



866-603-3028
motorcycles@federalcos.com

Get Ready to Ship:

Truck Access. Our shipping rates assume both pickup and delivery locations are accessible by a semi truck. If the agent or driver determine that either location is not accessible, you will need to find an alternative location for loading or delivery. We recommend using one of our warehouse locations.

Loading and Delivery Notifications. Our agent or driver will call you or the contact you provided at least a business day before they pickup or deliver your bike with a rough ETA. Since drivers can be delayed in traffic or at previous stops, ask the agent or driver to give you a call 30-60 minutes before they arrive.

Be Flexible. Keep in mind you need to be available from 8am to 5pm on the day of pickup or delivery unless you've made prior arrangements with us or your driver.

Answer your phone. While we all dread spam phone calls, our agent or drivers will likely be calling from phone numbers you don't recognize. Be sure to answer their calls. Make sure you have voicemail set up on your phone. Please be sure to return their calls promptly and have your order number ready so your shipment remains on their schedule

Plan Your Dates In Advance. Our team will work with you to schedule your bike shipment. Pay attention to the delivery window provided in case of shipment delays. Don't plan to attend a vacation, bike show, or rally trip until you've received your bike. If you're shipping your bike for a vacation, be sure to let us know when setting up your shipping order.

Pay for Shipping. We email you a secure payment link by email when your reservation is made. Be sure to pay prior to delivery to avoid storage charges. You will receive a receipt via email.

Shipping Checklist

For a Great Motorcycle Shipping Experience

Prep Your Bike and Gear:

Unlock Your Bike. Have your bike in neutral, with forks and handle bars unlocked. Disable your alarm or pull your maxi fuse. Check with your local dealership for instructions. **Our transit coverage doesn't cover dead batteries!**

Drain Your Gas Tank. Or go for a ride... We need ¼ tank or less please.

Clean Your Bike. A clean bike is easier for our drivers to inspect. Keep in mind that your bike may get dusty along the way. We are an enclosed transport service, but the trucks do open their doors for other pickups and deliveries along the way.

Empty Your Saddlebags. Saddle bags should be empty or locked. If you have riding gear or helmets in your saddlebags, they are shipped at your own risk. Our drivers will not open or inventory the contents of saddlebags.

Make Other Arrangements. Please don't ship any of the following with your bike. GPS units, Electronic tolling passes, or weapons. Our transit coverage does not cover items other than the bike itself. We can not accept any loose items, spare parts, or boxes with the bike.

Keys and Titles. If you are buying or selling, please mail all titles or paperwork for your bike separately. We prefer you not send the keys with your bike. We won't be starting or riding it. If you must send keys, please wrap them in bubble wrap and zip tie to the handlebars. The location of the keys must be noted on the drivers inspection form. **Our transit coverage will not cover a lost key.**

Salvage Bikes:

No Transit Coverage. Salvage shipments do not have transit coverage.

Get Title/Keys By Mail. Have the salvage yard mail the keys and title to you in advance. We are not responsible for lost paperwork or keys.

Pay Your Storage Bill. Call the salvage auction and ensure your storage bill is paid through the scheduled pickup date. Drivers charge waiting time or pickup attempt fees when the yard won't release your bike.

Loading Day:

You or the contact you provided should be prepared to:

Meet The Driver. At your pickup location or nearest semi truck accessible location. Drivers may charge waiting time of \$100.00 if they are on site for longer than 30 minutes, or a \$50.00 pickup attempt fee if you're not there and ready!

Inspect. Our driver will look over your bike for any existing dings, dents, scratches or damage. Make sure you understand what they have noted. Sign the driver's paperwork and keep a copy for your records.

Loading. Our driver and his helper will roll your bike onto their truck's lift gate. Once inside the truck, they will strap the bike down to our specialized motorcycle pallets.

Warehouse Pickup/Drop Off:

Schedule an Appointment. Please call the warehouse the business day before you are scheduled to drop off or pickup in order to schedule an appointment. The warehouse can give you directions and the best doors to go to.

At Your Appointment. The same guidelines apply as if we were loading/delivering at a residence or business. Review the Prep your bike section on Page 1, and **don't leave the keys with your bike.** Remember to inspect your bike before leaving the warehouse if picking up.

In Transit:

Track Your Shipment. We email you a tracking link to check on your shipment. Keep in mind that this tracking information updates each time your bike is checked in or out of our trucks or warehouses. Any delivery dates listed are only an estimate and can change. Don't take time off of work until you've received/returned the delivery confirmation call

At Delivery:

You or the contact you provided should be prepared to:

Meet The Driver. At your delivery location or nearest semi truck accessible location. Drivers may charge waiting time of \$100.00 if they are on site for longer than 30 minutes, or a \$50.00 pickup attempt fee if you're not there and ready!

Unloading. Our driver and his helper will remove your bike from the shipping pallet, roll it onto their lift gate, and lower to the ground. **Customers are not allowed in the trailer or on the lift gate.**

Inspect. Look over your bike carefully. Compare its condition to the inspection report created at pickup. You have 30 minutes of driver time on site (per bike) so don't be in a hurry. If you have any concerns about the condition of your bike, please call our team right away. If you can not reach us, call CRST customer service at (800) 443-0940

Document. If you notice any changes in the condition of your bike, you must note it on the drivers paperwork before signing and before they leave the delivery site.

After Delivery:

Leave us a review. We appreciate your feedback.

Google: <https://bit.ly/FunTransGoogle>

Facebook: <https://bit.ly/FunTransFB>

Have Questions?

Weekdays: Our team is available from 8am to 5pm Central, Monday through Friday.

After hours. Call CRST Customer Service at (800) 443-0940

**Thanks for working with Federal
Motorcycle Transport!**

An Agent For

CRST[®]

≡ SPECIALIZED TRANSPORTATION