



UNDERSTANDING VALUATION

Dependable RELO provides shipment protection options for determining carrier liability. The option you select will determine the maximum liability for all of your items we move and the potential settlement amount for any claim for loss or damage to your household goods. Please note that **shipment protection (valuation) is not insurance**. Shipment protection is a tariff level of carrier liability in the event of a proven claim for loss or damage. You are given the option to declare what tariff level of carrier liability you want the carrier to assume, in the event of loss or damage in consideration for payment of a stipulated tariff charge. If you want the type of protection afforded by insurance coverage, please contact your insurance agent.

VALUATION OPTIONS

The valuation for your belongings is typically pre-negotiated between you and Dependable RELO. Please explore what valuation options are available to you with your Sales Consultant or Relocation Coordinator to ensure you have sufficient coverage of your goods during transit. The **Bill of Lading** will require you to select an amount for valuation. You should be certain of your coverage prior to signing.

SUBMITTING A CLAIM

In the unfortunate event of a claim, the carrier has the option to repair any items damaged in transit if the items are determined to be repairable and restored to their pre-move condition. Any items requiring replacement will be replaced with an item of like kind and quality.

We often require a **visual inspection on items claimed to be damaged**, therefore it is essential that you **do not dispose of any items you are submitting a claim for**. If you are submitting a claim form for items you packed yourself, a visual inspection of the box is mandatory to help assess liability.

Your Relocation Coordinator will send you a claim form to be completed, signed and returned in order to file your claim.* Claim periods for household goods shipments typically are 90 days for intrastate moves and 9 months for interstate moves. Therefore, you should notify your Relocation Coordinator immediately of any damages to property or belongings.

**Property damage is a separate claim and must be noted at the time of the occurrence on the driver paperwork and reported to your Relocation Coordinator within 24 hours or the claim will be denied.*

