

Filing a Claim for Shipment of Household Goods

DELIVERY OF YOUR HOUSEHOLD GOODS OR HOLD BAGGAGE SHIPMENT
AND THE DD FORM 1840 AND DD FORM 184OR (THE PINK FORMS)

Actions to Be Taken At Delivery

Carrier Responsibilities:

1. The carrier's representative is required to put the furniture or item where you want it only one time.
2. Reassemble all articles disassembled by the origin carrier. This list includes, but is not limited to, wall units, schrunks, bedframes, lawn mowers, bicycles, legs to tables, and clocks.

Your Responsibilities:

1. Verify the delivery of each item as the carrier brings the items into your home. An easy way to ensure that all items are delivered is to put a light check mark by that item on your copy of the inventory. Do not check off an item as being delivered unless you know the carrier has brought that item into your home.
2. If you note damage to the exterior of any carton, ask the carrier to unpack it. Although it may be late, or you didn't want the carton unpacked at that time, it is in your best interest to have the carrier unpack all damaged cartons to verify damage to any of the contents.
3. If the carrier is not providing what you consider GOOD SERVICE, or the carrier's attitude or actions are inappropriate, you should call the TMO at 225-9725.

Joint Responsibilities:

Both you and the carrier's representative are jointly responsible for completing the DD Form 1840. You should list all damaged or missing items noted before the carrier departs on the DD Form 1840. Do not sign the DD Form 1840 until all discovered damage or loss is recorded on this form.

THE DD FORM 1840

Instructions for completing this form are as follows:

- a. This is the only form for noting damage or loss while the carrier is still present.

- b. You should not sign the DD Form 1840 until you or the carrier's representatives have noted all damaged or missing items.
- c. The DD Form 1840 provides only seven lines for listing damaged or missing items. If at delivery, you discover more than seven items that are damaged or missing, you may list them on a continuation sheet. Be sure to check Block 14a on the DD Form 1840 indicating a continuation sheet was used. When using a continuation sheet you should ensure you are provided a copy of the continuation sheet. In the event the carrier does not have a continuation sheet, you may reverse the entire DD Form 1840 Package (both the pink sheets and carbons) and list the additional items on the DD Form 1840R.
- d. You should also record any damage done to your home by the carrier on the DD Form 1840. Any damage to the interior as well as the exterior of your home should be noted at delivery on this form. This damage may include, but is not limited to the following: walls, doors, windows, ceiling fans, light fixtures, thermostats, mailboxes, and plants.
- e. The DD Form 1840 package consists of an original and four copies, you must write hard to ensure the final copy is legible.
- f. After signature on the DD Form 1840 by you and the carrier's representative, you should receive three copies of this form. If the carrier representative fails to provide you three copies of the DD Form 1840 before departing, contact the TMO.

Damage Or Loss Discovered After The Carrier's Departure:

- a. In the event you discover additional damage or loss after the carrier has departed, these exceptions should be noted on the DD Form 1840R-the reverse side of the DD Form 1840. If you used both sides of the DD Form 1840 to list the missing or damaged items at delivery, you must add the later discovered items on a new DD Form 1840R. Contact the claims office for a new DD Form 1840R. To complete this form you should reverse both the pink sheets and carbons. You are required to complete Blocks 1a-1e and 2a-2c. The information necessary for completing Blocks 1a-1e of the DD Form 1840R can be found on the reverse of the form. When completing blocks 2a-2c you must list the correct inventory number, a description of the damaged or missing item, and a detailed description of the damage. Be specific when noting damage, do not use general terms such as "damaged" or "doesn't work." Describe the damage and the location of the damage on each item.
- b. You should complete the DD Form 1840R in three copies - an original and two carbon copies. If the carrier failed to provide you with three copies, the Claims Office has packages of this form.
- c. You have 70 days from the date of delivery in which to present the DD Form 1840R to the Claims Office for dispatch to the carrier. Your failure to submit the DD Form 1840R to the Claims Office within the required 70

day period may result in the total denial of payment on those items.

Missing or Damaged Items:

Since the carrier, TMO and Claims Office may need to inspect the damaged items, you should not throw or give away or have any item repaired. The Claims Office can authorize the repair of certain items if it is considered an item of absolute necessity. Call the Claims Office for permission at (808) 449-1737. The repair or disposal of any item without permission from the Claims Office may result in the denial of payment on the item.

Statute of Limitations

You have two (2) years from the date of the delivery of your shipment, or official notification that your shipment was lost or completely destroyed, in which to file a claim.

Filing Claims on Line

Instead of base legal offices handling the claim process, all claims may be done on line, <https://claims.jag.af.mil/>.

Full Replacement Value (FRV) protection applies to shipments with a pick up date on or after 1 Oct 07 (for international shipments), 1 Nov 07 (for domestic shipments), and 1 Mar 08 (for NTS and DPM shipments). This changes the way you file claims and the time limitations you have. The following are **CRUCIAL AND NEW FILING DEADLINES:**

75 DAYS FROM DELIVERY - File your DD Form 1840R (pink form) directly with the carrier (or **70 DAYS FROM DELIVERY** - You can file your DD Form 1840R with the base legal office to forward to the carrier.)

9 MONTHS FROM DELIVERY - File your claim directly with the carrier for Full Replacement Value protection.

2 YEARS FROM DELIVERY (but after 9 months) - File your claim directly with the Claims Center under the old rules.