Prepare Your Car For Shipment Checklist

Enterprise Auto Transport | (239) 273-4649 | MC #774106 | USDOT #2273104

Everything to do before, during and after pickup. Print it and tick the boxes as you go.

1. One week before pickup

- [ ] Wash the exterior so existing chips, dings and scratches are visible for the condition report.
- [ ] Do not count on photos taken now - pictures taken before the truck arrives cannot be proven. The photo set that protects you is shot at pickup, with the truck there.
- [ ] Fix or note any fluid leaks - carriers can refuse a leaking vehicle.
- [ ] Check tire pressure and battery charge; the car must roll, brake and steer.
- [ ] Confirm who will hand over the keys at pickup and who will receive at delivery.

2. Empty and secure the vehicle

- [ ] Removing personal items is recommended. You may leave up to 100 pounds below the window line; more than 100 pounds will incur additional carrier charges. Cargo insurance does not cover household goods.
- [ ] Remove toll transponders (SunPass, E-ZPass) and parking passes. Enterprise Auto Transport is not responsible for tolls charged in transit.
- [ ] Take out garage remotes, chargers, loose electronics and paperwork you may need.
- [ ] Remove or lower custom antennas, spoilers, bike racks and roof boxes.
- [ ] Fold in mirrors and disable alarms, or leave clear instructions for the driver.
- [ ] Leave about a quarter tank of fuel.

3. Paperwork and keys

- [ ] One set of keys for the driver (ignition, trunk, and any wheel-lock key).
- [ ] Registration and insurance copy in the glove box.
- [ ] Save your carrier's direct phone number given to you by your representative.
- [ ] Print two copies of the Bill of Lading in case the driver arrives without one.

4. Photos and Bill of Lading at PICKUP

- [ ] Take your photos WHEN THE TRUCK ARRIVES, not before. Pictures taken days earlier cannot be proven and insurers do not accept them.
- [ ] Photograph the front, the back and both sides of your car, plus the roof, wheels, interior and odometer.
- [ ] Photograph the driver's truck, the side of the cab showing the DOT number, and the license plate.
- [ ] Ask the driver for his driver's license and photograph it. Confirm this is the carrier we assigned you.
- [ ] Walk around the car and inspect it with the driver before it is loaded.
- [ ] Getting a copy of the Bill of Lading is YOUR responsibility - at pickup AND at delivery.
- [ ] If the carrier says he will email the Bill of Lading, check your email and confirm it arrived before he leaves.
- [ ] If the carrier rushes you and hands you the clipboard to sign, that is a red flag and your signal to slow down.
- [ ] If there is damage and the driver says to sign and he will take care of it, do not take him at his word. Write the damage on the Bill of Lading and photograph it - that is your evidence.
- [ ] Sign only after the condition report matches what you see, and keep your copy.
- [ ] Confirm the Bill of Lading lists the correct year, make, model, VIN and mileage.
- [ ] Take a short video of the car being loaded onto the trailer.

5. Bill of Lading at DELIVERY

- [ ] Inspect the vehicle in good light before signing anything. Ask the driver to wait.
- [ ] Take your time. A driver who says 'sign here' before you have looked at the car is a red flag.
- [ ] Compare the car against the pickup Bill of Lading notes and your pickup photos.
- [ ] Photograph and video the vehicle at delivery before it comes off the trailer if possible.

- [ ] Write any new damage directly on the Bill of Lading and have the driver sign it too.
- [ ] Do not let the driver talk you out of documenting damage. Undocumented damage nullifies your claim.
- [ ] Get your copy of the Bill of Lading at delivery. If he says he will email it, check before he leaves.
- [ ] Pay the driver the agreed balance in the method listed on your booking confirmation.
- [ ] Keep your own auto insurance active as secondary coverage.

6. If there is damage

- [ ] Document all damage with photos and video before the driver leaves.
- [ ] Note it on the Bill of Lading at delivery.
- [ ] File the claim with the carrier - the carrier holds the cargo insurance, not Enterprise Auto Transport.
- [ ] Send the carrier your pickup photos, delivery photos and both signed Bill of Lading copies.
- [ ] Call us if the carrier stops responding. We have 10 days to rate the carrier, so report problems immediately.