



## Ohio Administrative Code Rule 4901:2-19-09 Receipt or bill of lading.

Effective: July 1, 2023

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(A) A carrier shall immediately issue a receipt or bill of lading upon receiving household goods for an intrastate move.

(B) If a carrier has given the consumer an oral estimate, the receipt or bill of lading must also include the following:

(1) A description of the rates and specific charges assessed for the shipment and any services provided by the carrier;

(2) Any terms and conditions specific to the consumer's shipment;

(3) The specific reimbursement language for lost or damaged goods offered by the carrier on its estimate form as required by paragraph (D)(11) of rule 4901:2-19-08 of the Administrative Code; and

(4) The following statement regarding customers' rights and responsibilities in Ohio:

"If your complaint is not resolved after you have called the carrier, you may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

"You have a minimum of sixty days from the date of the move to file a claim for any damaged or missing goods. The carrier must acknowledge receipt of your claim within fifteen days after receiving it and must respond to you within thirty days."

(C) The carrier shall attach a copy of the estimate, any addenda, and any applicable inventory and/or weight tickets to the bill of lading at the time the carrier picks up the shipment. The bill of lading and



any attached documents must remain with the shipment until delivery.

(D) The driver of any vehicle being utilized for the transportation of household goods should have in his possession, when driving, a copy of the receipt or bill of lading for each shipment being transported.

(E) If the carrier provided an oral estimate to the consumer, no terms or conditions for the shipment may be included on the bill of lading and/or be considered binding upon the consumer unless such terms and conditions were disclosed to the consumer at the time the carrier gave the oral estimate.

(F) For orders for service, inventories, and bills of lading, interstate household goods carriers are subject to 49 C.F.R. 375, 501, 503, and 505 as effective on the date referenced in paragraph (E) of rule 4901:2-19-02 of the Administrative Code.