

Robinson Relocations LLC 7672
Montgomery RD STE 207
Cincinnati, OH 45236
513-302-2222

To: All Shippers

CLAIM SUBMISSION FORM

Remember, the shipper is responsible for obtaining their own insurance prior to commencement of a move. Failing to do so limits the funds available to the shipper in the event of loss or damage as carrier liability is limited on both state and federally regulated moves. To report a claim for loss or damage through this carrier please sign the bottom of each page and complete the following form in full.

1.0 Report Period

Please note that any damages or loss should be reported in writing on the bill of lading (your sales slip/contract) at time of delivery before the movers leave.

Please note that intra-state moves are regulated by the Public Utilities Commission of Ohio. Please note that per the tariff on file with the Public Utilities Commission of Ohio in association with your bill of lading all intra-state moves (a shipment picked up in Ohio, and delivered within Ohio) with Robinson Relocations LLC have a 60 day report window for loss or damage. Please note that employees/agents of the carrier cannot accept claims for loss or damage submitted after this report period. All reports MUST be post-marked no later than 60 days after completion of a move. Please note that upon receipt, carrier will provide written response within 15 days.

Please note that inter-state moves are regulated by the Federal Motor Carrier Administration. Please note that any claims for loss or damage in association with inter-state moves have a 9 month report period. Employees/agents of the carrier cannot accept inter-state claims for loss or damage after this period. All damage or loss reports in association with inter-state moves MUST be post-marked no later than 9 months after completion of a move. Please note that upon receipt, carrier will provide written response within 15 days.

2.0 Carrier Liability for Loss or Damage

Please note that carrier liability for loss and/or damage is limited to the shippers declaration of value found on the bill of lading. Standard declaration of value is \$.60/lb/item. (Example: 100lb table = \$60 refund) Furniture and household goods can get damaged or lost during a move. Shipper is responsible for their own insurance beyond carrier liability. Carrier is not liable for any exceptions listed under Section 6.4 of the tariff or on the bill of lading.

3.0 Financially Responsible Party for Move

The shipper is the financially responsible party for any shipment of common household or commercial goods through carrier. Estimates are not guaranteed. For intra-state moves, all work is done by the hour at the hourly rates found under Section 3 of the tariff or in association with amendments to these rates often found in a confirmation email sent prior to starting your move. For inter-state moves, rates found under Section 4 of the tariff apply. Carrier cannot refund payments for any reason once an account has been settled for release of goods other than in the event of an accident causing damage to shipped furniture in which case the carrier liability is limited to sixty cents per pound per damaged item.

4.0 Real Property Damage

Carrier is not liable for "real property" damage. The very nature of moving poses a natural risk of damage to floors, walls, carpets, and doorways. The very nature of operating heavy equipment on your property poses a risk to said property (Example: Although driveways should be built to hold heavy equipment, this is not always the case if the driveway is new, uphill, dirt, or if pick up/delivery occurs on a hot day). Any damage done to "real property" does not constitute a refund through the carrier. Movers often work for tips and the quality of work should be taken into account when considering a tip to the movers.

Shipper Signature: _____ Date: _____

Print: _____

5.0 Tips to Movers

Carrier is not liable in any way for tips given to the movers and cannot retrieve these tips for shipper for any reason. Cash tips to movers are not considered as payment toward carrier account balance.

6.0 High Value Items

Please note that cargo insurance does not cover items of high value such as rugs, art work, jewelry, alcohol, cash, etc. These items should be removed from home prior to the movers arriving or they shall be moved at shippers own risk. There is an option to upgrade to replacement value liability, however this averages an additional \$500 for a 26' truck load.

7.0 Liability Exceptions

Electronics, internals (such as washing machine or dryer), particle board, valuables such as jewelry, and any other prohibited goods moved at the discretion of the shipper are exempt from coverage. Items deemed "Packed by Owner" are exempt from coverage. Please note that surface scratches on furniture are common casualties of moving, even when moving pads are used, and do not represent negligence on behalf of the carrier. Additional liability exceptions found in Section 6.4 of the tariff.

8.0 Delivery Dates & Logistics

Carrier cannot guarantee out-of-state delivery dates and can provide a target delivery date only. Carrier not liable for hotel, flight, or any other expenses in association with a missed target delivery date. Carrier is not bound to any particular mode or schedule of transportation.

9.0 Estimates

Please note that local moves are regulated by the Public Utilities Commission of Ohio. All services within Ohio are by the hour. All charges must be collected prior to final release of goods. An estimate is not a bid or a contract and cannot serve as the basis for a refund of actual services rendered. However, please note that the shipper may be liable for the full amount of written estimated charges in the event of cancellation and/or changes made to a shipment.

Please note that inter-state moves are regulated by the Federal Motor Carrier Administration. Carrier may only collect 100% of a binding estimate or 110% of a non-binding estimate. Remaining balance must be billed and paid by shipper within 30 days.

10.0 Invalid Claims

Please note that if you are trying to submit a claim for anything other than an accident causing loss or damage to furniture transported through this carrier, then you should not be submitting a claim. We will do our best to respond to all claims submitted, but please note that invalid claims may be ignored as resources need to be focused toward carrier liabilities.

11.0 Third Party Moderation

Please note that it is recommended that shippers file a claim with the carrier prior to filing a report with the BBB or PUCO. Please note that the carrier will assist you to the best of its ability in accordance with laws, regulations and your contract. Please note that shippers may be liable for the resources required to dispute false claims through any third party.

12.0 Authorized Claims Adjustment & Communication

Business management reserves the right to make decisions on behalf of Robinson Relocations LLC.

Please note that business telephone lines are maintained for sales and operations support. The claims department does not maintain telephone lines as all claims MUST be provided in writing. Please do not contact telephone numbers listed on this website as employees will not be able to assist you with active claims. Please note that all telephone lines may be recorded.

Shipper Signature: _____ Date: _____

Print: _____

WARNING: DO NOT THREATEN EMPLOYEES OR AGENTS OF CARRIER

ATTEMPTS TO EXTORT MONEY FROM THIS CARRIER OR EMPLOYEES OR AGENTS OF THIS CARRIER WILL BE PROSECUTED TO FULL EXTENT OF THE LAW.

ORC 2905.11 Extortion.

(A) No person, with purpose to obtain any valuable thing or valuable benefit or to induce another to do an unlawful act, shall do any of the following:

- (1) Threaten to commit any felony;*
- (2) Threaten to commit any offense of violence;*
- (3) Violate section 2903.21 or 2903.22 of the Revised Code;*
- (4) Utter or threaten any calumny against any person;*
- (5) Expose or threaten to expose any matter tending to subject any person to hatred, contempt, or ridicule, or to damage any person's personal or business repute, or to impair any person's credit.*

(B) Whoever violates this section is guilty of extortion, a felony of the third degree.

(C) As used in this section, "threat" includes a direct threat and a threat by innuendo.

Examples of extortion:

- 1.) Threatening to tell friends and families that service through carrier is bad if carrier does not refund a certain amount of money in an attempt at financial gain at the expense of carrier or employees of the carrier.*
- 2.) Threatening to write bad reviews of service on the internet if carrier does not refund a certain amount of money in an attempt at financial gain at the expense of the carrier or employees of the carrier. (Please note that negative or constructive reviews of service are not inherently bad; but, when associated with a claim and demands for a financial refund at the expense of the carrier, this becomes extortion)*
- 3.) Threatening to tell real estate or other professional networks service was bad if carrier does not refund a certain sum of money in an attempt at financial gain at the expense of the carrier.*

COMPLETE THIS DOCUMENT, SIGN AND RETURN ALONG WITH SALES SLIP/BILL OF LADING AND SUPPORTING PHOTOS TO:

**Robinson Relocations LLC
 ATTN: Claims Department
 7672 Montgomery RD STE 207
 Cincinnati, OH 45236**

BE SURE TO POSTMARK WITHIN 60 DAYS OF MOVE IF THE MOVE OCCURED WITHIN OHIO. BE SURE TO POSTMARK WITHIN 9 MONTHS IF THE MOVE OCCURED INTER-STATE. PLEASE NOTE THAT UPON RECEIPT, CARRIER WILL PROVIDE WRITTEN RESPONSE BY MAIL WITHIN 15 DAYS.

Shipper Signature: _____ Date: _____

Print: _____