

Guaranteed Pick-Up and Delivery Dates



It's our obligation to you. Count on us to be there when we say we will.

Meeting pick-up and delivery dates is difficult for some providers... but not for Atlas. Fewer than 1 in 100 shipments entrusted to us are subject to a claim for delay. This statistic reflects our dedication to meeting customer expectations within specified "spread dates." This span of days is determined by the weight of the shipment and the distance it is traveling. These dates, agreed upon by the customer and Atlas, are entered on the **Order for Service** and **Bill of Lading**.

Atlas works efficiently for your satisfaction.

Many factors – from changing weather conditions to road detours – can affect the time required to complete a move. The time of year is also a consideration – between May and September spread dates are likely to expand because of increased traffic and service demands across the Atlas network.

To minimize the potential for delays, Atlas carefully plans each load and customizes routes for efficiency. Be assured your goods are relocated as swiftly and efficiently as possible.

Atlas accepts responsibility for timeliness.

Atlas does everything in its power to meet pick-up and delivery times. However, in some instances we simply cannot meet the promised dates. Unless the delay is out of the van line's

control – such as government actions and natural disasters – Atlas takes responsibility by reimbursing the customer for reasonable, out-of-pocket expenses that result from the delay.

If a shipment does not arrive within the scheduled spread dates, a customer is eligible for reimbursement. To obtain this relief a customer files a delay claim, which is simply a letter that outlines the expenses and includes receipts.

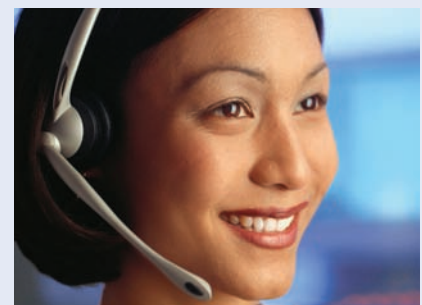
You get our promise in writing.

This is a contract between Atlas Van Lines and our customer. Our representative's signature signifies our company's promise to perform the services listed within the time specified. This means you can count on Atlas to meet pick-up and delivery dates when we say we will. After all, it's our obligation to you.



Expenses incurred after the last day of the agreed pick-up or delivery dates are covered. Reimbursement for 100 percent of the cost of reasonably priced lodging (if beds were on the shipment) and 50 percent of the cost of meals is customary.

Shipments moving under contract (rather than collect-on-delivery) may be subject to different provisions; consult your Atlas Agent for more information.





Go new places.™

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NOTICE: Atlas Van Lines, Inc. is an interstate motor carrier. Each affiliated agency is independently owned and operated. An affiliated agency represents Atlas for **interstate** (from one state to another) moves only. **Local** and **intrastate** (within a single state) moves are not provided as an agent of Atlas. Questions concerning *local* and *intrastate* moves should be directed to your local agency representative, not to Atlas Van Lines, Inc.

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