

STUTTAFORD VAN LINES



ALL RISK PROTECTION COVERAGE
FOR YOUR HOUSEHOLD GOODS,
PERSONAL EFFECTS AND AUTOMOBILES,
MOVING BY LAND, SEA OR AIR
Underwritten by: **AXA CORPORATE SOLUTIONS**

Why subscribe to STUTAFORD VAN LINES' All Risk Protection Policy?

When you select STUTAFORD VAN LINES to move your personal effects, you can be confident that you are entrusting your most valuable possessions to one of the world's leading professionals. However international moves are long and complicated operations. The distances involved in our business, coupled with the risks of an international transit, mean that on occasion loss and/or damage to your goods might occur.

If this should happen, our goal is to give you the benefit of the fairest compensation possible. For total peace of mind, you are therefore strongly recommended to subscribe to the STUTAFORD VAN LINES' All Risk Protection Policy to

ensure that you are duly and fully compensated for any loss.

STUTAFORD VAN LINES has arranged a special All Risk Protection Policy which is underwritten by one of the world's leading Underwriters, AXA Corporate Solutions, a company with local representation in more than 80 countries.

Please ensure that you have read and understood the General Terms and Conditions for International Removals before you agree to our All Risk Protection Policy, to avoid unnecessary surprises should you need to make a claim.

How do I proceed with STUTAFORD VAN LINES' All Risk Protection Policy?

STEP 1

Complete the STUTAFORD VAN LINES inventory form (paper or electronic).

STEP 2

You have to **value your goods at destination** value using the individual method of valuation. You will need to list and to **value anything included in your shipment**, under the appropriate category.

Groupings can be used, but it is assumed that each item in a grouping has **the average** value of all the items in the group. The application of average will be used to estimate the replacement value.

Should you feel the form is too restrictive, or if you would prefer to compile your own valued list, please feel free to do so.

STEP 3

Complete, date and sign the following:

- the STUTAFORD VAN LINES Inventory,
- or your own detailed and valued list,
- the General Terms and Conditions for International Removals,
- the insurance notice.

Please return all of these documents to the STUTAFORD VAN LINES branch in charge of your removal.

STEP 4

Keep this notice and the copy of the enclosed insurance form.

How should I value my goods?

It is strongly recommended to insure the entire contents of your removal and to precisely detail all of these belongings. The detailed inventory and the total amount will be the elements taken into account by the insurers for the establishment of the certificate of insurance and your compensation, if any.

Replacement cost at destination

You must value and insure your effects at the replacement cost at destination, i.e. the cost to replace the item in the country you are moving to, in the event of total loss. In order to do this, you should find out about the cost of living in your country of destination, using travel guides or websites. There is no need to inflate the value of your belongings, insurers only consider the cash surrender value of the belonging on the spot to calculate the amount of your compensation.

Note: your personal belongings, other than new belongings, will be considered by the insurers as effects in use, and for this reason, they may apply a depreciation rate on the value declared by yourself.

Example: a computer purchased in 2013 and damaged during a move in 2017. The insurer may depreciate the belonging's compensation value by 10% per annum, depending on insurance practices.

Estimate the fair value of your belongings

We recommend that you do not undervalue your shipment. If you have to submit a claim, and the insurers find that you have undervalued the item to be replaced, the refund amount will not be enough to replace the effects you will need.

For example, if you value a table at 400 €, and its value at destination is 800 €, you will be deemed to have under-valued by 50%. If one of the table's legs breaks and the repairs cost is 100 €, the insurers will only pay you out 50% of the repair cost, or 50 €. Conversely, insurers will not reimburse 600 € for a belonging whose purchase value at destination is 300 €.

Provide as much detail as possible

In the QUANTITY column, list the quantities of each item you move, THEN in the VALUE column enter the value of the item or group of items.

For example:

Article	Quantity	Value
Glasses	10	100 €
Desk	1	1 200 €

If you claim the value of an object that is part of a series, you will only receive the proportional value of the item. Example, if a crystal glass of a series of six is broken, insurers will compensate by retaining the average value of the group of items.



If you value two crockery sets, with a combined total of 30 pieces, with a total value of 1,500 € as below:

ARTICLE	QUANTITY	VALUE	COMPENSATION
Plates	30	1 500 €	50 € / plate

Then, in the event of damage, the compensation will be of identical value, regardless of the individual value of the service.

If you have different sets, it is better to value them as below:

ARTICLE	QUANTITY	VALUE	COMPENSATION
Plates (Blue porcelain)	15	1 100 €	73,33 € / plate
Plates (round, white)	15	400 €	26,66 € / plate

If you need to value 5 050 € worth of men's clothes, we also advise you to declare your clothing by category in order to receive compensation in line with the type of clothing.



ARTICLE	QUANTITY	VALUE	COMPENSATION
Suits	5	2 500 €	500 € / suit
Ties	11	1 650 €	150 € / tie
Shirts	6	900 €	150 € / shirt
TOTAL	22	5 050 €	229,54 € per cloth (if no detail about the clothes moved)

If a suit is damaged, cannot be washed in a laundry or is no longer wearable, insurers will be able to compensate up to 500 €, whereas if you declare a total sum for your clothing without detail, the suit will be compensated at 229.54 € (5050 € / 22).



It is also better to list books whose value exceeds the average book value in your collection separately. For precious books, mention the title, author and year of publication.

Once you have detailed all the items that make up your removal please check on your inventory the total values per piece and the grand total.

Please note that insurers with whom we have purchased the All-Risk Insurance Policy may require proof of the value of the goods, in the form of invoices or valuations issued by an expert, for the effects that are the subject of a claim for loss or damage. In addition, insurers follow the rules and principles of insurance and are entitled to claim certain items are outdated.

Optional Insurance

Coverage of pairs and series

If an item in a series is damaged, the series or pair will be refunded unless the damaged item can be individually redeemed. E.g.: If a cup of your coffee service is damaged, this cover allows you to refund the entire service.

Inconvenience coverage - mechanical / electrical

If an electrical / mechanical device does not work on arrival and the malfunction is due to transport, this device will be refunded. The condition of the devices will be checked before departure if this option is taken out. E.g.: If your flat screen does not start anymore and there is no apparent shock, classic insurance does not cover the damage. This Cover protects you from this risk.

Coverage against mold damage

High moisture levels when loading your shipment into a container or during transport can lead to mold growth. This coverage protects you against this risk. E.g.: You see mold on a sofa. This coverage will cover the cost of rehabilitating this type of damage sometimes encountered in certain countries with a humid climate.

These additional types of insurance each correspond respectively to an increase of 0.25% of the coefficient used to calculate your insurance premium. These options can be taken out independently (personal effects only).



Declare your high value items

High value items, i.e. those valued between 10 000 € and 20 000 € are not subject to a prior approval procedure by insurers. However, it is imperative that you inform the coordinator of your move in writing at least 10 days before the day of your removal, so that all preventive measures are taken. You must have photographs of the items (dated and signed by you), purchase invoices or any proof of value attached to the inventory. Failure to submit these documents could render your cover void. Insurers will ask for proof of purchase and / or value in case of damage.

In the case of individual items whose value is greater than 20 000 €, a preliminary request must be forwarded to the insurers at least 10 working days before the expected packing date. These items are subject to an additional specific insurance.



Insure your vehicle

To insure your vehicle, you must estimate **its replacement value at destination**, for an equivalent vehicle. The insurer reserves the right to check the advertised price in case of total loss.

In case of damages on your vehicle, the insurers apply a reduction to the amount paid out, calculated as a function of the mileage of the vehicle (compensation according to a professional estimate).

For example, the following reductions are applied:

20 000 to 30 000 km: 15% reduction
30 001 to 50 000 km: 30% reduction
50 001 to 100 000 km: 40% reduction
100 001 km and over: 50% reduction

Reminder: The optional "Inconvenience mechanical / electrical" and "Mold damage" warranty does not apply to vehicles.



Storage coverage extension

Our All Risk Protection Policy covers your removal from the time your goods are professionally packed at your residence and continues throughout the ordinary course of transit, including customary transshipment, until the goods are finally delivered to your new residence or the address of your choice (self-storage, ...).

Our All Risk Protection Policy for import and export includes free coverage on any interim storage coverage for up to 90 days at warehouse at origin or for up to 90 days after arrival at warehouse at destination, **to the condition that the warehouse is an STUTAFORD VAN LINES Warehouse or that of a designated partner contracted by STUTAFORD VAN LINES.**

What to do in the event of a claim for loss and/or damages?

01

Please ensure that due notice is given to your STUTTAFORD VAN LINES branch, within 10 days (public holidays included) from the date of delivery. Failure to notify us of this loss or damage within the time limits specified will void coverage.

In case of loss, missing or damaged items, it is imperative to make a note on the consignment letter or the delivery note and to specify the parcel numbers and / or their contents.

If you do not want the teams to unpack certain boxes, please indicate the numbers of the boxes on the consignment letter in order to maintain your guarantees.

In the event that certain parcels are not unpacked, you will have to note the list of packages not unpacked on the consignment letter in order to guarantee the recognition of future damages by the insurers.

02

At the time of notification, it is important that you provide us with your client reference number, a list of the damages, and/or missing items and photos of the furniture or goods damaged. You must also include an estimate of the total monetary damage, drawn up using the values of the items as they appear on your inventory.

03

Your declaration must be sent to the STUTTAFORD VAN LINES branch that performed the delivery by registered mail or email. If delivery was performed by one of our agents, please send your claim to the STUTTAFORD VAN LINES branch coordinator that invoiced you for the services.

04

Once you have sent the letter, you can complete your claim by sending us quotes for the repairs or replacement of the damaged items. These documents will be systematically requested by insurers.

MAIN EXCLUSIONS

List of the main exclusions

- Damage or loss resulting from an act of terrorism or related to war, riots and nuclear disasters;
- During the transit storage period, damage resulting from mold, dirt, rust, oxidation, scratches and cracks on frames, furniture, mirrors and changes in structure and color. Such damage may be covered by additional insurance;
- Damage or loss of jewelry, precious stones, precious metals and any means of payment (checks, banknotes, etc.);
- Loss or damage to any object packed by you that has not been seen or inventoried by the mover originally;
- Pairs and goods forming a set (unless option is subscribed);
- Mechanical / electrical / electronic inconvenience (unless option is subscribed);
- Damage due to mold or influence of temperature (unless option is subscribed);
- Damage or loss of live animals, perishable goods, dangerous or prohibited goods according to the international transport regulation;
- Damage or loss resulting from the fault of the customer or the antiquated nature of the property entrusted to him;
- Structural change and discoloration of items;
- Fines and indemnities resulting from commitments in excess of those to which STUTTAFORD VAN LINES is held by virtue of its legal responsibility or the practice of the profession;
- Damage or loss resulting from a fire in the house of the relocated person;
- An appeal procedure from a third party that is not a party to the contract of carriage, for damages of any kind;
- Personal injury;
- Losses or damage caused by the carried items themselves (own defect);
- Fines of all types;
- Security deposits or other financial guarantees seized;
- The financial consequences due to a delay in delivery;
- During the storage period, damage caused by rodents and insects and, in general, any damage caused by putrefaction and a long stay in a confined environment;
- Depreciation or loss of value due to damage or repairs is not covered.

Owner packed goods

Any items packed by the owner and without inspection by the mover before the carton box is sealed, are classified as "Packed by Owner" (abbreviated as U20). Any damage or loss of goods in owner-packed cartons or packages is excluded from cover.

I acknowledge that I have read this explanatory note about the All Risk Protection Policy which was given to me by STUTTAFORD VAN LINES before my removal.