



HAT CREEK CARRIERS

Nation-wide Auto Transportation

<http://hatcreekcarriers.com>

The 7 most frequently asked questions about auto transport with Hat Creek Carriers.

1. How much advance notice do I need to give when requesting my car hauling quote?

It always helps to have a week notice if possible, but our car hauling companies will work with all of our clients to meet their needs.

2. How long will it take to ship my vehicle?

It typically takes 3-5 days to schedule the vehicle with its driver. However, it really depends on the location of the vehicle. Some areas in the US move more quickly than others. We will keep you posted throughout the entire automobile hauling process. Once the vehicle is loaded, it will take 7- 10 days on a long transport, and 3-5 days on a short one. Hauling within the state normally has a next day delivery schedule.

3. What information do I need to provide in order to ship my vehicle?

We need the vehicle description (Year, Make, Model, Color, VIN, Condition - Running/Non-running), origination information (Contact Name, address, phone#), destination information (Contact Name, address, phone), and the payment type.

4. How do I need to prepare my vehicle for auto hauling transport?

Please remove all personal items from the vehicle. (especially valuables) We suggest that you remove anything that is not permanently affixed to the vehicle. There should not be more than ¼ tank of fuel in the vehicle. Please have the exterior of the vehicle clean so that a proper inspection can be done. The key for the ignition and doors must be with the vehicle. If there are additional items that need to be shipped with the vehicle, you will need to contact Hat Creek first.

5. Is my vehicle insured by the transporter, and do I need to have my own personal insurance on it as well?

Each driver is required to carry a minimum of \$750,000 in liability insurance. Hat Creek requires their drivers to carry a minimum of \$100,000 in cargo insurance. Not to mention we are also bonded for additional insurance of \$10,000. We do recommend that you carry your personal insurance on your vehicle for additional protection.

ABILENE OFFICE: [325-672-9370](tel:325-672-9370)

598 Westwood Drive Suite 204

Abilene, TX, 79603

Fax: [325-672-9372](tel:325-672-9372)

After Hours Emergency: [325-665-6622](tel:325-665-6622)

Toll Free: 1-877-We-Trailer ([1-877-938-7245](tel:1-877-938-7245))



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6. How will I know that my vehicle is delivered in the same condition it was in, when it was loaded?

The car hauling business transporter will do an origin inspection at the time of loading and you will need to review it, sign it, and date it. The driver will give you a copy for your records. When the driver comes to deliver the vehicle, he will do another inspection (same as before), and you will need to look over the car again, review the inspection, sign and date it. Make sure you mark any damages you find on the bill of lading at delivery before you sign off on it.

7. What if there is damage done to my vehicle?

You will need to note it on the bill of lading before you sign and date it. You will then have a Bill of Lading with the Origination customer (showing no damage), and one at the Destination customer (showing the noted damage). You will also need to take pictures of the damage. Please contact Hat Creek Carriers immediately. We will request both the origination bill of lading, destination bill of lading, and the photos taken. We will contact the driver and help you file a claim.

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