

INSTRUCTIONS FOR COMPLETING THE “PRESENTATION OF LOSS AND DAMAGE CLAIM” FORM

The “PRESENTATION OF LOSS AND DAMAGE CLAIM” form **MUST** be used to file your claim for loss and/or damage with American Red Ball Transit Company, Inc. (American Red Ball). Please accept our most sincere apology your move was not completed without incident and it has become necessary for you to file a claim:

EXAMPLE

Inv. No.	Article & Model No.	Mfr.	Est. Wgt.	Description of Damage	Improper Pkg	Ctn Damage	Purch Date	Purch Price	Amt Cimd
35	Sony TV - #JST1234		50 lb	Case cracked	No	No	1/15/06	\$600	\$600
47	Henredon Brown Leather Sofa		150 lb	Scuffed on bottom	No	No	8/20/04	\$2,000	\$200
103	Misaka China Plate Country Pattern		60 lb Ctn	Broken	Yes	No	9/14/00	\$150 Place Setting	\$50

*NOTE (1) Appliances, electronic equipment—requires manufacturer’s name and model number. China, Crystal, Statuary—requires manufacture, pattern name and/or number, or other such identification.

Form should be **completed in full** as shown in the example. Provide all information, color, finish, material, pattern design, etc. Incomplete information delays the processing of your claim.

Packing damage should include whether the exterior of the carton was damaged and the manner in which the item was packed.

RETURN THE ORIGINAL (white) copy to:

AMERICAN RED BALL TRANSIT CO., INC.
ATTN: CUSTOMER SERVICE DEPT.
P. O. BOX 1127
INDIANAPOLIS, INDIANA 46206-1127

Retain the yellow copy for your records.

You will then receive notification of your Claim Number which should be referenced in all correspondence. If you do not receive confirmation of receipt of your claim with the assigned claim number within 2 weeks, please contact **AMERICAN RED BALL** at **800-733-8077 ext. 148.**

While your claim is being processed:

- Do not dispose of damaged items or the packing material that damaged items were packed in until authorized to do so by American Red Ball.
- Do not have repairs made unless authorized to do so by the American Red Ball Claims Adjuster.

CLAIMS FOR LOSS AND/OR DAMAGE MUST BE RECEIVED WITHIN (9) MONTHS OF DELIVERY AT THE ABOVE ADDRESS.

NOTICE TO ALL DOD MILITARY PERSONNEL- In addition to the instructions above, the following applies:

Member must complete the DD1840 and/or 1840R (reverse side). The form **MUST** be submitted (postmarked) to the TSP (Carrier) within **75** days of delivery. The TSP has the right to inspect the damage. The claim must be submitted in writing within 9 (nine) months of delivery to residence.



American Red Ball Transit Company, Inc.

Customer Service Department
P.O. Box 1127
Indianapolis, Indiana 46206-1127
1-800-733-8077

PRESENTATION OF LOSS AND DAMAGE CLAIM

Claimant's Name _____ Home Phone _____ Carrier's Order No. _____ Claim No. _____ GBL No. _____

Street Address _____ Business Phone _____ Origin City _____ Origin State _____

City _____ State _____ Zip _____ Load Date _____ Delivery Date _____

E-Mail _____

VALUATION TYPE: (Complete as appropriate)
FULL REPLACEMENT \$ _____
 Deductible: None _____ \$250 _____ \$500 _____
 \$.60 PER PD PER ARTICLE _____

Was the loss and/or damage for which you are now filing a claim noted on the shipping documents at the time of delivery? Yes No

If your answer is NO, please state why not: _____

DETAILS OF CLAIM

THIS FORM MUST BE RECEIVED AT AMERICAN RED BALL CORPORATION HEADQUARTERS WITHIN NINE (9) MONTHS OF DELIVERY.**

-SEE BACK OF FORM FOR INSTRUCTIONS DO NOT DISPOSE OF DAMAGED ITEMS UNTIL CLAIM IS SETTLED-

Inv. NO.	Article Mfr. & Model No.	Estimated Weight	Description of Damage	Improper Packing	Carton Damage	Purchase Date	Purchase Price	Amount Claimed	HOME OFFICE USE ONLY	
									Amount Paid	Responsible Party Amount Charged

The foregoing statement of facts is hereby certified as correct: TOTAL CLAIM _____

Claimant's Signature: _____ Date: _____

E-mailed/Mailed/Fax: _____
 By: _____

