



WE MOVE WHAT MATTERS



www.wholesaleexpress247.com

PERSONALLY OWNED VEHICLE (POV) TRANSPORTATION

INFORMATION PACKET

Nationwide Auto Transport You Can Trust

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Welcome to Wholesale Express

WHAT TO EXPECT

We are here to get your vehicle from point A to point B - safely, professionally, and without surprises.

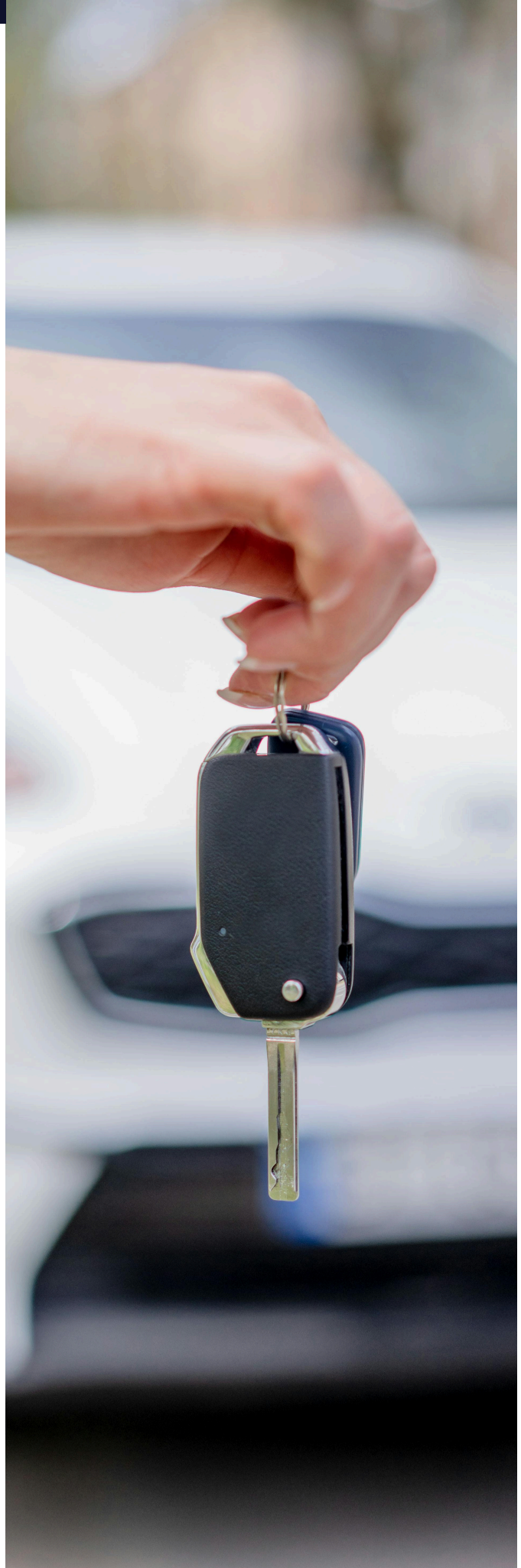
PAYMENT

- Payment is collected at the time of order before a driver is assigned to your vehicle.
- No hidden fees or “cash on delivery” surprises.
- Once your order is received and invoice is paid, we'll source a carrier and provide an update once assigned.

PREPPING YOUR VEHICLE FOR TRANSPORT

- Make sure to remove personal items inside the vehicle (insurance will not cover them).
- Clean exterior if possible (makes inspection easier).
- Ensure tires have correct pressure and brakes are functioning normally.
- Battery on vehicle must be charged.

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What Happens Next?

AT PICKUP:

- The driver will call / text before arrival.
- An inspection will be done at pickup (including photos)
- You or a trusted person will need to sign for pickup on the Bill of Lading.



ON DELIVERY DAY

- The Driver will call or text with your delivery ETA.
- There will be a second inspection with additional photos.
- You or a trusted person will need to sign for the delivery on the Bill of Lading.

INSURANCE AND CLAIMS

NEED TO REPORT AN ISSUE?

Damage is rare, but if you notice a problem here is what to do:

- Note the issue on the BOL.
- Take clear photos before you drive the vehicle.
- Email: **claims@wholesaleinc.com**
Include: VIN, type of damage, photos and best contact information to reach you.

We're here to help:
(615) 392-4100

Who We Are:



MISSION STATEMENT

Lead with integrity, execute with purpose, and move what matters.

VISION STATEMENT

To be a world-class leader in vehicle transportation through innovation, reliability and people-first service.



Core Values: D.R.I.V.E

Discipline

We show up with purpose, prepared and accountable. We execute our goals with focus and consistency.

Respect

We treat every customer, coworker and carrier with care. We foster a culture of transparency and support through our communication and actions at every level.

Integrity

We hold ourselves to the highest standards and treat your vehicle like it is our own.

Value

We operate efficiently, reduce waste and delivery measurable impact. Every decision considers the greater good of the business and the people behind it.

Excellence

We pursue excellence by embracing adaptability and collaboration.



Additional information

POV (Personal Owned Vehicle) Agreement

By submitting payment, the Customer acknowledges and agrees to all terms outlined in the Personal Owned Vehicle Transport Agreement & Customer Packet. The Customer affirms they have read the agreement in full, and by proceeding with the transaction and transport, fully understands and accepts the terms below.

Furthermore, the Customer waives any claims or defenses, in whole or in part, based on not having read, known, or understood these terms and conditions. The Customer also agrees to indemnify and hold harmless Wholesale Express from any fees, costs, or attorney's fees resulting from such claims or defenses.

Terms and Conditions

Payment & Refunds

All vehicle transports are prepaid at the time of order.

Refunds are available only if the transport is canceled before the vehicle is picked up. Once the unit is loaded onto a carrier, no refunds will be issued.

Timing & Route Expectations

The Customer acknowledges that pickup or delivery locations that fall outside of standard commercial routes may require additional time to secure a carrier. While we do our best to provide a fast / reliable window, we cannot guarantee a specific delivery date or time.

Accessibility Limitations

If a carrier is unable to safely access the pickup or delivery address due to legal, environmental, or logistical constraints, the vehicle will be loaded or unloaded at a mutually agreed-upon nearby location.

Common restrictions may include:

- Low-hanging trees or wires
- Narrow or dead-end streets
- Residential area access limitations

Designated Contact

If the Customer is unavailable at the time of pickup or delivery, they are responsible for assigning a representative or agent to act on their behalf in advance of delivery and providing 2 methods of contact (Phone, email). Customer must remain available by phone in case their designated contact cannot be reached.

Vehicle Inspection & Condition Report

At delivery, the Customer and carrier will conduct a visual inspection of the vehicle.

Any transit-related damage must be documented on the Bill of Lading before either party signs. A final signed copy of the Bill of Lading will be provided to the Customer.

Personal Belongings

The Customer understands that no personal items or belongings may be shipped inside the vehicle. Any loss, theft, or damage to personal items is the sole responsibility of the Customer and is not covered by carrier insurance.

Damage, Loss & Theft Claims

Carrier Responsibility & Insurance

While Wholesale Express is not responsible for the physical transport of your vehicle, we carefully vet each carrier and confirm they meet active insurance requirements before your vehicle is dispatched.

Glass & Cosmetic Damage

Wholesale Express and the carrier are not responsible for damage to glass (such as cracks, chips, or breakage) that may occur during open trailer transport. If you are concerned about potential glass or cosmetic exposure, please ask your Transportation Representative about Enclosed Transport options for added protection.

Acts of God & Pre-existing Conditions

Wholesale Express and the carrier are not liable for damages caused by Acts of God, which include — but are not limited to — hail, storms, debris, or damage resulting from:

- Mechanical failure of vehicle components
- Loose or worn parts
- Personal items left in the vehicle

Enclosed transport is available for customers seeking additional protection from external hazards.

Claims Support & Resolution

Should damage occur during transit, our Wholesale Express Claims Department is here to assist you. Please note:

- Because Wholesale Express is not the vehicle owner, your active participation will be required.
- We will coordinate communication between you, the carrier, and the carrier's insurance company.

Cargo claims submitted to Wholesale Express's contingent coverage may be processed as quickly as 30-90 days depending on the situation and carrier insurance responsiveness.

Alternatively, you may choose to:

- File a claim through your personal auto insurance, in which case
- Your insurer will typically take all necessary steps to resolve the claim quickly

We recommend contacting your personal Auto Insurance provider for any rental needs during a claims process. Wholesale Express' insurance coverage does not provide for rental car assistance, rental car reimbursement or rental vehicle arrangements.

Claims Process & Communication:

Once your claim has been reported, your Transportation Representative and the Wholesale Express Claims Department will assist you as your claim progresses. We'll help you collect the necessary documentation and coordinate communication with the carrier and their insurance provider.

If you need an update or have questions at any time, please don't hesitate to reach out to claims@wholesaleinc.com

Timely Response Required

To keep your claim active, all required documentation and communications must be received within 7 business days of your initial claim submission.

If this information is not received, your claim may be closed due to inactivity.

You may still file a claim directly with the carrier's cargo insurance provider. Wholesale Express will gladly provide all necessary carrier and insurance contact information upon request.