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CLAIM FORM INSTRUCTIONS

The following instructions will assist you in the proper completion of the claim form, which is required by the federal regulations that govern the Department of Transportation.

YOUR CAREFUL ATTENTION AND THOROUGHNESS WILL EXPEDITE THE PROCESSING OF YOUR CLAIM.

INVENTORY NUMBER - REQUIRED: Indicate the corresponding item number from the inventory sheets given to you at the time of your delivery. It is **necessary** that you provide this information. If you cannot locate your inventory sheets, please let us know and we will provide you with a PDF of them via email.

ITEM BEING CLAIMED: Please describe each item by color, size, pattern, manufacturer and/or brand name etc. On furniture items provide the room it came from (ex: living room chair, master bedroom dresser etc.) **Save the box(es) damaged items came in for inspection.**

DESCRIPTION OF CLAIM/DAMAGE: Indicate the type, severity and location of damage on each item. It is important that you fully describe the issue, be as explicit and precise as possible. Photos are helpful in this regard.

DATE OF PURCHASE: As accurately as possible, provide the month and year that the item was purchased new. If not purchased new, provide its estimated age.

APPROXIMATE WEIGHT: Provide your best estimate of the weight of the item.

ESTIMATED VALUE: Provide estimate of the cost to replace the item with one of **like kind and quality** at today's prices. **If any item you are claiming has a value of \$400.00 or more, you will be required to provide substantiation regarding value, full bill of sale, canceled check, or evidence of a similar nature.**

REMARKS: Any comments regarding the cause of your claim or information about the driver handling your household goods will expedite claim processing.

PHOTOS: Send us photos of your damaged items – this is used to verify the damage, for training, and to prepare the inspector/repair firm. Send photos via email to: claims@merchants-moving.com

Merchants Moving & Storage is entitled to inspect all items within a reasonable time.

Do NOT repair, replace or dispose of any item without authorization from Merchants Moving & Storage – doing so will result in that item's coverage being denied.

Should you need further assistance, please contact our office. 262-631-5680 or claims@merchants-moving.com