



Arpin Van Lines takes specific steps to ensure your personal possessions are handled carefully. Unfortunately, sometimes damage or loss occurs. We want to make sure you understand the moving process and your rights and responsibilities so that you are protected and satisfied quickly in the case of damage or loss. Enclosed you will find a booklet titled "Your Rights and Responsibilities When You Move," which will assist you in understanding the process of protecting your possessions.

# Protecting Your Possessions

## **What You Need to Do**

It is important that we are aware of every item you plan to move so that we can provide you with an accurate estimate regarding the cost of your move. In addition, you need to let us know about the home you are moving to, the neighborhood, and any other information which may affect the delivery process. Your Arpin Van Lines' representative will ask many questions so that we are fully prepared to make your relocation as smooth as possible. After the survey is complete, if the parameters of your move change in any way, you need to contact your Customer Care Representative ASAP.

It is also critical that you are present during packing, loading, and delivery since you are required to sign and date several documents, including the Order for Service, Bill of Lading, In Home Pre-Existing Condition Report, Inventory forms, and the High Value Inventory form.

## **Packing Process**

Arpin Van Lines uses trained professionals to pack your possessions. They are experienced in the proper methods of packing to help ensure a damage-free move. If you choose to pack yourself, you should use proper materials and cartons, and pack so that your possessions are protected during the moving process. We highly recommend that you transport irreplaceable items (such as cash, jewelry, important personal documents, stocks and bonds, and other small items of value) yourself. Items packed by you the owner are referred to as Packed By Owner (P.B.O. and will NOT be covered by Full Value Protection Coverage as they were not packed by authorized representatives of Arpin Van Lines.

Please refer to the Prohibited & Restricted Items document provided herein which lists items that cannot be shipped with your goods.

## **Inventory and Loading Process**

When the crew arrives to load your belongings, they will accompany you on a pre-loading inspection. During this time, an In Home Pre-Existing Condition Report will be completed which shows the condition of your home prior to loading. The crew will also begin to protect your home from any damage which may occur during the loading process. If there are additional items to be moved which were not on the original estimate, you will be asked to sign and date an addendum before we begin loading.

The driver will complete an inventory before your possessions are loaded for transport. This is a listing of each item (and carton) being moved, along with a description of the condition of each piece. He or she will attach a numbered tag to each carton and/or piece of furniture that corresponds to the lines on the inventory forms. You should check to confirm that all items being moved are listed on the inventory forms. If you disagree with the condition descriptions, you must make a note on the inventory forms. Once your possessions are loaded, you will be asked to sign the inventory forms and will be given a copy of the inventories. Your signature confirms that you agree with the information on the inventory, so make certain it is accurate.

Once loading is complete, the driver will accompany you on an inspection of your home to ensure that all items to be moved have been loaded. At this time, the driver will also finish completing the In Home Pre-Existing Condition Report so that the condition of your home after loading can be documented. This is to assure you that we have protected your home while loading. You will be asked to sign this form.

You should notify Arpin Van Lines prior to loading or moving day of any high-value items. Items considered high value are those valued at \$100 or more per pound (such as antiques, art or coin collections, oriental rugs, etc.). You may want to photograph or video tape any high-value items included in your move. We will provide you with a separate "Items of Extraordinary Value" form to record these items. If you have no high-value items, you'll be asked to write "NONE" across this form. Because of the special nature of these items, Arpin Van Lines **must** pack these items for transit.

### **Delivery Process**

When the driver arrives at your new home, he or she will complete an In-Home Pre-Existing Condition Report while the crew begins to protect your new home. As in the loading process, the form will also be used to record the condition of your home after unloading. He or she will also request that you check off the items on the original inventory forms as they are unloaded. If you see any damage or if there are any items missing, you should make a notation on the original inventory forms. This is extremely important. If you do not and later discover an item missing or damaged, your claim may be denied by Arpin Van Lines.

The delivery crew is responsible for reassembling any items Arpin Van Lines' representatives disassembled.

Once unloading is complete, you should accompany the driver on one last inspection of your delivered goods and your home. You will then be asked to sign the inventory forms as your acknowledgement that your belongings are in the same condition as when they were loaded by Arpin Van Lines.

### **If a Loss or Damage Occurs**

You must file a claim for loss or damage within ninety (90) days of your delivery date; however, we recommend that you file your claim as soon as possible to ensure an accurate and prompt settlement.

Do not discard any damaged items until Arpin Van Lines has had the opportunity to view the damage. To file a claim, please call 1-800-343-3500, extension 481 or email us at [claims@arpin.com](mailto:claims@arpin.com). When you call or email us, please include the following information:

- ▶ Your mailing address, including zip code.
- ▶ Your six-digit Bill of Lading number, located in the upper right hand corner of your Bill of Lading form.

Upon receipt of correspondence from you, we will promptly email or mail you a claim form complete with instructions for filing a claim.

### **Dispute Settlement Process**

In the case of a dispute regarding a claim issue, Arpin Van Lines and the American Moving and Storage Association (AMSA), the national trade organization of the moving and storage industry, participates in a program which is a less costly alternative to the court systems. This program is administered by the National Arbitration Forum (NAF), an independent, non-governmental organization that has been recognized for many years as the leading independent arbitration association. There is a small fee connected with the arbitration filing process, and all decisions are final. You may request arbitration services by writing to the American Moving and Storage Association, 1611 Duke Street Alexandria, VA 22314, or online at [www.moving.org](http://www.moving.org), AMSA's consumer web site.