

INSTRUCTIONS

1. Damage must be reported within thirty days from the day of delivery. No claim will be considered registered until the carrier or its claims representative has received a completed "Statement of Claim" signed by the customer. Claims must be received in written form within 90 days (nine (9) months in the case of interstate claims) after delivery.

2. Carrier or its claims representative reserve the right to require a sworn statement of claim as a condition precedent to claim settlement.

3. Please READ the provisions of your contract terms and conditions on the reverse side of your order for service, bill of lading and/or insurance certificate (for local moves and storage only).

4. Please note the following headings on the statement of claims:

INVENTORY ITEM NO. - If a checklist was prepared, each item on your shipment carries a tag indicating the bill of lading number and the item number. If you cannot identify the item from the tag, do so from your copy of the checklist.

ARTICLE - Describe each item carefully. If missing items are claimed, identify by color, size, pattern, manufacturer, or brand name, etc. Identify contents of containers as accurately and completely as possible. Indicate whether cartons were packed by the carrier or owner.

NATURE OF CLAIM - Indicate type, severity, and location of damage.

APPROXIMATE WEIGHT - Indicate the weight of each individual item claimed to the best of your ability (**OPTIONAL**)

DATE PURCHASED - If the item was purchased used, so indicate. (**MANDATORY**)

COST - For intrastate shipments (all within one state) list the price you paid for the item. For interstate shipment, list the present marked value of the item. If originally purchased used, list present replacement cost for the used article.

AMOUNT CLAIMED - Indicate cost of reasonable repair or replacement, considering age, actual cost and pre-existing damage to item.

5. In the absence of external damage or other proof, the carrier is not liable for mechanical or electrical malfunction of washer, dryers, refrigerators, freezers, television sets, hi-fi sets, radios, phonographs, etc. These devices often fail for reasons other than transportation, or from normal vibration incident to transportation. Proper servicing before and after shipping is the customer's responsibility, except for shipments moving under a United States Government bill of lading where servicing is included in the transportation rate. Until or unless carrier acknowledges liability, service calls to inspect or repair said defects are at the risk and expense of the customer.

6. Loss claims for individual packed items, when all containers are receipted to, will not be honored in the absence of other evidence of loss. Loss claims not confirmed by the delivery receipt will not be honored by the carrier. Confirmed losses will be traced by the carrier. Tracing procedures often take up to ninety days from the time the carrier receives an adequate description of the missing item from the customer.

7. **ACTUAL CASH VALUE OF ENTIRE STATEMENT** - Estimate to the best of your ability the cash value of your entire shipment at the time it moved. Consider the present day replacement cost less depreciation.

8. Carrier or its claims representative reserves the right of inspection of items claimed within a reasonable time. Do not proceed with repairs or replacement until we have had an opportunity to examine your completed statement of claim and determine the course of action necessary.

9. Your best evidence to prove your claim are the written exceptions or notes taken on the delivery receipt.

In California, the following provisions apply to your claim and may apply in other states.

"For your protection, California law requires the following to appear on this form.
556. It is unlawful to:

- (a) Present or cause to be presented any false or fraudulent claim for the payment of a loss under a contract of insurance
- (b) Prepare, make, or subscribe any writing with intent to present or use the name, or to allow it to be presented or used in support of any claims.

Every person who violated any provision of this section is punished by imprisonment in the State prison not exceeding three years, or by fine not exceeding \$1,000 or by both."