

# Instructions for Completing the Statement of Claim

**You must have the following documentation ready for reference to complete the Statement of Claim:**

Household Goods Bill of Lading  
Household Goods Descriptive Inventory Form

You may submit a claim in either of the following ways:

- Access the STATEMENT OF CLAIM form on this website. Complete the form on-line and press SUBMIT. The Claims Form will be sent to Arpin Van Lines Claims Department and a copy will be emailed to you at the email address you provide on the form.
- Call us at 800-343-3500 or email [claimsforms@arpin.com](mailto:claimsforms@arpin.com) and request a claims form be mailed to you.

The form should be completed in detail. To process your claim quickly, please remember to complete all required fields, including all personal information, such as name, email address, old address, new address, telephone number(s) and the pickup and delivery dates.

Arpin Van Lines has provided the information below to assist you in completing the remainder of the Statement of Claim.

**Registration Number** - This number can be found on your Bill of Lading. It begins with "PA" followed by a series of seven numbers.

**Claim Number** - Once a completed claim form is received, Arpin Van Lines will assign you a claim number. Always use this number to refer to your claim. So that we may process your claim quickly, please reference this number on all supporting documentation.

**Declared Valuation Protection** - Check your Bill of Lading or contact your Arpin representative to determine your declared valuation protection.

**Warehouse Storage** - Check the appropriate box and type in the location where your goods were stored.

**Corporate Move** - Did your employer pay for your move? This is important to note as most companies have individual terms / conditions to which we must adhere when processing a claim.

For each item claimed as damaged or lost:

- **Inventory Number** - You will find this number on the tag or sticker that the driver put on the piece of furniture or box during the inventory process.
- **Article** - Please give a complete and accurate description of the item damaged or presumed missing. Do not remove inventory stickers from the damaged item(s). Keep all damaged items and shipping boxes. These items should be made available for inspection. If we replace an item that is lost or damaged, we maintain salvage rights on the item and will arrange to remove it within 30 days of settlement.
- **Description of Damage or Loss** - Give a complete description of the extent of the damage to the item. Tell us the location of the damage as well. Claims for missing items will require a tracer and investigation. You will be notified of the results. If negative, you may be asked to submit further documents to process your claim.
- **Estimated Weight** - The approximate weight of the item or carton you are claiming as missing or damaged.
- **Age or Date Purchased** - Either provide the approximate age of the item and / or purchase date of the item. If the item is a family heirloom, list the source if known.
- **Original Cost** - Please provide the approximate amount you paid for the item.
- **Replacement Cost Today** - Enter today's cost of replacing the item of like kind and quality.
- **Estimated Cost To Repair (Amount Claimed)** - Enter the amount you are requesting for full settlement or list the repairs required. The adjudicator assigned to process your claim will contact you to schedule any necessary inspections or repairs.

Any supporting documentation you can provide should be emailed to us ([claimsforms@arpin.com](mailto:claimsforms@arpin.com)). You can also mail (via certified mail) or fax your claim and/or supporting documentation to:

Arpin Van Lines, Inc.  
Attn.: Claims Department  
P.O. Box 1302  
East Greenwich, RI 02818-0998  
FAX - 401- 828-8240

Arpin Van Lines investigates all claims filed. All claims for loss and damage to household goods and for property damage must be fully substantiated and documented by the customer. Anyone who files a fraudulent claim will be subject to civil action, as well as criminal prosecution, to the fullest extent allowed under state and federal laws. Submission of a completed claim form to Arpin Van Lines constitutes evidence of signature.