let you know approximate transit time. If you would like to know where your vehicle is at any time, please reach out to KATS. We are update daily on the status of the transit.

13. Is the vehicle insured during transportation?

Your vehicle is typically protected for up to \$50,000. It is important to keep your insurance in place during transit for additional coverage, including comprehensive coverage. The insurance coverage is with the carrier that is transporting the vehicle and is required. Enclosed carriers have different insurance requirements.

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Have another question? *If your question is not listed or you need more information, please contact KATS know:*

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