



SOUTHEASTERN CALIFORNIA CONFERENCE MOVING CLAIMS POLICY

We do everything possible to assure your goods are transported without damage. Unfortunately, despite our efforts, damage sometimes occurs. In the event that your goods are damaged during the relocation process, please follow the information in this policy.

After unloading, you have up to 30 days to submit a damage claim. Our claim policy is as follows:

If the customer, hereafter referred to as shipper, has followed the moving instructions and guidelines given to them in person, via fax, postal service, email, or web site and it is determined that the damages are due to the negligence or carelessness of the SECC moving department, the item will be replaced or repaired. The decision for replacement or repair will be at the discretion of the Southeastern California Conference Moving Department.

Written notification of damages incurred must be received in our office no later than 30 days after the household goods have been unloaded. This can be done either by filling out the damage report of the Bill of Lading provided by the driver or by letter. Verifying pictures must accompany this notification.

If it is determined that the item is to be repaired, we recommend the shipper get three written estimates. The shipper then chooses which estimate they wish to use and sends it to our office by mail or fax for approval.

We will supply the shipper with written approval. When the approval is received by the shipper, the repair must be completed immediately and the paid receipt mailed to our office for reimbursement. The receipt must be sent to our office no later than 60 days from the date the shipper receives approval notification from our office.

We will send a refund check up to the amount approved. Anything over the approved amount will be the shipper's expense.

We do not give cash settlements.