

PACK OUT

CLEANABLE ITEMS

TEXTILES (Clothing, Curtains, Towels)

All items that are fabric are removed from the home. It is suggested the sorting of these be done with homeowner. All textiles are taken to our warehouse for cleaning and storage or returned.

IDENTIFY CLEANABLE ITEMS

Our team has been trained to identify Cleanable Items and Non-Cleanable items.

PHOTO INVENTORY

All items identified as cleanable are photographed and named in our software.

PACKING

All items are packed into boxes and are wrapped separately (furniture and other large items). The packing process also includes barcoding for easy locating.

MOVING

Once packed all items are transported by truck to our climate-controlled warehouse.



WAITING FOR REBUILD

CLEANING AND STORAGE

CLEANING

All cleanable items are inspected and cleaned. The cleaning techs are well trained in restoring contents to pre-trauma state. If strong odors are present the contents may be placed in our ozone room for treatment.

PACKING

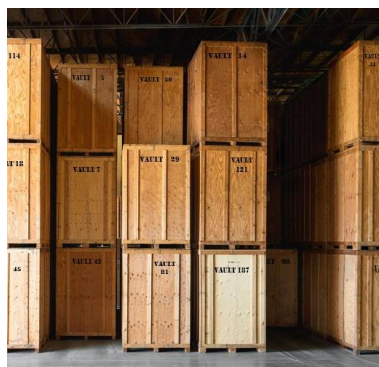
Once your items are deemed restored, they are then repacked in new boxes, given a new barcode and ready for storage.

STORAGE

All your boxes are scanned by barcodes into a vault and will remain there until the completion of your rebuild.

RETRIEVAL OF CONTENTS

You may retrieve important items one time. The insurance company usually pays for the time to retrieve items you need one time. Should you request this service again there will be a fee associated with it. Seasonal clothes delivery is an example.



DISPOSAL OF TOTAL LOSS

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PHOTO INVENTORY

We photo inventory all items we can locate and identify. More likely than not there will be missing items that you will have to account for yourself. We can provide you a spreadsheet for this or you can send you list in an email to your adjuster.

DISPOSAL OF TOTAL LOSS

Once we have completed the photo inventory of your total loss we arrange for a dumpster and have the destroyed items removed from the home.

COMING BACK HOME

RETURN OF YOUR CONTENTS

PACK BACK

Two weeks prior to completion of your rebuild, we verify that your account is up to date and begin the retrieval process. We begin spot checking your contents for lingering odors. All furniture is returned to the original room, we rebuild furniture that we bring back. We return all boxes to the original room, but we do not unpack them. You have a 30-day inspection period to check for issues.

