

# Claims and Inquiry Handling Procedure

At Quality Transfer & Storage, we hope you have no reason for complaints about our services. In the event that you do, we provide this form to guide you through the process.

## **Complaint:**

If you have reason to file a complaint for any aspect of our services, please call our office at 301-862-2331 as soon as possible.

## **Claim:**

Any damage claims should be well documented and communicated to the crew and office immediately. Please follow the following procedures to insure your claim is processed efficiently and accurately.

1. Call the Office Manager, Carol Norris, and describe the damage in detail.
2. Write a brief letter to us (send by US mail or email: cmnorris@movewithquality.com) describing the damage, how and when the damage occurred, who was responsible for the damage, and the value of the damaged article. The damage value is considered the cost to repair the item to its condition prior to our services or the cost to replace the item if it is not repairable. Repair and replacement costs should be accompanied by documentation verifying the actual cost, such as an estimate from a reputable repair firm, receipts, or advertisements from a reputable retailer (for example, a catalog or internet quotes). For all replacement items, provide the date of purchase. We do not pay or reimburse for the cost of estimates.

## ***Things to Remember:***

- You have 30 days from the date of delivery to file a claim on a local move.
- A claim will not be settled without payment in full for all services provided.
- The value of items in need of replacement may be subject to depreciation.
- In the case of missing items, please check that all boxes/cartons have been unpacked and thoroughly examined.
- Boxes/cartons packed by the owner are not covered under the claims agreement unless the box/carton shows external evidence of abusive or negligent handling. Internal damage to mechanical items or electronics is not covered unless there are external signs of negligence.
- We cannot be liable for loss caused by natural disaster, war, nuclear reaction or radiation, police or military actions, severe climate conditions or other acts of nature.
- We never accept liability for money, currency, valuable negotiable instruments (stock certificates, bonds, etc.), manuscripts or other documents.
- We only accept liability for actual loss or damage, not for any consequence of the loss or damage.
- We accept no liability for deterioration, wear and tear, or damage caused by normal use and aging or internal electronic damage caused by normal transit conditions.
- Review your *Certificate of Valuation* for details of your coverage.
- Item weights and depreciation are determined by the *AMSA Joint Military/Industry Table of Weights and Depreciation Guide*.