

Frequently Asked Questions

What is door-to-door auto transport?

Door-to-door service means the driver will get the truck to your door if it is legal and safe. Many of our transporters are as long as 75 feet and need a large space to maneuver. Pickup and delivery is subject to accessibility, safety and local restrictions on large trucks may prohibit them from going into residential areas. When access to your home is restricted, the driver will ask you to meet the truck in a nearby location where it is safe and legal to load and unload. If possible Secured Transport will pick up your vehicle at your residence, office or any other place you designate. With door-to-door auto transport, you will never have to go to a terminal.

What are terminals?

Terminals are used by transport companies for "load transfers", which involves dropping a vehicle off at a terminal until another truck heading in your direction picks it up and carries it on. The potential for damage during transport is greatest during loading and unloading, each terminal utilized adds to the risk of damages. In addition, large trucks maneuvering in and out of terminals present even more potential for damage. Secured Transport's door-to-door service allows your vehicle to stay on the same truck until it reaches the destination. This minimizes damage and avoids delays in transit times associated with terminals.

How long does it take to ship a car?

No company can offer a guaranteed day or time of pickup or delivery without substantially increasing fees. This is because transport times depend on variables including weather, road conditions, traffic, the maximum number of hours a truck driver can legally drive in a day, and a variety of other factors. When your order is placed Secured Transport will typically have your vehicle picked up within three business days and then normal drive time is used to estimate your delivery date. We offer door-to-door service which means that once your vehicle is loaded on a truck, it stays on that truck until it is delivered. Transport companies that request you drop off your vehicle at a terminal or holding facility are indicating that your vehicle will be moved by multiple trucks as they take them from one terminal to another throughout the move. Secured Transport Inc. does not use terminals or storage facilities unless a timed pickup or delivery is required.

What if I am not available at the time the vehicle is scheduled to be delivered?

You should do your best to be present; if this is not possible you may have a designated representative at the pick up or drop-off location to release or sign for your vehicle. Make sure this person is aware that an inspection is performed and a contract bill of lading must be signed. Have your representative take the time to inspect the automobile for any damages and be sure that all damages are recorded on the bill of lading. Once the receiving documents are signed, it finalizes the delivery. Be sure that they are satisfied that the condition is the same on the receiving end, and that any damages attributable to the carrier are documented.

What is the difference between open and enclosed transport?

Open carriers are open to the elements. Open carriers are typically 7 to 10-car haulers, meaning they have a capacity of ten standard-sized cars. Some smaller carriers designed for shorter runs may have capacities of 6, 4, 3, 2 or even one car. Open transport trailers are considered the industry standard and comprise the majority of trucks transporting vehicles today. Unless you request otherwise, your vehicle will be shipped on an open carrier. Damage to vehicles on an open carrier is very rare. Enclosed trailers are completely boxed and vehicles are parked inside, so your car is protected from the elements. Enclosed carriers are typically used to transport high end luxury vehicles, antique or expensive cars. They are limited in the number of vehicles they can transport (usually 2-6), and require higher insurance limits, consequently they are more expensive.

One of the many misconceptions about open transport is that your vehicle is not as safe as it would be in an enclosed carrier. An enclosed carrier offers protection from the elements.

How much gas should I leave in my vehicle?

We recommend that you leave between 1/8th and 1/4th tank of fuel in your vehicle.

Will this cost me a lot of money?

If you calculate the costs of gas, food, insurance, lost work, lost revenue, sleeping accommodations and the frustration of actually making a long distance move, you will see that transporting your car with Secured Transport Inc. is less costly and far more efficient than doing it yourself. Prices are determined by distance, size and condition of your vehicle, and your choice of an opened or enclosed carrier. The quote you receive from Secured Transport Inc. is for door-to-door service and includes full insurance. We will not charge any additional fees for insurance, fuel surcharges, etc. You will receive an all-inclusive price right up front. Larger vehicles take up more space on a transport truck and weigh more than traditional passenger vehicles. Because these vehicles have longer dimensions, they take up the amount of space normally used for one and a half vehicles, and their weight adds more to the legal maximum GVWR capacity for the transport truck. That is why larger vehicles cost more to transport. Full-size trucks, vans & SUV's along with various other vehicles fit this category.

Is Secured Transport licensed and bonded?

YES! Our license and bond information is available 24/7 on the website for the US DOT - Federal Motor Carrier Safety Administration (USDOT-FMCSA) at http://li-public.fmcsa.dot.gov/LIVIEW/pkg_carrquery.prc_carrlist , Secured Transport Inc. holds license ICC-MC# 618982.

What types of payment does Secured Transport Inc. accept?

We accept any one of the following payment methods: MasterCard, Visa, American Express, Discover Credit Cards and certified funds submitted at the time your order is activated. We require one payment up front that is 100% refundable if you cancel prior to us scheduling a carrier. We process all payments so you will never have to give any money to the driver at time of delivery.

Is my vehicle insured during transit?

Absolutely! Your carrier is required by law to carry liability and cargo insurance to cover your vehicle while in transit. Secured Transport constantly monitors the status and level of insurance carried by the transporter and keeps a copy of the current certificates on file. The insurance will specifically cover any damage while your vehicle is in being transported and there is no deductible.

What is the process if there is damage to my vehicle upon delivery?

If damage occurred during the shipment of your automobile begin by calling the offices of Secured Transport Inc. immediately. If you notice damage at the time of delivery, document it on your inspection report. Your signature and that of your driver represent the acknowledgement of the actual condition. We will utilize the inspection report to compare and verify the condition of your automobile before and after transport. Make sure the driver understands that the damage is new and was not documented at the pickup location on the original inspection report. Any damage must be documented on the inspection report that you sign at the time of delivery. Damage should be noted and marked clearly and then signed by you and the driver. When you contact us, we will expedite arbitration with our carrier. Usually, damages are minor and are typically less than the carrier's deductible, so these are settled immediately out of pocket. For more extensive damage, a filing must go to the carrier's insurance company, an agent will be sent to your location to prepare an estimate, and the insurance company will begin processing the claim. Do not begin any repairs until you are authorized by the insurance company to do so. In most cases we have only 30 days to file a claim and if not reported to us within this 30 day limit, we cannot hold the carrier responsible for any damage that might have occurred.

Can I put personal items in the vehicle?

We recommend against this as the Federal and State Department of Transportation (DOT) regulations prohibit the transport of household items in vehicles being transported by auto carriers. These items are not covered by our carrier's insurance. The DOT can fine a transporter \$10,000 if found to be carrying household goods without proper and legal authority. Any damage to your vehicle due to household goods shifting or breaking is not covered. Personal items left in the vehicle are shipped strictly at the owner's risk. If you still feel the need to put personal items in your vehicle (not household items) you must limit them to less than 100 pounds (or request a higher weight limit) and confine them in the trunk or below the window lines. Under NO circumstances can the car contain firearms, hazardous materials, illegal substances, or contraband.

Does Secured Transport Auto Transport ship inoperable or unusual vehicles?

Yes, but you must state it at the time you place the order. Inoperable vehicles must start, roll, brake and steer, and because they require additional equipment to load and unload, there is an additional fee. We regularly ship inoperable vehicles including unusual vehicles, exotic, specialty and classic automobiles.

What is an oversized vehicle?

An oversized vehicle has any one or more of the following: dual rear wheel, lift kits (body or suspension), oversized wheels or tires, extensions, attached equipment or roof racks. Vehicles that are oversized and commercial vehicles will have an additional fee imposed.

Have Realistic Expectations.

The most important issue to understand about the process of car shipping is that this industry is not like UPS, Fed-Ex or even the Postal Service. Pick-up and delivery dates are estimates at best, not guaranteed unless specified at time of order and priced accordingly. Problems from traffic, weather, road conditions and mechanical breakdown all contribute to delays in transport. Although this situation occurs infrequently patience is needed if it does. Secured Transport wants to get your vehicle delivered to you as soon as possible. We know that communication with you insures there are no surprises. Better than 99.5% of our moves are problem free and delivered on time. You will be pleased that you placed your trust in Secured Transport.

Ready to ship your car!
Call (888) 502-4285
