

Jones Moving & Storage

2404 Wilson Rd. (78552) ☐ P.O. Box 631 (78551) ☐ Harlingen, Texas

Order #

Date

Good Day:

We acknowledge your intent to file a claim for loss or damage and we have attached the proper claim form hereto. We apologize for any inconvenience. In order to process your claim, we request that you complete, sign and return the attached form. It must be in our possession no later than ninety days after delivery of your order.

Please return the form to: Jones Moving & Storage
P.O. Box 631
Harlingen, Texas 78551-0631

In addition to filing the form we ask that you please:

- * Obtain an estimate of repair from a reputable local company for any repairable items. If the company charges for repair estimates, contact us and we will either arrange to have the estimate billed to us or we will offer an alternative company to provide an estimate. Do not pay for repair estimates unless we so authorize you in writing. If you are handy with tools, you may request an amount you feel is justified for 'self-repair'
- * Do not discard any items or have them repaired until the claim is settled
- * Do not allow anyone to use a claimed item in any way which might further damage the item or pose a hazard to the user
- * Do not remove the inventory tag from the items you are claiming or cartons containing those items
- * Do not discard the container into which claimed items were packaged
- * If something is not repairable, we need to know the make and model of the item and what it would cost to purchase something of like kind and quality. This may be provided in the form of receipts, appraisals, insurance inventories or even internet links to items from vendors of similar products

We appreciate having had the opportunity to be of service on your relocation. Please be assured we will handle your claim as expeditiously as possible.

Jack McNally
jack@jonesmoving.com

Federal regulations establish the minimum filing requirements as a communication in writing from a claimant filed with a proper carrier within the time limits specified in the bill of lading or contract of carriage for transportation, and (i) containing facts sufficient to identify the baggage or shipment (or shipments) of property involved, (ii) asserting liability for alleged loss, damage, injury or delay, and (iii) making a claim for the payment of a specified or determinable amount of money, shall be considered as sufficient compliance with the provisions for filing claims embraced in the bill of lading or other contract of carriage.

Mediation: Texas - Household goods carriers have 90 days from receipt of claim to pay, decline to pay or make a firm settlement offer in writing to a claimant. Questions or complaints concerning the carrier's claims handling should be directed to the TxDOT's Motor Carrier Division at 1.800.299.1700. Additionally, a claimant has the right to seek mediation through TxDOT within 30 days (excluding Sundays and national holidays) after any portion of the claim is denied by the carrier OR the carrier makes a firm settlement offer that is not acceptable to the claimant OR 90 days has elapsed since the carrier received the claim and the claim has not been resolved.

Instructions

Be sure to fill out the form completely, **sign and date it** where indicated. Keep a copy of the form for your files and send one copy to us at the address or fax number provided.

The amount claimed must be the cost of repair or – if the item is not repairable – a specific monetary amount, so for all items claimed on the form you should either -

- * Obtain an estimate of repair from a reputable company for any claimed items which may be fixed. If a company charges for repair estimates, contact us and we will either arrange to have the estimate billed to us or we will offer an alternative company to provide an estimate. Do not pay for repair estimates unless we so authorize you in writing. If you are handy with tools, you may request an amount you feel is justified for 'self-repair' OR
- * Provide verification of value on claimed items which cannot be repaired. This may be in the form of receipts, appraisals, insurance inventory lists, or a catalog showing the item's cost. If such information is not available or an item is no longer made, we will need the brand and model of the item and an indication of what the cost would be to replace the item with something of like kind and quality.

IMPORTANT!!

- * Claims must be made in writing and received by the mover within 90 days of delivery.
- * Do not discard any items claimed to be broken or ruined. Items must remain available for inspection until the claim is settled.
- * Do not have claimed items repaired unless such repair is needed to mitigate further damage. If mitigation is necessary, please notify us immediately at 800-684-3894.
- * Do not allow anyone to use a claimed item in any way which might further damage the item or pose a hazard to the user.
- * Do not remove the inventory tag from the items you are claiming or cartons containing those items.
- * Do not discard the container into which claimed items were packaged.

MEDIATION:

Household goods carriers have 90 days from receipt of claim to pay, decline to pay or make a firm settlement offer in writing to a claimant. Questions or complaints concerning the carrier's claims handling should be directed to the TXDOT's Motor Carrier Division at 1.800.299.1700. Additionally, a claimant has the right to seek mediation through TXDOT within 30 days (excluding Sundays and national holidays) after any portion of the claim is denied by the carrier OR the carrier makes a firm settlement offer that is not acceptable to the claimant OR 90 days has elapsed since the carrier received the claim and the claim has not been resolved.

We appreciate your business and we will handle your claim as expeditiously as possible.