

REPAIR FORM FOR ELECTRONIC ITEMS

Attached is an electronic repair form. You will need one of these forms filled out for each electronic item you wish to claim. The form must be completed by a qualified employee of a reputable repair firm. If the estimate you obtain is unreasonable, you will be asked to obtain another one.

Please read the rest of this memo carefully. If you do not follow the instructions below, you will not be reimbursed for damage to your electronic item. **Computers require a special form.**

EXTERNAL DAMAGE

If there is external damage to your electronic item, make sure the repair person notes the external damage and gives a detailed description of the location, nature, and extent of the damage on the electronic repair form. This is your responsibility. If you present an estimate without the proper explanation of external damage, you will be asked to return to the shop and have the estimate properly completed **or** you will not receive any money for that particular electronic item.

INTERNAL DAMAGE ONLY

Often an electronic item will be delivered with internal damage but no external damage. Without proof of the mechanical condition prior to the move, there is no evidence the item was functional and the carrier can deny liability for the damage. **You must provide a statement providing evidence the item worked prior to the move.** This should include the last time the item was used (e.g., “my family watched a video the night before we moved...the VCR worked fine”). Also, include any statements that might explain the internal damage to the item (e.g., “saw the mover drop the box with my stereo in it”). Statements by other people who used the item shortly before the move or saw the item being used may also be helpful.

There is no prescribed format for this statement. In fact, you may write your statement in the space provided below. It must be a detailed and truthful statement in your own words or by another person with knowledge of the events or circumstances described. Please sign and date the statement. **If you fail to provide a statement as explained above, the portion of your claim relating to that item will be disallowed.**

**PERSONAL STATEMENT FOR
ELECTRONIC ITEMS**

EXAMPLE OF A PROPER STATEMENT:

The movers came on Monday, 5 May 2006. When the movers arrived, I was watching the Oprah Winfrey show on my 27" Panasonic color television. I remember watching the show because it was a special on weddings and I was getting married four days later. The movers allowed me to finish watching the show before they packed it. They packed it in brown paper without padding. When it arrived, my Panasonic TV no longer turned on.

Jane Damage
January 1, 2006

Statements alone, from a repair person, that electronic equipment was damaged during a move are insufficient to establish liability of the carrier. A prima facie case of liability may be established with regard to electronic equipment when, absent external damage, the claimant provides evidence that the items in question were in good working order at the time of tender and evidence the damage was consistent with having been dropped or damaged in transit.

The following statement is NOT GOOD ENOUGH to collect carrier recovery:

My Toshiba VCR Model #M449, Serial No. 65735121, was working the day prior to shipment. When I received it after shipping, it would not play.

ELECTRONIC ITEMS

*Statement from Claimant that electronic items worked prior to shipment.

Signature of Claimant

Date