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## Getting a Good Deal on Motorcycle Shipment

By Clint Lawrence

When you need to ship your motorcycle, keep in mind, "Getting a good deal" definitely does not mean paying the least amount. Cheaper doesn't mean better. If your motorcycle is delayed or damaged, it could end up costing you many times the amount you saved by choosing the lowest cost method available.

### **1) Use a company that has a professional, user-friendly website.**

Very simple, if they truly provide quality transport services they will advertise their services and provide resources using the latest technology, including the world wide web.

### **2) Use only licensed and insured transporters.**

Transport companies are required by the Federal Motor Carrier Safety Administration also identified as the Federal Highway Administration, to be licensed there under. Any transporter should be able to provide a copy of their operating authority. Good companies will post them on their website. If this cannot be provided there is a good chance that the business you are dealing with may not be reputable.

### **3) Choose a company that specializes in motorcycles.**

Many companies offering motorcycle shipping services claim that they are experts, but does their history prove it? Is the company really an auto transporter who handles motorcycles as well? Motorcycles are inherently fragile and moving them should be done by trained personnel who understand their design. Get some references or read testimonials from other customers.

#### **4) Select a mover that has the proper equipment to handle your motorcycle.**

Many companies can give you a quote on motorcycle shipment, but are they truly familiar with the special handling a motorcycle requires? Ask companies to explain how your bike will be transported. Dedicated motorcycle movers will make pictures of their equipment readily available throughout their website.

*Will your motorcycle be transported in an enclosed air-ride truck?*

Some companies provide only "open" truck/trailer transport. Exposure to wind and other elements can scratch, ding and even crack your motorcycles delicate finish. A rough ride can mean damage to your shocks, tires and other fragile items. Be sure that the carrier you choose cares enough to protect your investment.

*Are the trucks equipped with the proper loading equipment?*

Safely loading a motorcycle requires an extra large lift gate mounted on the rear of the truck. Many smaller companies do not have these expensive units. Improper loading can damage the underside your bike. The larger the cycle, the tougher the job is to complete without the right equipment.

*Will your motorcycle be safely secured?*

Your kickstand may work well in the driveway, but on the long haul it takes at least four strong tie downs and protective ties to do the job correctly and keep your cycle from getting damaged.

#### **5) Pick a company with good customer service.**

This will save you time, and we all know that "Time is Money". Good customer service can be evaluated many ways, but lets look at the basics.

*Can I reach someone in the customer service department?*

Try calling your prospect several times before you book your order to see if you can get live help. Some companies have staff on hand to take your order, but when it comes to needing assistance with tracking for example, you may get directed to their voice mail.

*Can I track my order quickly?*

Great companies will offer tracking on their website to let you know the location of your shipment with a few clicks of the mouse. Good companies will offer you this information after you phone them. Below average companies will offer you a voice mail and a call back tomorrow.

*What are my options for placing the order?*

Mistakes cause headaches. Being able to type your order online not only saves time, but it helps ensure that addresses and phone numbers are accurately documented. Choose a transporter that has invested in your convenience by providing this option on their website.

*If I have an insurance claim for damage, will I get assistance?*

Damage claims are rare and unfortunate experiences, but they can be made easier if you have chosen a company with professional procedures to deal with such an incident. When searching for a company to trust your baby with, be sure to ask them how they would handle your needs.

**6) Find a moving company that offers insurance with a low deductible.**

Great companies will include insurance at no additional cost; good ones for a charge and poor ones will say "We have never damaged a motorcycle before, why do you need insurance?". Also, a great company will complete a condition report on your bike when they pick it up.

**7) Pick a transporter that can give you a solid quote.**

If you thought your original quote was a good deal but variables exist that could affect the price in the end; it may not be such a good deal. Get a solid quote and make sure the company explains any extra charges before the motorcycle is picked up.

Great companies post their rates on their website for you to see and don't slap you with "surcharges" that may change when you book your shipment. Good companies will provide quotes by email upon request. Below average companies will quote you without documentation.

Some companies even offer discounts to club members or military personnel. Ask for discounted rates.

There's truth in that old cliché, "You get what you pay for" but it doesn't mean that you get more if you pay more! The best choice is usually not the lowest price and not the highest price, but the one in the middle.

**8) Be available by phone when your transport company calls.**

Why is this important to you and getting a good deal? Transport companies are just as busy as you, and when they call to speak with you about your shipment, it is important to be available. If the company has to leave a message or call you again, it will only cause a delay in your shipment. Yes, a delay in their schedule which equals a delay in your schedule. Your time is valuable. Also remember, a good deal is one that leaves you as a satisfied customer. You most likely won't feel satisfied when the delivery of your beautiful ride gets delayed.

If you are knowledgeable about the shipping process and choosing a professional company to haul your cycle, the end result will be a Good Deal.