

Full Value Protection (FVP) – Terms & Conditions

Provider: Auto Relocation Management (ARM)

By purchasing FVP, the customer acknowledges and agrees that:

- ARM is not providing insurance,
 - FVP is supplemental to the carrier’s cargo insurance, and
 - FVP applies only as outlined in these Terms & Conditions.
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1. Purpose of Coverage

Full Value Protection (“FVP”) is a supplemental protection program offered by ARM. FVP is not an insurance policy, nor is ARM acting as an insurer. Instead, FVP provides additional compensation to customers when a carrier’s insurance or liability limits are insufficient to fully cover a loss caused by a covered peril.

2. Covered Perils

FVP applies only to direct physical loss or damage to the vehicle during transport resulting from the following perils:

- Collision, overturn, or accident involving the transport vehicle
- Fire
- Theft of the entire vehicle while in the carrier’s custody
- Vandalism directly tied to the carrier’s custody of the vehicle
- Carrier-caused damage during the loading or unloading process

No other perils are covered unless expressly agreed to in writing by ARM prior to shipment.

3. Exclusions

FVP does not provide coverage for, and ARM shall not be liable for, any of the following:

- **Ordinary road hazards** such as rock chips, windshield cracks, paint dings, or other incidental/cosmetic blemishes caused by road debris
 - **Pre-existing damage** or wear and tear, including any noted on the Bill of Lading at pickup
 - **Acts of God**, including but not limited to hail, flood, tornado, storm damage, earthquake, or other natural disasters
 - **Mechanical, electrical, or internal breakdowns** not directly caused by a covered peril
 - **Personal belongings, aftermarket accessories, or modifications** unless specifically declared and agreed to in writing prior to transport
 - **Consequential damages**, including but not limited to loss of use, diminished value, or delay
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4. Claim Process

1. All claims must first be submitted to the carrier and/or their insurer.
 2. If the carrier denies coverage or pays less than the cost to repair or replace the vehicle, the customer may submit a claim under FVP.
 3. Claims must be submitted in writing to ARM within 24 hours of delivery, along with:
 - A copy of the Bill of Lading,
 - Carrier inspection reports, and
 - Photographs of the damage
 4. ARM reserves the right to investigate all claims and require additional documentation before payment.
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5. Limits of Liability

- FVP liability shall not exceed the lesser of:
 - (a) the declared value of the vehicle at booking, or
 - (b) the actual cash value (ACV) of the vehicle at the time of loss.
 - Payment under FVP will be reduced by any amounts recovered from the carrier or their insurer.
 - Unless otherwise agreed in writing, ARM's maximum aggregate liability under FVP for any single transport event shall not exceed the declared value purchased by the customer per vehicle and \$500,000 per transport incident (regardless of the number of vehicles affected).
 - Higher limits of coverage may be available upon request and approval at the time of booking.
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6. Governing Law & Dispute Resolution

These Terms & Conditions shall be governed by the laws of the State of Ohio. Any disputes arising under FVP shall first be submitted to binding arbitration under the rules of the American Arbitration Association (AAA), to be conducted in Hamilton County, Ohio. Each party shall bear its own legal costs unless otherwise awarded by the arbitrator.

7. Customer Acknowledgment

By purchasing FVP, the customer acknowledges and agrees that:

- FVP is supplemental protection only and not an insurance policy;
- Coverage is limited strictly to the perils listed in Section 2 and subject to the exclusions in Section 3; and
- ARM's liability is limited to the amounts and procedures described herein.

Important Notice: FVP is supplemental protection designed to provide additional financial recovery in specific circumstances. Customers are strongly encouraged to maintain their own comprehensive automobile insurance to protect against perils not covered under FVP.