

# Motorcycle Shipping Reference Guide

## HOW IT'S SHIPPED

**Enclosed trailers made for motorcycles and other motorized recreational vehicles**  
We use 53-ft. enclosed semi trucks that are custom-manufactured with two levels.

### **No crating, boxing or palletizing**

- Motorcycles are transported as a “rolling chassis” so they can retain all fluids in engine, transmission, cooling system, fuel system and electrical connections.
- A “rolling chassis” means just that – it must roll. Units with front end damage, seized brakes/chains or flat tires cannot be loaded or transported unless prior arrangements have been made.
- Keys are required for oversize units such as trikes, ATVs and utility vehicles.
- **NO** additional packages are allowed to ship with a vehicle.

### **No dock or scary ramps required**

Each trailer is equipped with an 11-ft. long lift gate that functions as an elevator, so we can pick up vehicles at ground level.

### **Residential pick up and delivery available**

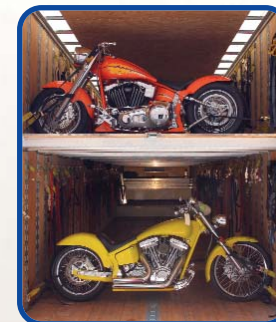
- Requires access by an 80-ft. long semi tractor/trailer that is 13 ft. 6 in. tall.
- Driver must be able to SAFELY and LEGALLY drive up to a residence and be able to safely drive back out.
- Any restrictions to this may prevent access: narrow street, cars parked on both sides of the road, a gated community, low overhead wires/branches, or if the customer lives on a mountain or roadways having weight and/or size limits.
- We honor our drivers’ discretion with access of the residence, but an alternate location is frequently available, such as a nearby parking lot.
- A secondary contact is greatly appreciated in case the customer is busy or not available due to an emergency.
- A nominal fee applies for residential pick up and delivery.

## INSURANCE

- Every standard contract comes with up to \$15,000 of insurance with a \$500 deductible. Additional insurance and a \$0 deductible is available, so please call for pricing.
- Vehicles are inspected prior to loading, during warehouse transfer and upon delivery.

## SIZE SPECIFICATIONS

- Trailers can accommodate 30-40 vehicles, depending on vehicle type, make, model and how the load is configured. Price breaks are available for shipping multiple units.
- Standard floor space per vehicle is 48 in. (4 ft.) wide and 108 in. (9 ft.) long.
- There is a fixed 58 in. height limit. A windshield, roll/light bar may have to be removed or handlebars lowered to clear the restriction prior to pick up.
- We cannot transport a vehicle wider than 85 in.
- Vehicles larger than the standard allotted size (including but not limited to sidecars, trikes, snowmobiles and jet-skis) are subject to an over-size fee based on total measurement.



## PICK UP AND DELIVERY TIMEFRAMES

### **Scheduling the pick up**

- Pick ups are scheduled once we receive a signed contract from a customer and it has been confirmed.
- The average time from receipt of contract to pick up is 7-10 days. Some shipments pick up in as little as 3-5 days. Call us for an expected timeframe for your pick up.

### **On-time pick up and delivery**

- We pick up and deliver 24/7 at your door with average overall timeframes of 14 to 28 days. Some shipments are completed in as little as 10 to 14 days. Call us for an expected timeframe on your shipment.
- When a vehicle is assigned to a driver for pick up and/or delivery, he supplies a 3 day window of the ETA. Our driver will call the pick up or delivery contact within 24 hours of pickup or delivery to schedule a target time.
- The driver must be able to confirm the scheduled ETA with the pick up or delivery contact prior to the pick up or delivery. Failure for a pick up or delivery contact to return a call or confirm the event could result in rescheduling with the next driver. This will delay the pick up or delivery and incur a “NO SHOW” fee.
- Unfortunately delays can happen. We apologize for delays due to mechanical failure, weather or any circumstances beyond our control.

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**It's who we are. It's what we do.**



## 1-888-HAUL-BIKES

(1-888-428-5245)

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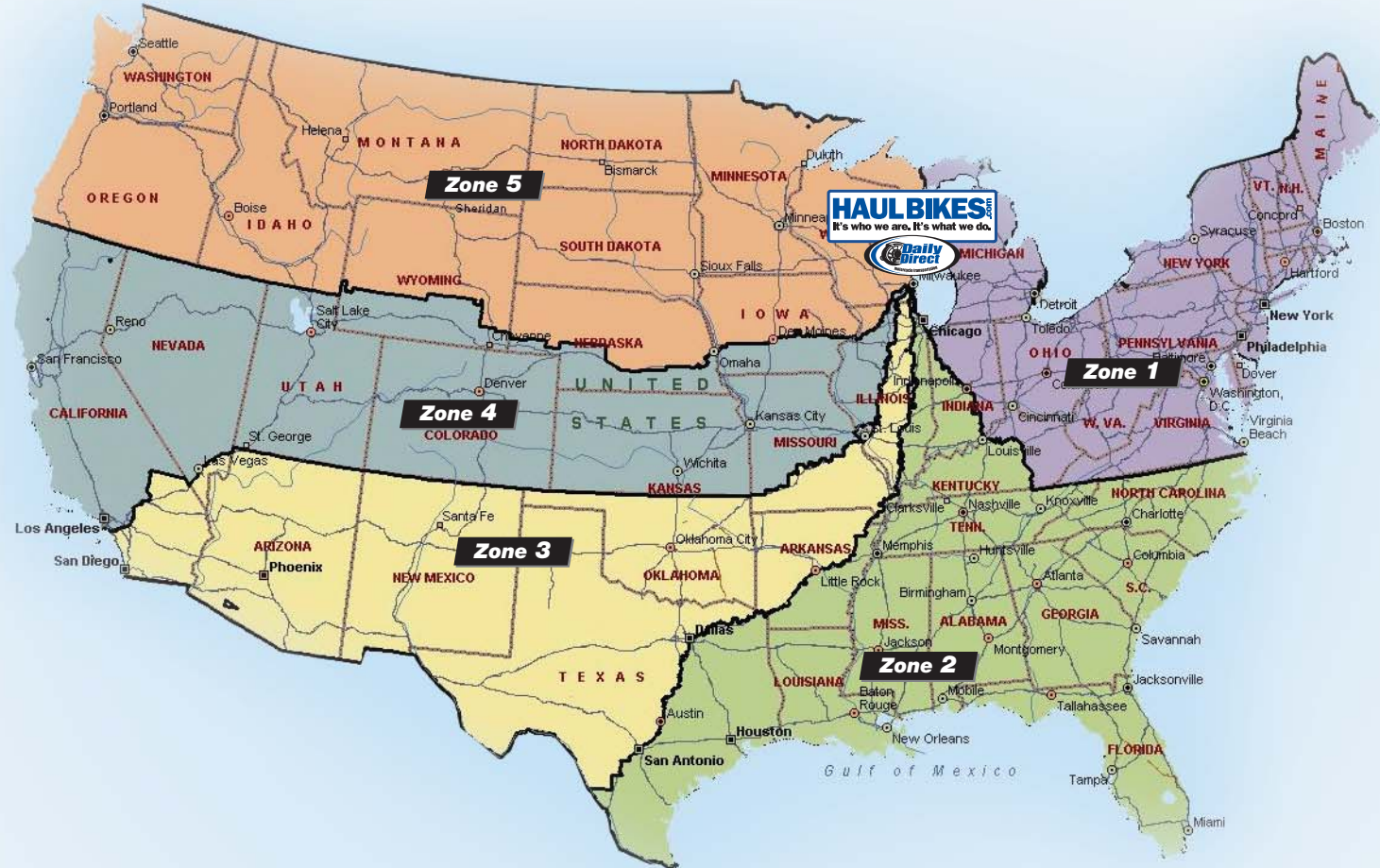
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## HOW YOUR SHIPMENTS GET ROUTED...

We section the contiguous United States into 5 zones: Northeast, Southeast, Southwest, West and Northwest. A driver is dispatched from our Milwaukee, Wisconsin terminal and can move up to 60 vehicles on his 14-day trip through his dedicated zone.

As the driver returns to our terminal, the entire load is transferred to our secured, climate-controlled warehouse where vehicles are staged for the second driver to make the delivery. In many cases your vehicle may be picked up and delivered by the same driver within the same zone.

If the pick up and delivery stay within the same zone, it may reduce the overall timeframe. For example, if the shipment is from Wisconsin to South Dakota, which are both in zone 5, it would be a faster trip than a shipment from Wisconsin to Texas which crosses two zones (zone 4 and zone 3). For that reason, renting a whole truck can offer the advantage of a faster timeframe as well as a lower cost per vehicle. Call for details.



### DAILY DIRECT MOTORCYCLE TRANSPORTATION

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\* We ship within the continental U.S. only. Nominal fee for residential pick up and/or residential delivery applies. Current fuel surcharge added on all shipments. There is an extra charge of \$100 for tolls when delivering to Long Island. At this time, we do NOT deliver to the 5 boroughs of NY City - Brooklyn, Bronx, Manhattan, Queens and Staten Island and intercoastal islands including but not limited to Key West.