

TO BE RESCINDED

4901:2-19-10 **Timetable.**

- (A) Each carrier will cause to be transported with reasonable dispatch as defined in paragraph (J) of rule 4901:2-19-01 of the Administrative Code, each shipment which it has agreed to transport.
- (B) All estimates shall contain a provision on which the consumer shall enter the planned pickup and delivery dates for the shipment. After the estimate has been accepted by the consumer, no carrier shall fail to timely pick-up or deliver a shipment of household goods according to the dates entered on the estimate unless otherwise instructed by the consumer. In the event that the pickup and/or delivery dates have not been determined at the time of the acceptance of the estimate, the consumer may enter "telephone notification" in the space provided on the estimate for pickup and delivery dates.
- (C) Whenever a carrier is unable to make delivery of a shipment of household goods on the date during the period specified in the receipt or bill of lading, the carrier shall notify the consumer, or person designated by the consumer by telephone, or in person, at the carrier's expense of the location and general condition of the shipment, the reason for such delay and the date or period of time during which delivery of the shipment will be made and shall repeat such notification if any subsequent date or period of time so assigned is not met. Such notification shall be given as soon as it becomes apparent to the carrier that it is unable to deliver the shipment in compliance with the terms of the receipt or bill of lading; provided that the requirement of this paragraph shall not apply where the carrier is unable to obtain from the consumer an address or telephone number for such notification. Notification as required herein shall not affect the determination of compliance by the carrier with reasonable dispatch as required in paragraph (A) of this rule.
- (D) When notification required by paragraph (B) or (C) of this rule is given, a record shall be prepared setting forth the time and date of notification, method of notification, the name of the person notified, the reason for delay, the location and condition of the shipment in cases of delay in delivery, and the new date or period assigned for pickup or delivery and the signature of the person who gave such notification. The carrier shall preserve as a part of its record of the shipment.

Effective:

R.C. 119.032 review dates: 06/10/2011

Certification

Date

Promulgated Under: 111.15
Statutory Authority: 4921.04, 4921.08, 4921.09, 4921.10, 4921.38
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