

N.A.V.T., Inc.

NORTH AMERICAN VEHICLE TRANSPORT, INC.

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Plano, TX 75023

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Explanation of Insurance & Claims Process

Each vehicle is covered under our drivers Cargo Insurance up to \$100,000. **This covers damage that occurs during transport due to direct driver error or negligence. See Terms and Conditions for exceptions.** *{These cover those items which are not covered because the driver has no control over these items or occurrences. Example - The driver is unable to predict which cars may or may not leak fluids}.*

Upon picking up your vehicle the driver will do an exterior inspection of your vehicle. The driver will document to the best of his ability any visible pre-existing dents, dings, chips, etc. The contact at origin retains a copy of this.

Upon delivery it is important that whom ever receives the vehicle(s) takes some time to go over the vehicle using the original inspection as a guide.

If new damage is noticed it is important that the receiver of the vehicle document this information on the Bill of Lading prior to signing off, and contact NAVT, Inc. immediately to start the claim process.

Before any repairs are approved we must interview the driver, and all other involved parties, and receive all applicable documentation in order to determine whether or not said damage did in fact occur during transport as a result of direct driver negligence. Therefore, filing a claim does not automatically infer our or our agent(s) liability.

North American Vehicle Transport, Inc. will do everything we can to work as your advocate with the insurance company / and carrier to make sure that your claim is properly handled. However, there are specific guidelines that we must adhere to.

- You must contact our office, and speak with either Pete or Julie immediately,
- Damages that are claimed, but not notated on paperwork at time of delivery will automatically be denied (no exceptions).
- Claim form, pictures, and min. of 2 reasonable estimates must be submitted to our office with in 15 days of delivery. Claims will be closed if not properly filed with in the 15 days.
- Estimates should only be for actual notated damage, and nothing more.

Please note that the insurance does not cover any personal items that are in the vehicle, nor does it cover rental car reimbursement.

Pete Embach

North American Vehicle Transport, Inc.