

Overview

We will work directly with you to deliver fair and prompt claim services. Following is a brief description of the services provided to you. If you have any questions, please contact us.

Full Protection is available to professionally packed items on a door-to-door basis, including packing and unpacking. Should loss or damage occur, and repairs are not possible you will receive full replacement value at today's prices. *Items are repaired if possible and replaced if necessary.*

Restrictions apply to items you pack, so please refer to the exclusions outlined herein.

What's covered:

1. Household Goods & Personal Effects
2. Antiques & Fine Arts
3. Pairs & Sets & Mechanical Malfunction (Optional)

What's not covered:

1. Jewelry, furs, currency, documents, valuable and/or negotiable instruments & coin or stamp collections.
2. Damage to residence (walls, floors, etc)
3. inconvenience or delay,
4. consequential losses (losses which are not a part of the shipment)
5. unexplained loss and/or mysterious disappearances.
6. Loss or damage caused by wear & tear, change in climactic conditions, or inherent vice (normal deterioration over time).
7. Calibration of any machine, device or piece of equipment-Including musical instruments
8. Pre-existing damage.
9. Wrinkling of clothing & other items of fabric.
10. Dried or silk flower and decorative arrangements valued greater than \$75.
11. Loss or damage caused by or as the result of acts or war, rebellion, civil unrest & revolution.
12. Owner packed items unless transit loss or damage was caused by fire, overturn, collision, or theft of the transporting conveyance.
13. Pre-packed items moving from storage (items to be shipped which have been in storage must be re inventoried by the movers to note condition at the time of loading).
14. Items having no market value (e.g.: photographs, family albums, newspaper clippings & technical research papers, customized software).
15. Custom, customized or commercially unavailable computer software, programs or media.
16. Servicing, re-servicing & tuning of articles & appliances.

17. to become an affiliate on our system
7. Loss or damage caused by or caused to items that are prohibited by transportation officials or government authorities.

18. Autos, Boats, Motorcycles, Campers & Trailers.

Claims

- Any loss or damage should be noted on the inventory and delivery documents at the time. Failing to note loss or damage at delivery on the shipping documents may result in a declined claim.
- Photographs are recommended
- You have 90 days from the date of shipment delivery or from the expiry of storage in transit to file Your claim.
- Do not delay your claim submission pending receipt of repair estimates or other supporting documents.
- Claims filing is via an on-line, secure & dedicated web site.
- If you expect to file a claim later than 90 days from date of delivery (e.g.: illness) You must file a Notification of Intent to File Claim on the website.