

CUSTOMER CHECKLIST

Customer Tips when Selecting FULL VALUE PROTECTION (FVP) VALUATION OVER \$300,000

Since you have declared a value for your goods to be transported in **excess of \$300,000**, here are some tips to assist you in preparing the necessary documentation:

1. Federal statutes state that a carrier's liability for loss and damage is for the actual amount of loss only up to the maximum amount you have declared. The carrier *has the option* of repairing, replacing with like kind or providing the cash replacement value.
2. The **Estimate/Order for Service** indicating the valuation amount must be signed. Your signature at bottom also acknowledges receipt of the "**Your Rights and Responsibilities When You Move**" booklet.
3. You must properly complete the *valuation section* of the **Bill of Lading** in *your own handwriting*. Failure to do so will release your shipment at Full Value Protection (\$5.00 per pound times the weight of the shipment) with no deductible. You will be required to pay for this coverage.
4. You must complete the **High Value Inventory** form listing all items that have a value exceeding \$100 per pound, and sign the **Extraordinary Value Article Declaration** on the Bill of Lading.
5. You should be prepared to provide copies of **current third party independent appraisals** on any artwork, fine arts items and antiques where the value exceeds \$10,000 for any one item.
6. Please be aware that in the event of a claim, you should *be prepared* to document the amounts claimed. The High Value Inventory is a list of items you value in excess of \$100 per pound, per article. It does not serve as proof of ownership or value.
7. For non-packed items, you should inspect for damages and note same on the **inventory** at the time of delivery.
8. The **Inventory Control** form (provided by carrier) must be used at delivery. The van line is unable *to accept a waiver of check-off* when the declared value of the shipment exceeds \$300,000. You should note any damage exceptions on the **Inventory Control** form. If any item does not check-off (i.e., missing), please ask the van operator to contact the Overage and Shortage department immediately at **800-325-3606**.

9. Please be aware that we may not be responsible for damage to goods *packed by you* unless there is physical evidence of damage to the carton or container caused during transit of the goods. In other words, if there are packed-by-owner items alleged to be damaged in a carton which shows no evidence of mishandling by the carrier, then such a claim may be denied.

10. Please be aware that *valuation* **does not cover** mechanical malfunction, inherent vice, climatic conditions, your errors and omissions, or Acts of God. If you have any questions regarding this information, please contact your agent's move coordinator.