

THE CLAIM PROCESS



We do all we can to prevent a claim before it occurs. In the rare instances we are unsuccessful in this pursuit, please find an explanation of what to expect and how the claim process works.

1. In the event of a claim, your Crew Chief will document any claim and take appropriate photographs. They will then leave you with a copy of this claim form or ask that the office email it to you. The crew undoubtedly feels awful anytime a move is less than seamless. Hopefully the concern will be easily addressed and should not overshadow the hard work that the crew has put forth throughout the project.
2. After the move, please expect a call or email follow up from a claim manager within 2 business days. They will answer any initial questions and begin the settlement process. While some of the more complex fixes can take a few months, rarely does it take more than 30 days after receipt of a completed claim form to settle most claims.
3. Unless discussed otherwise, we do need a completed claim form before we can begin to settle any claim. Upon receipt of a completed claim form, an email will be sent out to indicate receipt.
4. Please pay attention to the Valuation option you selected. We are bound by the options you have selected prior to the move.
5. The determination for repair or cash settlement is made.
If a cash settlement is chosen, the moving company sends you a check with a letter of explanation. Your signature endorsing the check releases the moving company from any further liability in regards to your Bill of Lading.

If an inspection is chosen, the moving company notifies a reputable repair firm to contact you to make an appointment. The repair firm is given your Valuation Option to determine at the time of the inspection whether a repair or cash settlement is the best option. The inspection is to determine new transit related damage. The repair firm may take pictures during the inspection. The repair firm then sends all the information to the moving company to either authorize the estimated dollar amount of the repair or the estimated dollar amount of the cash settlement.

6. Final Settlement is the last step of the process.
If the repair is authorized, the moving company will email the authorization to the repair firm. The repair firm will call and make an appointment to complete the repairs. When the repairs are complete the repair firm forwards the moving company your signed receipt and the file is closed.

If a cash settlement is authorized a check with a letter of explanation will be sent to you. Upon endorsing the check you will release the moving company from any further liability in regards to your Bill of Lading.

Sometimes a settlement is made by combining the above two solutions. Do not destroy or dispose of any claimed items before final settlement of the claim.

We thank you for your patronage, as well as your patience, while we do all we can to find a fair settlement to any circumstances which may require an accommodation.



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210 Webster Street, West Newton MA 02465

VERIFIED STATEMENT OF CLAIM FOR LOST OR DAMAGED GOODS



What is Valuation?

Amount of the carrier's liability expressed by a dollar value placed on a shipment by the shipper that specifies the carrier's maximum liability in the event of a covered claim for losses or damages. If no value is placed on the shipment, the liability then is controlled by the tariff rate schedule or contract under which the shipment was handled (60 cents per pound per item).

The Bill of Lading has a red area where your signature indicates the Valuation Option chosen for the move.

Actual Cash Value Replacement Cost Valuation

This option covers repairs, replacement, or full reimbursement with depreciation, minus the \$250 deductible. The mover will pay for full cost repairs if damage occurs while in their care and custody, up to the dollar amount of the valuation selected. If the item cannot be repaired, we will replace it with a like item if the exact item is no longer available. If the item cannot be repaired or replaced the moving company will pay you cash based on the current replacement cost **pending proof of value.**

Transit Damage Protection (TDP). This option covers up to the first \$500 of repairs, replacement, or reimbursement in the event of a claim. Should the cost exceed \$500, then settlement is limited to \$.60 per lb coverage beyond the \$500.

"I choose 60 cents per pound per article." There is no charge for this option. As an example, if you have a chair that was damaged and the chair weighed 10 pounds, the maximum liability for the Moving Company is \$6.00 10 lbs. x \$.60 = \$6.00.

If you have damage on any article the moving company's first option is to repair the article, second to replace the article and last to pay current replacement cost.

Date of Claim Filing: _____

Your name: _____

Address: _____

Home Phone: _____ Work Phone: _____

Regardless of any previous written or oral communications, you must include on this form all articles that you claim are either lost or damaged as well as any documents that would support your claim in order to receive compensatory consideration. Do not destroy, repair or dispose of any claimed item until full settlement has been completed.

Item and Inv. #	Describe Nature of Loss or Damage	Option A/ Option B/ Option C selected	Present Value	Date Acquired	Original Cost	Amount Claimed

Total Amount Claimed \$ _____

The undersigned does hereby swear or affirm that all entries made in this Statement of Claim and contained in the attached supporting documentation are true and correct to the best of my knowledge and belief and constitute my complete and entire claim growing out of or in any way connected with the transportation or storage of my possessions. The undersigned does further swear or affirm that there have been no material facts relative to this claim that have either been withheld or misrepresented. The undersigned does hereby agree that if it is determined by Piece by Piece Movers, that any of the above information or supporting documentation is false, or that material facts have been withheld, then this shall justify the denial of my claim by Piece by Piece.

Signature of Claimant: _____

In making this claim, you must be prepared to justify the value you have placed on the lost or damaged articles. Remit any documents which would be required in support of your claim. This form must be signed by the claimant who is the owner of all items claimed to be lost or damaged.

Complete this form and email to mike@pbpmovers.com or dave@pbpmovers.com



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