

High Value Shipment Customer Checklist

When Full Value Protection (FVP) \$250,000 or Greater

Thank you for choosing to move with us. We ask you to take the following important precautions to ensure all the necessary documentation is properly prepared so you are well protected.

1. The carrier's liability for loss and damage, as mandated by federal statute, is for the actual amount of loss or damage to household goods, only up to the maximum amount of valuation you have declared. The carrier has the option of repairing, replacing with like kind and quality or providing the cash repair or replacement value.
2. You will need to sign the Estimate/Order for Service indicating the valuation amount. Your signature at the bottom also acknowledges receipt of the "Your Rights and Responsibilities When You Move" booklet, the High Value Inventory form and the Ready To Move brochure.
3. To ensure you receive the valuation coverage that you want, you will need to properly complete the valuation section of the Bill of Lading either by eSignature via your MySite (Personal Move Planner) or by making the selection in your own handwriting. If the valuation section of the Bill of Lading is not complete, the carrier will release your shipment at Full Value Protection (\$6.00 per pound times the weight of the shipment). Your charges will be adjusted in accordance with the tariff charges for valuation unless otherwise noted in a national account contract.
4. To properly protect your high value items, please be sure to complete the High Value Inventory form listing all items having a value exceeding \$100 per pound and sign the Extraordinary Value Article Declaration on the Bill of Lading.
5. Please be prepared to provide copies of current third-party independent appraisals (within the past three years) and/or independent proof of value or bill of sale (within one year of the date of purchase) on any artwork, fine arts items and antiques where the value exceeds \$10,000 for any one item. If you plan to tender any single item that has a value exceeding \$100,000, you will need to notify the carrier and provide the appraisal or bill of sale for the item prior to the move date.
6. In the event of a claim for loss or damage, the carrier may request documentation of the amounts claimed. The High Value Inventory is a list of items you value in excess of \$100 per pound, per article. Please note that it does not serve as proof of ownership or value.
7. For non-packed items, please inspect for damages and note these damages on the inventory at the time of delivery. Also, note any cartons or crates that arrive in a damaged condition.
8. The Inventory Control form (provided by carrier) is a required document for use at delivery. The van line is unable to accept a waiver of check-off when the declared value of the shipment is \$300,000 or greater. You should note any damage exceptions on the Inventory Control form. If any item does not check off (indicating it is missing), please ask the van operator or crew leader to contact a claims manager immediately at 800-325-9970.
9. If you have chosen to pack some of your items yourself, please be aware of the risk. The carrier may not be responsible for damage to the goods you have packed unless we can confirm physical evidence of transit damage to the carton or container. Claims for damage caused by the manner in which the items were packed may be denied.
10. Please be aware that valuation does not cover undamaged items that are part of a pair or set. Valuation also excludes coverage for mechanical malfunction and inherent vice (for example, damage caused by age, normal use or materials sensitive to normal transit handling). Other exclusions include climatic conditions, customer errors and omissions and acts of God. If you are moving under a national account contract or have purchased the On Point Preferred or Straight Talk Advantage packages, these exclusions may vary.