

Terms and Conditions

Prestige Auto Shippers (hereafter referred to as “Prestige Auto”) (broker MC# 710259) is a licensed and bonded auto transport broker.

Prestige Auto doesn't guarantee delivery and pickup times specified by you (here after referred to as “the Client”). The Carrier may arrive earlier or later than the estimated time as is standard in the Auto Transport industry as carriers generally work within an estimated time frame.

The Client assumes responsibility to make sure that the vehicle is present and ready for shipment by Prestige Auto's designated carrier within the time-frame specified. If the vehicle is not available for pickup there will be an additional fee of \$100 charged as a result of a rescheduling fee. The Client agrees that Prestige Auto and its designated carriers will not be held responsible for delays caused by bad weather, traffic conditions during the transport, or any other unforeseen event/act of God.

The Client acknowledges that in order to place the vehicle on and off the carrier, the vehicle must be driven and therefore must be in operable condition to do so safely.

If and when a vehicle(s) rendered for shipment is either over-sized, lowered, customized, or non-standard in any way, additional charges may apply. Please advise us if your vehicle includes any alterations/upgrades that are not standard from original factory specifications.

Prestige Auto assumes that all vehicle(s) are in an operable condition unless otherwise specified by the client. Inoperable vehicles will result in an additional fee of \$150 to the Client. Client agrees to be available to help load and unload inoperable vehicles upon pickup/delivery. Prestige Auto nor its carriers will undergo in any circumstances, be held responsible for inoperable vehicles once they are dropped off and delivered. It is strictly up to the Client to make the appropriate arrangements to have the vehicle taken off the carrier and moved/stored correctly.

Should your vehicle(s) be inoperable, please tell us at the time of booking so that Prestige Auto can make the appropriate arrangements by selecting a carrier with a winch/proper equipment. Doing so will save you from any extra fees associated with the transport of an inoperable vehicle. Vehicle(s) that become inoperable during transit or are overs-sized and delivered, a \$150 fee will be assessed unless this was instructed by the client at the time of booking.

Prestige Auto's designated carriers will exercise prestige care and prudence while delivering the clients vehicle(s) within the time-frame specified. Time-frames are not guaranteed but rather estimated times of both pick-up and delivery. Therefore, delivery by a specific date cannot be guaranteed in any circumstance but most and many of our deliveries are completed within the time-frames specified.

It's imperative that the Client provide their current cell phone numbers as well as the names of any representatives that will be present at the pickup and delivery locations.

All deliveries with a balance due must and will be paid in the following forms, cash, cashier's check, or money order. Notification of scheduled pick-up and delivery shall be given to the Client within 24 hours by Prestige Auto or the Carrier. Should a delivery be attempted but the Client is not present, the vehicle will be dropped off at the nearest terminal. The Client is responsible for any and all storage, re-delivery fees, etc.

Vehicle(s) picked up at auctions, tow yards, repossession facilities, etc, the client assumes all and any storage fees and or loading fees assessed by the releasing company.

Prestige Auto's designated carriers will pick up and deliver the Client's vehicle door to door. This means that the Carrier will get as physically close as possible to the pick-up and or delivery location of your vehicle(s). Low hanging trees, truck restrictions, gated communities, and road work are some examples of those circumstances that can hinder door to door service. It's strictly the Client's responsibility to meet the carrier in the safest yet closest location, which is typically a large parking lot/shopping center.

The Client is the registered legal owner of the vehicle(s) and has authority to enter into this agreement or has been duly authorized by the legal owner of the vehicles(s) to enter into this agreement.

Client and their representatives who release and receive the vehicle(s) from Prestige Auto's designated carrier will be jointly and severally liable for any and all unpaid charges with respect to shipment, including but not limited to, sums advanced or disbursed by Prestige Auto or its agents, any and all costs for collection of the debt including attorneys fees.

Client is responsible for prepping vehicle for transport, which should include the following:

1. If your car is in working condition, ensure that there is adequate antifreeze, gas, brake fluids, water, etc. and that your battery is fully charged.
2. Take note of any damages. Take some quick photos of your car and any existing damages.
3. Turn off all alarm systems and provide a duplicate set of keys to the driver.
4. Take care to remove any personal belongings and or any luxury/decorative items which are removable (i.e. spoilers).
5. Secure all items that you are leaving in the car.
6. Lower or remove antennas.
7. Make a list of all car-related items you have on/inside car so that you can quickly check your list upon pickup.
8. Be sure to clean out your vehicle as best as possible. Using your car as a moving container (i.e. packing it with household items, is not permitted).

*If your vehicle is not in working condition this should be brought to our attention so that we can make the appropriate arrangements to move your vehicle.

Do note that your car is fully insured when being transported by the contracted carrier's cargo insurance. We make sure that the carriers cargo insurance is sufficient enough to cover the value of your vehicle(s). The Client shall sign a bill of lading upon pickup and delivery of the vehicle(s). This bill of lading is simply an overall condition report of the vehicle(s) and will be an accurate description /representation of any viewable cosmetics/mechanical defects in the car. Prestige Auto is the broker, therefor the designated carrier is responsible for any damages assessed to the clients vehicle(s). The client must notify Prestige Auto of any damages with a copy of the bill of lading within 24hrs of delivery. Prestige Auto will not file any claims with the designated carriers insurance, we will instruct you and provide you with any information that may be of use. The carrier is not liable for any damages that are acts of nature. Should any other representative besides you received the vehicle(s), they should be aware of any and all the points listed above in this contract.

Neither the designated carrier nor Prestige Auto will be liable for the following:

1. 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 Prestige Auto or its agents do not accept responsibility for them.
2. Damage not detected at pickup location due to poor weather or lighting conditions.
3. Damage to car phones or antenna under any condition. (Prestige Auto suggests that they be removed)
4. 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.
5. Damage or fines incurred because shipper left personal or household items in vehicle.
6. Damage caused by fluids or objects flying up from the roadway, or out of the sky.
7. Damage to cloth or vinyl convertible or decorative tops over 2 years old.
8. Damage to T-tops, boots, bras, caps, or any other type of canvas covering.
9. Damage caused by vandalism during transport.
10. 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.

11. Damage caused by freezing of cooling system and/or battery.
12. Damage caused by failure of factory tie-downs or pull through frame tie-down holes.
13. 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)

PAYMENT

All transport bookings require a deposit, the amount of which will vary depending on the final price of transport. Bookings can be paid for in full or secured with a non-refundable deposit as specified by Prestige Auto.

Client will pay any balance via cash, certified cashiers check, money order or company business check upon delivery.

COD balances are payable directly to the carrier and all Prestige Auto quotes are subject to carrier acceptance, at which time they become binding.

Prestige Auto will notify you of the anticipated pick up and delivery dates.

* If our designated carrier arrives to pickup your vehicle and it's not readily available, you will be assessed an extra charge as specified earlier in these terms.

If our designated carrier cannot complete delivery of the vehicle because Client is not present to accept delivery, delivery will be made to the closest terminal and any fees associated with releasing the car to the Client, will be paid by the Client in cash, money order, or check form to Prestige Auto before Prestige Auto releases the vehicle to Client.

We put a great amount of effort in locating a reputable, insured, and experienced carrier that offers the best pricing. By doing so, we put our time and energy into each and every booking, therefor any and all deposits are non-refundable. We regret that once you make a decision to have your vehicle(s) transported with Prestige Auto we can not honor refunds. Should Prestige Auto become unable to locate a carrier within 15 days of the contracted pickup window, your deposit will be refunded in full upon request.

Once the Client has submitted/booked his/her auto transport, the terms and conditions set forth on this here page shall and will become binding and active. The Client has acknowledged that they have read and come to understanding of any and all terms and conditions. Any changes can be made in writing with only the sole permission of Prestige Auto Shippers.

Whether you as the client have placed your order by email, phone, or via the quote system on this website, he/she agrees and acknowledges to the terms and conditions listed above.