

Robinson Relocations
3905 Crescent Park Dr Ste 113
Riverview, FL 33578

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

Any loss or damage must be reported in writing on the bill of lading at the time of delivery before the movers leave. For all intrastate moves within Florida, claims for lost or damaged items must be submitted in writing **within 30 days** of the move. Claims may be submitted by email or physical mail. Upon receipt, Robinson Relocations will respond in writing within 15 days.

2.0 Carrier Liability for Loss or Damage

Carrier liability is **limited to \$0.60 per pound per article**. For example, a 100 lb table would have a maximum refund of \$60. The shipper is responsible for their own insurance if additional coverage is desired.

3.0 Financial Responsibility

The shipper is the financially responsible party for the shipment. Charges for intrastate moves are based on **actual time worked at the hourly rates in the published Florida tariff**, with payment due in full upon delivery.

4.0 Real Property Damage

Carrier is not liable for damage to real property including floors, walls, carpets, driveways, or doorways that may occur during the move.

Shipper Signature: _____ Date: _____

Print: _____

5.0 Tips to Movers

Tips are optional and not required. Cash tips are not applied toward your account balance and cannot be refunded.

6.0 High-Value Items

Items of high value (e.g., artwork, jewelry, cash, alcohol) should be removed from the shipment prior to the movers' arrival. Carrier liability does not cover these items.

7.0 Exceptions

Items labeled "Packed by Owner" or otherwise excluded in the tariff are not covered. Surface scratches or minor cosmetic damage to furniture are common and are not considered carrier negligence.

8.0 Delivery

Carrier will make reasonable efforts to deliver goods as scheduled. Carrier is not liable for delays caused by circumstances outside its control.

9.0 Estimates

All intrastate moves in Florida are **hourly, non-binding moves** unless a guaranteed price has been agreed upon in writing. Final charges are based on actual time worked and services performed. Payment is due in full upon completion of the move.

10.0 Invalid Claims

Claims for issues other than lost or damaged items transported by the carrier will not be considered.

11.0 Claims Communication

All claims must be submitted in writing using this form. Telephone calls regarding claims cannot be accepted.

Shipper Signature: _____ Date: _____

Print: _____

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 reputation, 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
ATTN: Claims Department
3905 Crescent Park Dr Ste 113 Riverview, FL 33578
EMAIL:Contact@RobinsonRelocations.com

BE SURE TO SUBMIT YOUR CLAIM IN WRITING WITHIN 30 DAYS IF THE MOVE OCCURRED WITHIN FLORIDA. CLAIMS MAY BE SUBMITTED BY EMAIL OR PHYSICAL MAIL. PLEASE NOTE THAT UPON RECEIPT, CARRIER WILL PROVIDE A WRITTEN RESPONSE WITHIN 15 DAYS.

Shipper Signature: _____ Date: _____

Print: _____