



Print this page and work through it before your driver arrives. The Bill of Lading sections matter most: that document is your condition report, and photos taken at pickup and delivery are the evidence any claim depends on.

1. One week before pickup

- ☐ Wash the exterior so existing chips, dings and scratches are visible for the condition report.
- ☐ Photograph any pre-existing damage in daylight and keep the files.
- ☐ 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

- ☐ Remove all personal items. Carrier 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 — enough to load and unload, not enough to add weight.

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.
- ☐ Lienholder letter or release form if the vehicle is financed or leased.
- ☐ 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. Bill of Lading at PICKUP

The Bill of Lading is your condition report and your contract with the carrier. Do not skip a line.

- ☐ Walk the vehicle with the driver before it is loaded and agree on every mark noted.
- ☐ Confirm the BOL lists the correct year, make, model, VIN and mileage.
- ☐ Photograph the truck, the truck's license plate and the driver's CDL.
- ☐ Photograph your car front, back, both sides, roof and interior at the pickup location — photos taken days earlier are not accepted by insurance companies.
- ☐ Take a short video of the car being loaded onto the trailer.
- ☐ Sign only after the damage notes match what you see. Keep your signed copy — paper or a clear photo of every page.

5. Bill of Lading at DELIVERY

Everything is settled at delivery. Once you sign clean, a damage claim becomes very difficult.

- ☐ Inspect the vehicle in good light before signing anything. Ask the driver to wait.
- ☐ Compare the car against the pickup BOL 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.



Prepare Your Car for Shipment (cont.)

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- ☐ Pay the driver the agreed balance in the method listed on your booking confirmation.
- ☐ Keep the signed delivery BOL — it is the document a claim is filed with.

6. If there is damage

- ☐ Note it on the Bill of Lading at delivery, before the driver leaves.
- ☐ 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 BOL copies.
- ☐ Call us if the carrier stops responding and we will help you reach them.