

# AIA COASTAL MOVING, INC.

2320 Eslinger Road  
New Smyrna Beach, FL. 32168

## *Instructions / Explanations*

1. Claims must be submitted in writing within sixty (60) days of delivery (9 months in the case of interstate claims). No claim will be considered registered until the carrier or its claims representative has received a completed "Statement of Claim" signed by the customer.
2. Carrier or its claims representative reserves the right to require a sworn statement of claim as a condition precedent to claim settlement.
3. Please read the provisions of your insurance certificate (if any) and/or contract terms on the reverse side of your order for service, bill of lading, valuation pamphlet, and checklist.
4. Please note the following headings on the "Statement of Claim".

**Valuation Signed for** – Unless you purchased valuation from Bakers Insurance or Moving Insurance .com your valuation is .60 per lb per article.

**Type of move** – If your move stayed entirely within the state of Florida, your move is local or intrastate. If your move began or ended outside of Florida, your move is interstate.

**Inventory Item #** - If a checklist (inventory) was prepared, each item of your shipment carries a tag identifying the item number, if you can identify the item from the tag, do so from your copy of the checklist.

**Article** – Describe each item carefully, if missing items are claimed, identify by color, size, pattern, manufacturer or brand name, etc. Indicate whether the carrier or the owner packed cartons.

**Nature of Damage** – Indicate type, severity and location of damage.

**Approximate weight** – Indicate the weight of each individual item claimed to the best of your ability.

**Date purchased** – If the item was purchased used, indicate so.

**Amount claimed** – Indicate cost of reasonable repair or replacement, considering age, actual cost and pre-existing damage to item.

5. In the absence of external damage or other proof, the carrier is not liable for mechanical or electrical malfunction of washers, dryers, refrigerators, freezers, television sets, radios, phonographs, electronics, clocks, scales, etc. These devices often fall for reasons other than transportation. Proper servicing before and after shipping is the customers' responsibility, except for shipments moving under a United States Government Bill of Lading where servicing is included in the transportation rate, Until or unless a carrier acknowledges liability, service calls to inspect or repair said defects are at the risk and expense of the customer.
6. Loss Claims for individual packed items (Those packed by other than A1A Coastal Packers), when all containers are receipted for, will not be honored in the absence of other evidence of loss. The carrier will not honor loss claims, not confirmed by the delivery receipt. The carrier will trace confirmed losses. Tracing procedures often take up to ninety days from the time the carrier receives an adequate description of the missing item from the customer. A1A Coastal will not be held responsible on any moves for unpacked glass or mirrors. Propane tanks should be emptied and certified by a local fire department or other authorized handler. A1A Coastal reserves the right to refuse to haul any items that may be hazardous and will not honor loss claims for aid items.
7. Carrier or its claims representative reserves the right of inspection of items claimed within a reasonable time. Do not proceed with repairs or replacement until we have had an opportunity to examine you completed statement of claim and determine the course of action necessary.

### Type of Valuation:

- **.60 Per pound per article: Settlements are based upon the weight of damaged items times .60 or the repair cost of said item whichever is less. If an actual or estimated weight cannot be determined the weight will be figured upon the measurement given on the back of the estimate order for Service (cube times 7). This will be the case in regards to all cartons. If an estimated weight seems unreasonable we will contact the items manufacturer to provide a weight.**

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#### Notes:

1. Claims involving damage to the house, property, driveway, etc. will be considered separately from the above settlement types and will be considered on a claim-by-claim basis.
2. It is the shippers' responsibility to check with their own homeowners' policy as to the extent of their own coverage (if any) and file their own claim with that policyholder.
3. All damage claims must be submitted at the same time.
4. All claims will be processed in the order in which they are received, Please be patient.
5. If you have any questions or concerns regarding your claim or the settlement procedure please contact the A1A Coastal in New Smyrna Beach at (386) 576-3287, and ask to speak to the claims advisor

Help us help you by returning the statement of claim completed and signed as soon as possible.