

## Broad Street Movers Valuation Guide

Valuation is what covers your goods in case of loss or damage. Valuation is not insurance. Valuation is the act of assigning a value to the goods you'll be moving. The value you assign will determine our level of liability in the case of loss or damage. At Broad Street Movers we offer two distinct levels of valuation. You will be required to select, in writing, one of the following options before the start of your move.

### Option 1 Released Valuation:

Released Valuation is already included in every move at no additional cost to you. Under this option, our liability is limited to \$0.60 per pound per article. We may elect to repair a damaged item at our discretion.

Example: A 40" flatscreen TV weighing 10 pounds is damaged during your move. We would only be liable for 10 pounds x \$0.60 or \$6.00.

### Option 2 Full Value Protection:

Full Value Protection, sometimes known as Replacement Cost Protection, is calculated based on the replacement cost of your entire shipment as declared by you, the shipper. Under this option any claims for lost or damaged items will be based on the amount necessary to repair or replace a damaged or lost item up to the coverage limit.

Under this valuation option settlement of any claim would be based on the following methods at our discretion:

- Repair the item to the extent necessary to restore it to the same condition as when it was received by us, or pay for the cost of such repairs.
- Replace the item with another item of like kind and quality or pay for the cost of such a replacement.

Example: A 40" flatscreen TV is damaged beyond repair during your move. It was purchased new 2 years ago for \$800. However, a new 40" flatscreen TV retails for \$300 today. We would be liable for the cost of the new TV, but not the original cost.

Please use the reference guide below for our Full Value Protection rates.

### Full Value Protection Rates

Coverage Limit	\$250 Deductible	\$500 Deductible	\$750 Deductible
\$15,000	\$200	\$150	\$100
\$20,000	\$250	\$200	\$150
\$25,000	\$300	\$250	\$200
\$30,000	\$350	\$300	\$250
\$35,000	\$400	\$350	\$300
\$40,000	\$450	\$400	\$350
\$45,000	\$500	\$450	\$400
\$50,000	\$550	\$500	\$450
\$50,000+	Contact Us		

**Important:**

- You must select a coverage limit amount that represents the total cost of your entire shipment.
- Full Value Protection does not cover individual items. Again, it must cover your entire shipment.
- You will need to make a valuation selection in writing before the start of your move.
- Once the move has begun you may not add or subtract valuation.
- The charges for increased valuation are non-refundable.
- No claims will be processed until the final bill has been paid in full.
- Our valuation only covers the goods we're moving for you that are transported by us in our vehicles.
- Our Valuation (Released or Full Value Protection) does not cover your goods while in public storage, your own vehicle, or a 3rd parties' rental truck / POD / storage unit.
- Valuation does not cover any damage to your property. Our general liability policy handles any claims to your home or apartment.
- If you have any items of high or extraordinary value we must be made aware of them before your move begins. We'll want to inspect these before they are packaged for transport. Please see our rules concerning High Value Items below.

### High Value Items:

High Value Items, sometimes known as Items of Extraordinary Value, are typically items that have a value of more than \$100 per pound. These are items such as TVs, artwork, antiques, jewelry, furs, and other electronics. You must list these items on our High Value Item Inventory Form before your move. Items not listed will be limited to a valuation of only \$100 per pound. These items must be made available for our inspection before your move begins. We may decline to transport some of these items if we deem them to be too fragile, inherently unstable, or not properly packaged for transport. We may choose to repackage the item, at an additional charge, if the original packing is not sufficient for transport. In certain instances where we deem the item to be unsafe, but transport is required, we may ask you to sign a liability waiver. Please note that this provision is only available on goods shipped under our Full Value Protection plan.

### Limitations:

- Broad Street Movers will not be liable for the following items or under the following circumstances:
- Loose items that are not in a box.
- Boxes or cartons packed by the customer. Unless there is visible damage caused by our actions to the container we will not accept liability for the contents inside.
- Items that were previously damaged and then repaired.
- Items that are composed of MDF, pressboard, or particle board.
- Loose or chipping veneer.
- Furniture where the original glue has dried out.
- Sets of items. In the event of damage to one item from a set we will only be liable for that item and not the entire set.
- Glass items that are not boxed or crated by Broad Street Movers.
- Marble items that are not boxed or crated by Broad Street Movers.
- Electronic items not boxed or crated by Broad Street Movers.
- The internal components of electronics. Unless there is visible damage to the exterior we will not accept liability for the internal components.
- We never accept liability for the sentimental value of an item.
- We never accept liability for any consequences stemming from lost or damaged items.
- We never accept liability for negotiable paper documents like bonds, deeds, wills, currency, or stamps.

In the event of Loss or Damage:

In the event of loss or damage we will work with you to settle your claim in a timely manner. We will provide you with transparency as we work through the claims process.

- We will work with you and the movers who were on the job to determine liability for the loss or damage.
- While we are investigating your claim do not throw away any packaging for the item in question or the item itself. Doing so may result in denial of your claim.
- While we are investigating your claim do not attempt repair to the item in question. Doing so may result in denial of your claim.
- While we are investigating your claim, do not replace the item in question. Doing so may result in the denial of your claim.
- If we are found liable for the loss or damage of your goods we will settle your claim according to the valuation option that you selected at the start of your move. Please note that we may choose to repair the item instead of offering reimbursement. We will discuss what this may look like for you. We will also discuss how your deductible will factor into your claim.
- If we do offer reimbursement for damaged items, we reserve the right to salvage those items. We will arrange a time to come and get them from you.

Our Better Safe Than Sorry Policy:

While we take every precaution to protect your goods during your move accidents do happen.

We recommend that you consider moving the following items yourself:

- Bonds / Coins / Monetary Instruments / Stocks
- Family Heirlooms / Items with high sentimental value
- Jewelry
- Medications
- Sensitive Documents