

whatever moves you...

relax.  
we carry  
the load.



## The On-Time Pledge<sup>SM</sup>

Our written promise to keep your move on schedule

The Allied On-Time Pledge<sup>SM</sup> tells you exactly when your possessions will be picked up and when they'll be delivered. Our special household inventory process and computerized tracking systems allow us to closely monitor your belongings in transit, so we stick to those scheduled dates. If we don't live up to our written commitment, we'll reimburse you for:

- Reasonable commercial lodging expenses
- 50% of reasonable food costs
- 50% of other out-of-pocket living expenses as a result of the delay\*

So, relax and let us help reduce the stress of moving. With Allied's On-Time Pledge<sup>SM</sup>, you'll feel right at home in no time.

\*See reverse side for applicable restrictions and qualifications as well as summary of terms and conditions.



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On-Time Pledge<sup>SM</sup>

Allied Van Lines  
pledges to pick up your  
possessions between

\_\_\_\_\_ (specify dates)

and \_\_\_\_\_

and to deliver your  
possessions between

\_\_\_\_\_ (specify dates)

and \_\_\_\_\_

\_\_\_\_\_  
Moving Counselor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Moving Counselor's Agency

Code Telephone Number

SUMMARY OF TERMS AND CONDITIONS

If Allied Van Lines fails to perform transportation services within the period of time indicated on the Bill of Lading (or on an addendum thereto), Allied will reimburse you, the shipper, for reasonable commercial lodging expenses, 50% of reasonable food costs, and 50% of other out-of-pocket expenses resulting from the delay up to 100% of the linehaul transportation charge, subject to the following notes:

Note 1: This item applies only to your shipment of household goods.

Note 2a: This item applies only to shipments transported between points in the United States (except AK & HI); and between points in the U.S. and points in Canada.

Note 2b: This item will apply to shipments which weigh or are rated at 3,500 lbs. or more.

Note 3: Late pick-up reimbursement applies only at origin residence.

It does not apply on shipments loaded from a warehouse where storage-in-transit (SIT) has been performed.

Note 4: Late delivery reimbursement does not apply on shipments delivered to a warehouse where SIT transit is to be performed.

Note 5: This item does not apply if you change the destination of your shipment.

Note 6: Reasonable dispatch rules will apply as defined by federal regulations.

Note 7: When a shipment or portion thereof is lost or destroyed in transit, the provisions of this item will not apply to the shipment or portion thereof which cannot be delivered due to such loss or destruction.

Note 8: This item does not apply when a delay is caused by conditions beyond Allied's control - including, but not limited to circumstances as described in item 114 (Impractical Operations).

Note 9: This item applies only when you, the shipper, submit a written claim for reimbursement to Allied within 9 months after your shipment is delivered.

Note 10: Delay expense claims must be substantiated by receipts from commercial lodging and food service institutions. Receipts also are required for any other living expenses resulting from the delay.

Note 11: This item does not apply to any overflow portion of your shipment when the overflow weight, excluding the weight of motor vehicles, represents less than 20% of the total shipment weight and contains non-essential items (possessions not needed to maintain day-to-day housekeeping during the period of time between delivery of the main portion of the shipment and delivery of the overflow portion).

This pledge is in addition to any other claims settlement to which you may otherwise be entitled. Remember, On-Time Pledge<sup>SM</sup> claims must be received in writing by Allied Van Lines within 9 months after delivery of your possessions.

Claims must be submitted in writing to:

Allied Van Lines, Inc.  
P.O. Box 988  
Fort Wayne, IN 46818  
Attn: Customer Service

Note: In all correspondence to Allied, please include your shipment registration number, current address and telephone number(s) where you can be reached during daytime hours.