



**Instructions for
PRESENTATION OF LOSS AND DAMAGE CLAIM
GOLDEN TRANSFER COMPANY**

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We at Golden Transfer Company are disappointed all your household goods did not arrive in the same condition as before your move. We pledge to process your claim promptly and fairly. The following provisions, which apply to loss and damage claims, should assist you as we process your claim:

- A completed form must be submitted (by mail, fax or e-mail) before the claim process can be started.
- The form must be postmarked no later than thirty (30) days from date of delivery of your shipment.
- Golden Transfer Company reserves the right to inspect any damaged items. Please have the inventory available for the inspector, if such action is needed, to help expedite the settlement of your claim.
- Do not discard any damaged item(s) or the shipping carton(s) until after a claim has been filed and the item and shipping carton have been inspected. (VERY IMPORTANT)
- Both before and after inspection, repairs must be authorized in advance by Golden Transfer Company. Do not proceed with any repair until Golden Transfer Company has authorized the repair.
- If the claim is filed under Golden Transfer Company's Full Value Protection (FVP) option, repairs will be the first option. Any replacement considered will be for items of like kind and quality.
- Golden Transfer Company retains salvage rights of any item that it has replaced. Do not discard any damaged item that has been replaced without authorization from Golden Transfer Company.
- Golden Transfer Company conducts a trace for any missing item. Do not replace any missing item without authorization from Golden Transfer Company.
- Shipment charges must be paid prior to the payment of any amount on a claim.
- Incomplete information may delay your claim settlement. Additional information may be requested in order to process any claim, such as receipts, proof of ownership, photos of the item, etc.

Please note the following headings on the Claim Form:

- Inventory No - If an inventory was prepared, refer to your inventory sheets and locate the item claimed on the inventory list. List the specific item number that is assigned on the inventory listing.
- Description of Item & Nature of Claim - Describe each item. If missing items are claimed, identify by color, size, pattern, manufacturer and/or brand name, model no., etc. Identify contents of containers as accurately and completely as possible. Indicate type, severity and location of damage on each article. (This area on the claim form will expand to include all details you may include.)
- Damaged or Missing - Indicate D for damaged item(s), M for missing item(s).
- If packed, was carton damaged? - Yes or No
- Age of Article - Indicate age of article (in years).
- Original Cost - List the price you paid for the item.
- Cost to Replace - Enter cost of item on today's market.
- Amount Claimed - If you are claiming damage, enter only the cost of repairing, if known. If loss, enter the value of missing item(s).

We appreciate your cooperation and patience during the settlement process. Thank you.