

# PRE-BOOKING CHECKLIST

- Confirm the company has good ratings and reviews on: Google.com, Trustpilot.com, Shiplly.com, and 411.ca.
- These 3rd party websites verify the people leaving reviews are real customers.
- Confirm and understand the companies transport insurance policies and procedures. What do they cover? What don't they cover? Are you required to carry your own insurance?
- Look for hidden clauses or fine print before signing a contract. Ask as many questions as you can.
- Never sign any contracts you don't understand.
- Ask the company what happens to your order if a truck breaks down or something unforeseen happens. What happens in the event of a delay beyond their control, what is their procedure?
- Do they answer the phone, or return your calls and emails within 24 hours?
- When you ask these important questions to the shipping company agent, are they knowledgeable and helpful?

## QUESTIONS YOU MUST ASK BEFORE BOOKING

- Does my selected transport company have good reviews online?
- How is my selected transport company rated on Google?
- How many reviews total do they have in the last 12 months?
- Does my selected transport company return my calls and emails quickly?
- Have they answered all my questions to my satisfaction?
- Have they sent me a copy of auto transport insurance?
- Have they sent me references?
- How many trucks do they have on the road right now?
- If your assigned truck breaks down or gets delayed, what now?
- Do they allow personal items in the vehicle during transport, luggage etc?
- What exactly does their transport insurance cover?
- What doesn't their transport insurance cover?
- Does the insurance have a deductible? How much?

## RED FOOT HAULERS (ABOUT OUR SERVICE)

Shipping by a 1 ton truck, or Semi Truck, pulling a five to ten car trailer. \*Depending on

who's available during your time frame. \*each truck is insured by the assigned owner operator/trucking company.

Estimated pickup times: pickup estimated one to three weeks from booking, delivery 7-10 days.(Open Shipping). If you want Enclosed please request ETA from our office

Door to Door shipping as long as the truck and trailer fit legally and safely on your street address. Must be easily accessible and not off the drivers existing planned route. If this is not the case(up to the drivers discretion), then you will be required to either meet the driver at a main truck stop off the highway, or use a terminal that the driver assigns. Usually this is 5-15 minutes away from the addresses you give us at booking.

<http://redfoothaulers.ca> 1-800-351-7009 info@redfoothaulers.ca