



"Family Owned & Operated Since 1960"

To Whom It May Concern,

I understand that your shipment was delivered in less than satisfactory condition. At this time I wish to extend my sincere apologies for any inconveniences this matter may be causing you.

Enclosed you will find a "Loss and Damage Claim" form. It is necessary that this form is completed in writing and each blank is filled in. If you do not know the value of an item, then an estimate or price you are willing to settle for is appropriate. *Incomplete information may result in a delay in processing your claim.* Please find listed below the information that must be completed to settle your claim. Retain one copy of the form for your records and return the remaining copies and documentation from the list below to me. I will resolve your claim as soon as possible. Please be advised that we will be unable to process your claim until your bill is paid in full.

List of items that Must Be completed and mailed in to settle a claim:

1. "Loss and Damage Form" with all blanks completed, including current telephone number and address, inventory sticker number from the carton the item was packed in or placed on the item itself, as well as an amount of money you are now claiming.
2. Pictures of ALL damaged items
3. Receipts for items claimed as missing and needing to be replaced
4. Any ESTIMATES obtained for repair

Please be advised that if you chose to take it upon yourself to repair or replace any items that you have included on your claim form before the claim is processed and approved, the claim will be denied. All items listed on your claim must be available for inspection. If these items are thrown away or otherwise unavailable those items will be denied.

Please feel free to call 800-659-1233, ext 203 for further information. All correspondence should be directed to me. I am the person authorized to discuss and subrogate your claim. If I am not available when you call, please leave a message and I will call you back as soon as possible.

We appreciate your business and will work hard to resolve this unfortunate situation to your satisfaction.

Sincerely,

A handwritten signature in cursive script that reads "Miriam Watts".

Miriam Watts
Director of Cargo Claims
Tru-Pak Moving Systems, Inc.
P.O. Box 773
Conover, NC 28613