



800.622.7737

**Nationwide Equipment Control is committed to its customers!**

**WE VALUE YOU AND ARE COMMITTED TO EXCELLENCE  
WHEN IT COMES TO MOVING YOUR DRY VANS AND REFRIGERATED TRAILERS.**

**We take trailer movement seriously.  
Load out movement is an art form but our goal is perfection!**

**Below, you will find OUR GOALS and EXPECTATIONS for every trailer we move for you.**

Our goal is to move your trailers as quickly as possible from pick up to delivery without damage at a load out rate to save you money... here is what to expect from us:

### **COMMITMENT**

- Nationwide only commits to trailers that **we know that we can execute on!** Others will reply committing to trailers to simply secure them with no plan. We constantly analyze our current capacity so that we KNOW what we are capable of before we commit to moving your trailers! A commitment is only good if you can back it up!
- We will use only **TRUSTED WELL ESTABLISHED TRUCKING COMPANIES.** We personally know most of the carriers that haul the bulk of our trailers. Personal relationships make all the difference! Insurance certificates for EVERY carrier are constantly maintained and on file in our office. We work with trucking companies of many sizes, but we don't tender trailers to unproven one truck operations.

## PICKUP

- **OUR GOAL** is to begin picking trailers within 48 hours from the time that we commit to your trailers and have a deal.
- **PRE-PLAN.** We are committed to taking care of all details ahead of the move to ensure releases are at the gates, license plates are on the trailers, all security guards are notified that our trucks are in motion, etc. Doing the prep work ahead of time ensures that the movement goes smoothly for you. There is nothing better than a good clean start!
- If any delay is experienced in our pickup plan, we believe in clear communication with you as we go so that you have the valuable information that you need for your customer.

## IN TRANSIT

- We strive for delivery within 10 to 14 days from pick up or sooner!
- We load the trailers as close to “in line” from origin to delivery as possible, if we have a variance, we let you know. Our carriers know that the trailers are not rentals. We are on a tight timeline and they can’t load them to destinations other than where they belong.
- We track your trailers several times a week and will have updates for you at least 2 times per week
- **FOR YOUR CONVENIENCE**, we have a state-of-the-art portal that you can access to see the current status of each trailer.
- Occasionally, repairs are needed while trailers are in transit that will require your input. If a tire goes bad or we experience other equipment issues, we are committed to notifying you immediately. We will use the vendor of your choice for the repair or select the most inexpensive vendor for the repair. (In all cases, parts are matched to the original (used matching tires/new matching tires, etc.). If repairs are needed due to negligence by the trucking company, we will notify you, but the trucking company will be responsible for the repair and will pay for the repair directly.
- If any damage should occur prior to our delivery of the trailer, we will notify you so that you can be aware to be on the lookout when we deliver.

## DELIVERY

- **DELIVERY RECEIPTS** are a requirement to all trucking companies that we use. Paperwork is supplied to all parties on the front end of each trailer that we move. Trucking companies and their drivers are told that they must supply a proof of delivery (and inspection) of all trailers when delivered. As often as we stress this, trailers still occasionally are dropped without proper paperwork and inspection signed and dated. We ask that all at the receiving facility be aware and try to help with paperwork when possible. **CLEAR CLEAN RECEIPTS** are the essential to the trailer relocation process



## BILLING

- Upon obtaining a proof of delivery receipt for your trailer, an invoice will be **EMAILED** to the address of your choice for the trailer movement. (Nationwide went paperless several years ago) The emailed copy will contain an attachment with the proof of delivery receipt for your convenience.
- We accept (and prefer) ACH payments, Bank Transfers or Credit Card payments. A few of our customers still pay by check and that is fine as well. Our process is clean and clear and you will like it.

## DAMAGE CLAIMS

- Damage to trailers is very rare for Nationwide. However, this is the trucking and freight business. Damage does occur on occasion. We consider ourselves to be the best in the business when it comes to the settlement of damage claims!
- The first key to this is using only trusted carriers that we know. We know our trucking companies to be people of honesty and integrity. We trust them to do the right thing if there is a **LEGITIMATE DAMAGE CLAIM** to your trailer.
- It is important to have proper expectations as to what is legitimate Damage. The trailers that we move will have been loaded with freight to save you money. There will be tire marks on floors. There will be minor scrapes on side walls from the normal wear and tear of loading and unloading. Minor tree branch marks happen, etc. If it is anything major like broken bottom rail, major damage to outside panels or radius panels, holes in interior walls, etc. we can collect these for you.
- As long as fair estimates, pictures, proof of damage when you checked in the trailer are provided, we can collect the claims from our carriers. We pay you and then we worry about collecting from our trucking companies. That way we know you are taken care of!

## LONG TERM RELATIONSHIPS

- Our goal is be excellent in all that we do! No one is perfect but we continually strive to be. We are guided by Christian principles. We believe in honesty, truth, integrity, fairness, communication. We believe in treating others as we ourselves would want to be treated. We believe that if we hold to these principles, long term relationships will inevitably follow. These have been the keys to our success since 1984! We look forward to a long-term relationship with you!