



Dear Client,

We thank you for allowing Blue Ox Moving Services to service your recent relocation. We regret that your move could not be completed without the need to file a claim. Our goal is to work with you to quickly and equitably resolve your claim.

### How to File Your Claim

- All claims must be submitted in writing within 90 days of the date of delivery. It is your responsibility to ensure claims are submitted to Blue Ox Moving Services before the deadline for the filing period expires.
- Your claims form is not a release form; it is merely a statement of loss or damage reported. If there are missing items or items requiring immediate attention you may file a claim for those items now and if necessary, submit a supplemental claim within the applicable time-frame.
- Missing Items: Please include as much information as possible on the attached form.
- Damaged Items: Please do not proceed with any repairs, obtain any replacements, relocate items, or discard any items as these actions will nullify your claim. Your adjustor may enlist the services of an independent professional restoration service in your area to view all the damages claimed. The services that assist us are not operated by Blue Ox Moving Services but are selected based on their craftsmanship and reputation in your area. Upon the completion of these processes, your adjustor will notify you of the outcome of your claim in writing.

We will notify you once your claim has been received. Please be patient while we conduct our investigation, we will contact you with updates as they occur. If you have any questions, please contact Blue Ox Moving Services directly. We look forward to working with you toward the resolution of your claim.



### Instructions for Preparation of Loss/Damage Claim Form

The following instructions are intended to assist in the proper completion of the Claim for Loss and Damage:

1. Please read the provision of the Contract Terms and Conditions on the Bill of Lading and attached documents provided at the time of your relocation.
2. No claim will be properly presented until Blue Ox Moving Services has received a completed Claim for Loss and Damaged signed by the claimant.
3. It is essential that the claimant give complete information in all columns; please print or type information to the best of your knowledge:
  - a. INVENTORY NUMBER (if applicable): Record the number that the item is listed under on the inventory.
  - b. DESCRIPTION OF ITEM: Identify the article using the same name as listed on the inventory. If packed, name the damaged article.
  - c. NATURE OF LOSS/DAMAGE: Describe the nature and location of the damage. If the article is lost, describe the item in detail, specify color, size, model and serial number, etc.
  - d. ESTIMATED WEIGHT: If actual weight is unknown, give an estimate.
  - e. AGE OF ITEM: Complete as accurately as possible.
  - f. COST TO REPLACE/REPAIR: Specify the estimated (or actual) cost of repairing the item. If the item is damaged beyond repair, or if the item was lost, specify the cost of replacement.
  - g. AMOUNT CLAIMED: Specify the amount of reimbursement that you are requesting for repair or replacement of each item.
4. On claims for damages to household goods items, repair estimates are required. The estimates should be submitted on company letterhead by an appliance/furniture repair firm, and should be attached to the completed claim for with any other receipts, invoices, and other documents in support of the claim.
5. If additional space is required, please attach separate pages.
6. Forward the completed claim, supporting documents and pictures to us within 90 days of relocation using the information below.