

**KEYBOARD MOTORCYCLE SHIPPING**  
**270-737-5797-OFFICE**  
**270-737-6640-FAX**  
**SHIPPING DISCLAIMER**

**\*\*\*ETA'S\*\*\***

Keyboard Motorcycle Shipping cannot and does not guarantee pickup & delivery times/dates. We provide a reasonable estimate to the customer based on normal transit times. Time frames that will be provided are subject to change depending on the circumstances of your order and possible changes that could take place in the load your order is routed on. However, our dispatch department sets up all the appointments for our drivers and they will make every effort to call both the pickup and delivery location giving a days' notice and a 30-minute window for the time. Once you place your order, it is then reviewed by the motorcycle department and turned in to routing for our coordinator to start building the loads in which dispatch will then start setting up the appointments afterwards. Dispatch will only call the pickup contact to set up the pickup appointment and they only call the delivery contact when setting up the delivery appointment.

**\*\*\*APPOINTMENTS\*\*\***

Dispatch MUST be able to reach the contact person at both the pickup and delivery location when scheduling the appointment to ensure the date/time given is confirmed or we can not send our driver out for that pickup/delivery. A \$250 redelivery fee is subject to be imposed if the receiving party is not available at the time of delivery and the requesting party will be held as the responsible party for the additional fee incurred.

**\*\*\*SHIPPING TIME FRAMES\*\*\***

Transit times vary depending on where you are shipping from and to. We normally allow an average of 21-28 days for the total transit, (if the 2 states are in the same transportation zone the time frame may be less). Remote locations are subject to additional fees and longer transit times.

Please keep in mind that factors such as traffic, holidays, weather, remote locations and truck breakdowns may delay a trip.

**\*\*\*FACTORS THAT COULD DELAY YOUR SHIPMENT INCLUDE, BUT ARE NOT LIMITED TO\*\***

Weather conditions, holidays, traffic, road construction, mechanical failures, customer demand / volume, shipment distance, inaccurate information provided by customer, non-responsive contacts for pickup or delivery, unavailable dates for pick up or delivery, seller has not been paid for unit, seller has been paid, but payment not cleared. NONE of the factors listed above will be considered the responsibility or fault of KMS.

**\*\*\*RESIDENTIAL PICKUPS/DELIVERIES\*\*\***

Our drivers will make every possible effort to pick up and deliver your unit(s) to the addresses provided. Occasionally, the driver may determine that the pick-up and/or delivery cannot be made safely and/or legally to the address provided in these cases, the driver will then have to be met at a local parking area such as a large commercial parking area that does not prohibit semi accessibility for an 80 foot long semi-tractor/trailer that is 13ft. 6 in. tall. Residential pickup and delivery requires access by an 80-ft. long semi-tractor/trailer that is 13 ft. 6 in. tall. Driver must be able to SAFELY and LEGALLY drive up to a residence and be able to safely drive back out and/or turn around. Any restrictions to this may prevent access: narrow street, cars parked on both sides of the road, a gated community, low overhead wires/branches, or if the customer lives on a mountain or roadways having weight and/or size limits. We honor our drivers' discretion with access of the residence, but an alternate location is frequently available, such as a nearby parking lot. Therefore, we cannot guarantee residential pickups/deliveries if the location is not feasible and failure to comply with these instructions could prevent a situation of rescheduling or reshipping in another scheduling week and could also result in an extra charge determining the situation of the reschedule or reship.

**\*\*\*CUSTOMER PICKUPS AND DROP-OFFS TO/FROM OUR ELIZABETHTOWN, KY WAREHOUSE TERMINAL\*\*\***

We do offer a convenient service for local customers who would rather come into our Keyboard International distribution hub to pick up their bike(s) to avoid half of the waiting period. Our hours of operations for our Elizabethtown, Kentucky terminal for pickups/drop-offs are Mondays, Wednesdays, Thursdays between 8am to 5pm EST. Due to pre booked appointments made by other customers and tight booking, it is very important that you call us 24 hours in advance to schedule the date/time of arrival. Please note that if a holiday(s) falls on or within our hours of operations stated above, pickups and drop-offs could be excluded depending on our holiday schedule. To make arrangements for either terminal, the number to call is (270)737-5797; ask for Kelly Cecil or Karin Nelson.

**\*\*\* CANADA \*\*\***

We do NOT ship into Canada, we are able to meet in a border town on the US side, and however, we do not have the license to cross over so you will need to provide the meeting location in advance that will also be trailer tractor assessable for our driver. We can no longer meet at the border on the Canadian side, but will on the US side only.

**\*\*\*BIKE PREPPING BEFORE PICKUP\*\*\***

We ask that the gas tank be 3/4<sup>th</sup> of a tank or less.

### **\*\*\*ADDITIONAL AND ATTACHED ITEMS\*\*\***

Keyboard personnel will not inspect the contents of saddlebags or other containers on the bike. Keyboard will not be responsible for the loss or damage to the contents of saddlebags or other containers on the bike. Saddlebags can be packed with nothing more than misc. personal items such as helmet, jackets, gloves, manuals, extra keys...etc. KMS is not responsible for illegal items packed.

### **\*\*\*METHOD OF PAYMENT\*\*\***

KMS driver can collect freight at either the pick-up location, delivery location or you are more than welcome to pay with a credit card in advance when the order is placed. KMS will not accept any personal checks but will accept cashier's check, money order, company check, cash or credit card in advance. If paying with cashier's check, company check or money order, please make it payable to Keyboard Carriage. If you want to pay with a credit card after you've already chose to pay with a different method such as cash on delivery, your credit card info must be called in to our office Monday thru Friday between 8am-4pm eastern time due to our drivers not having the device capability to accept credit cards while out on the road.

### **\*\*\*RESPONSIBILITIES OF KEYBOARD MOTORCYCLE SHIPPING (KMS) \*\*\***

- \*KMS will pick-up motorcycle(s) from customer & deliver in the same condition as received
- \*KMS will inspect motorcycle(s) for visible damage/defects and note them on our provided motorcycle inspection report. After KMS driver and pickup customer sign off on the inspection, a copy will be given to that pickup customer. A copy of the inspection report is available upon request for the delivery customer.
- \*KMS liability for loss or damage from any cause will be limited to the cost to repair at Keyboard facility or replace the bike, or \$20,000 whichever is less. There is no deductible.
- \*KMS may agree to increase its exposure for additional charges if agreed to in advance of shipment.
- \*KMS dispatch department will notify the customer the day prior to the pick-up/delivery as to the time our driver will be in the area.
- \*KMS is not liable for mechanical issues such as dead batteries or additional and separate items shipped with the motorcycle.

### **\*\*\*RESPONSIBILITIES OF CUSTOMER AT ORIGIN\*\*\***

- \*Must have able-bodied assistance for KMS driver for loading motorcycle(s) onto our pallet at the time of pick-up.
- \*Customer must be aware that KMS driver may not be able to access residential areas, that it is left at the KMS drivers' discretion whether this can be safely and legally attempted. Other arrangements must be made or pickup may be rescheduled in another ship week if needed.
- \*Customer must be present on the day and time of the appointment given from our dispatch department.
- \*If paying freight at pick-up, payment must be company check, money order, cashier's check or cash. Credit cards are accepted but must be paid in advance by calling the office between 8am-4pm Monday thru Friday. **NO PERSONAL CHECKS WILL BE ACCEPTED.**

**\*\*\*RESPONSIBILITIES OF CUSTOMER AT DELIVERY\*\*\***

\*Must have able-bodied assistance for KMS driver for unloading the motorcycle(s) from our pallet at the time of delivery.

\*Customer must be aware that KMS driver may not be able to access residential area, that it is left to the discretion of our driver whether this can safely and legally be attempted. Other arrangements must be made or delivery may be rescheduled in another ship week and a \$250 redelivery fee is subject to be imposed.

\*Any visible damage must be noted on the Bill of Lading at time of delivery, claims must be filed in writing as soon as possible and no later than 30 days from delivery.

\*Customer must be present on the day and time of the appointment given from our dispatch department to make delivery.

\*If paying freight at delivery, payment must be company check, money order, cashier's check or cash. Credit cards are accepted but must be paid in advance by calling the office between 8am-4pm Monday thru Friday. NO PERSONAL CHECKS WILL BE ACCEPTED.

**\*\*\*\*\*ALL ORDERS MUST BE SUBMITTED BY THURSDAY 2PM EASTERN TIME THE WEEK PRIOR TO REQUEST FOR PICKUP\*\*\*\*\***

**PLEASE SIGN OR TYPE YOUR NAME THAT YOU HAVE READ THE ABOVE TERMS AND THAT THESE ARRANGEMENTS WILL BE MET BY ALL PARTIES.**

**X-**

**DATE**