

COMMON Q/A FOR FILLING OUT A CLAIM FORM

What is my order number? -this is on the upper left or right of the bill of lading and in the subject line the email that the claim form was sent with.

What is the inventory number? – If your move was a local we do not sticker and inventory items on a local move, so this will not apply to you. All other moves should be inventoried with a colored sticker. The large number on the sticker this the inventory number for each item that is written on the inventory pages in numerical order.

Do I need to fill in the weight? – This depends on the valuation elected. If you elected the minimal coverage allowed in the local rate or sixty cents per pound per article you will need to fill in the weight or we will use an industry standard weight or the weight calculated from the estimate. If you elected one of the other valuation options you do not need to fill out this column.

When listing a damaged item please include the manufacture and any model number, identifying information for the piece.

What is the difference between the cost to replace and the amount claimed? The cost to replace is what the item or one of similar, like, kind and quality can be purchased for today. The amount claimed is the amount you are willing to accept for the item in its damaged condition if it is not repairable. Sometime the amount claimed will be to replace a damaged part.

If you have photos you would like to submit please send them in a separate email from the claim form.

If you have other questions feel free to contact our claims department at 800-467-7734 or email: Claims@TheCMSCompanies.com .