



## “Claims Prevention”

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### PARTICLE BOARD/READY TO ASSEMBLE FURNITURE

“Particle board” or “pressed wood” is a manmade wood product used as the core for many pieces of furniture. It can be found in furniture of any quality and allows furniture manufacturers to reduce costs.

Furniture manufactured from these types of materials travel: 1) Into a box from the manufacturer, 2) To the retailer, 3) Then to the customer, unassembled, thus requiring the purchaser to assemble the piece in the home. Examples of particle board (a common brand name is “Sauder”) furniture that may be found in your home include, but are not limited to:

- Bookcases
- TV Stands
- Desks
- Microwave Carts
- Entertainment Centers
- Computer Stands

Most pieces are NOT designed with the extra wood structural pieces to adequately brace the unit for movement out of or into a residence. Particleboard furniture is not designed to be moved once it has been assembled and placed in the home, and it may not withstand the normal truck vibrations, even in air-ride trailers. **Therefore, as an assembled unit, particleboard is not constructed to withstand the normal stress of a move.**

In order to be moved safely, you or your third party service firm should disassemble particleboard furniture before load day. If you do not choose to disassemble your particleboard furniture prior to your move, we will exercise all reasonable care in its handling and transport. **However, we will not be responsible for damages that are the result of normal handling and the inherent nature of the particleboard.** This includes, but is not limited to: broken joints, broken shelf connections, and broken leg or foot insert areas.



## MECHANICAL AND ELECTRONIC ITEMS

Prior handling or external damage can occur in items such as compact discs, players, TV's, computers, and all other electronic equipment. Mechanical and electronic devices are susceptible to failure at any time.

These items will not be covered by the carrier's valuation protection if any defect occurs from a natural event (atmospheric conditions such as temperature, humidity changes, or changes therein). Mechanical and electronic items that do not work upon delivery but have no external damage to indicate mishandling on the part of the carrier may be denied if a claim is turned in.

**Exceptions must be made at the time of delivery to indicate any external damage. If there is no evidence to support that the malfunction is a result of the carrier, all claims may be denied.**

## CUSTOMER SERVICE GUIDE FOR AUTOMOBILES

**The customer is responsible for the following:**

- ✓ Empty the interior and trunk of automobile prior to loading
- ✓ Car must have less than ¼ tank of gas
- ✓ Examine the condition of the car upon delivery
- ✓ Note any damages on the paperwork before signing
- ✓ If the transferee is not present for delivery, whomever receives the auto must act on the transferee's behalf
- ✓ Current mechanical condition
- ✓ Mileage

**Your Relocation Coordinator should be contacted immediately if:**

- 1) You are not allowed enough time to inspect the auto
- 2) You are unsure of the condition of the auto
- 3) The van operator delivers the auto without someone present for delivery