

WHAT TO EXPECT

from your contents restoration partner

Packout → Cleaning → Inventory → Storage →
Takeback → Contents Manipulation → Unpacking

This is our most common process in serving homeowners. It evolves from boxing up, wrapping, inventorying and inspecting every item within the defined scope of the project. Following this, it is either stored in our private, off-site storage or put through our cleaning process in order to deep clean the approved content.

Expect:

- Introduction by our team coordinators to establish initial scope and type of work to be completed.
- Communicate with homeowner and adjuster throughout entire process via email at each stage.
- Signed work authorization with direct pay
- Tailored protocol established to fit your specific needs
- Photo inventory provided at the end of the packout and/or cleaning
- End-of-Day video of job progress available
- If applicable, photo inventory list for total loss and discard items provided to Homeowner & Adjuster
- 2-4 invoices– billed as work is completed
 - Packout
 - Cleaning
 - Storage
 - Takeback

Transparent Billing:

- Invoices will be billed by the item
- If you have specific billing requirements, we will work with you to establish a tailored fit protocol
- Storage billed quarterly.

Working with Restoration Companies:

- We will work with contractors to align on timelines to minimize impact to Homeowner

Special Services:

Every home has its own characteristics and contents resembling the personality of the homeowner that resides within it. In order to be prepared for every circumstance, we have a strong network of the contractors that bring a specified level of care, skill, and training to the service that they provide. These contractors deliver the high level of intentionality required to remove, repair, clean, and return the content to their respective home in pre-loss condition.

- Pianos- disassemble/relocate/store/repair/return/tune
- Specialty Clocks- protect/relocate/clean/repair/balance/return
- Pool Tables- relocate/ storage/ set up , refelt and level
- Antique furniture- appraise / consult / relocate / refinish/ repair/ return
- Appliances- disconnect/connect/ clean / test/ storage /return
- Hygienist inspections/ Cleaning Protocol
- Audio Visual System Specialist- disconnect/reconnect
- Artwork- remove/protect/store/return/re-hang



Questions?
Contact us:

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OUR PROCESS

1-800-PACKOUTS

Pack Out:

During a Packout, we manipulate what we can, and remove the content necessary for contractors to repair the home. We transfer these contents to storage with the utmost care by packaging them to prevent damage. We facilitate industry leading processes, equipment, and supplies to ensure to the best of our ability that the contents arrive to their destination safely. Additionally, we provide end-of-day videos so the adjuster knows what is happening on a daily basis. Our teams don't take short cuts, and in doing so, they pack trucks in a manner to guarantee protection. Our promise is to consult and advise homeowners every step of the way providing them with outstanding guidance and sound advice.

Cleaning:

Our cleaning process strives to return the content to the homeowner in pre-loss or better than pre-loss condition. We aim to remove the distinct smell of smoke from soft goods, and growth caused by water on hard content. Our teams even sanitize content that was exposed to contaminated water. After content cleaning, we re-box and wrap the approved content in new packaging to prepare it for storage and the eventual transportation of the content back to the home.

Textile cleaning differs from content cleaning in that every fabric reacts differently; therefore, we contract specialized textiles cleaner to remove the smell of smoke, disinfect, document and inventory all textiles found in a home.

Take Back:

Once the restoration is complete, the contents are transported back to the home. All furniture is placed where it was pre-loss or where the homeowner directs us. The boxes are placed in the room that they were packed out of near the furniture that they belong with. If approved, we will unpack the boxes and place all the boxed content back where it was pre-loss or as directed by the homeowner.

Documentation:

Inventory and documentation occur at every step of our process. During the Packout, photos of the rooms, items, and boxes record the content removed from the home to provide accurate billing, inventory, and placement of content once returned. Before and after photos of the cleaning process show the restoration of the items from loss condition to cleaned condition. Once the content is returned to the homeowner, documentation displays the state of the content and the content returned and unpacked.

During Total Loss Inventory Evaluation, we go into a home after a claim to strictly inventory the content within the home. We are the eyes for the adjuster and a resource for the homeowner. We inventory, document, and inspect every item to create a comprehensive total loss list for the adjuster and homeowner.

Contents Manipulation:

Content manipulations are the same as a Packout, except the content is left on site in an area of the home that is unaffected by the claim. This is a common strategy for small contents claims or for items that are highly valuable/sentimental to the homeowner. It allows for the same documentation, inspection, and protection, but takes advantage of the space available in the home for storage.

Content Debris Removal

Content debris removal is the process of documenting and disposing of the non-restorable content left behind from a catastrophic event. We document this "debris" and dispose of it in dumpsters either on-site or at our shop, depending on approval. We document and inventory these items, submit them as total loss items, and discard of them.