

# UniGroup Worldwide, Inc.

One Worldwide Drive • St. Louis, Missouri 63026 • USA

## Extended Protection Program

THIS IS NOT INSURANCE



Extended Protection for Your Personal Property  
Moving by Land, Sea or Air

Email: [submit\\_claim@unigroupworldwide.com](mailto:submit_claim@unigroupworldwide.com)

Phone: 636-349-8780 or 800-282-0624

Fax: 636-349-8781

**IMPORTANT: The completed and signed Application for Protection form must be returned to your move coordinator prior to the commencement of packing.**

## ABOUT THIS EXTENDED PROTECTION PROGRAM

### Application Information

We are pleased to offer you protection for your personal property in the form of our Extended Protection Program ("the Program"). This brochure explains important details about the Program and questions you should consider regarding it.

#### **WHY SHOULD I PURCHASE EXTENDED PROTECTION?**

Adequately protecting your personal property against the possibility of loss or damage is a prudent decision. Despite our best efforts and those of our moving partners, there are always risks inherent in overseas transit. Purchasing protection for the unforeseeable contingency makes good sense. Regardless of where the loss or damage actually occurs while your shipment moves around the world, any resulting claim would be filed with and settled by our office.

#### **WHAT HAPPENS IF I DO NOT PURCHASE EXTENDED PROTECTION AND I HAVE A CLAIM?**

As a forwarder, UniGroup Worldwide, Inc. provides no basic coverage for loss and damage. If you decline to purchase protection through our Program and have a claim for loss or damage, you would be required to pursue your claim directly with the underlying carrier (e.g., local drayage, trucker, airline, steamship line, etc.), and may be limited in your recovery to the liability limitations of each underlying carrier. Not only can it be very difficult to determine which party is at fault, the typical level of recovery for underlying carriers is just a few cents per pound.

#### **WHAT DOES THE PROGRAM COVER AND WHAT DOES IT EXCLUDE?**

We offer protection on a door-to-door basis, subject to the terms and conditions contained in this brochure. Specific exclusions from the Program are identified and explained as well. ***Protection may be limited if you do not use our services on a door-to-door basis.***

#### **HOW DO I ARRANGE FOR PROTECTION?**

**Please read this brochure.** It will help you to complete the Application for Protection form correctly. Once you have determined the value of your shipment, please sign and date where indicated and return the Application for Protection to your move coordinator, retaining a copy for your own records. We will confirm our receipt of your properly completed Application for Protection in the form of a "Confirmation of Protection," which will be sent to you for your records.

#### **WHAT SHOULD I KNOW BEFORE COMPLETING THE APPLICATION FORM?**

Please consider that, in the event of loss or damage to items in your shipment, you will be repairing or replacing these items at destination. The cost to replace items at destination could be different than the costs in your origin country. It is recommended that you value your items at the replacement value level at destination. Your employer can often assist in determining how to value your personal property for protection purposes.

Protection can be provided for items normally associated with the contents of your residence.

***Do not include or declare a value for living things, perishables, money, securities, papers of value, stamps, documents or electronic data stored on any device, as these items are excluded from protection.***

Since payment for loss or damage to items of sentimental value is limited to the estimated re-sale value of such items, do not overvalue them. Sentimental value is excluded from protection.

You are encouraged to carry jewelry, precious stones and furs with you. However, should you elect to include these items in your shipment, please be aware that ***our responsibility is limited to a combined total of US\$1,000 for jewelry, precious stones, and furs.***

## HOW DO I DETERMINE THE AMOUNT OF PROTECTION TO DECLARE?

There are two options for valuing your personal property for protection under the Program. Both options require you to estimate the value of replacing household good items at destination. When determining this value, do not rely on the original purchase price or the current cost to replace them in your originating country. Forms for Option 1 and Option 2 are found in this packet. Electronic versions can also be found at [www.unigrouputs.com](http://www.unigrouputs.com).

### Option 1:

Determine an amount equal to the estimated cost to replace your entire shipment at destination using a weight multiplier. First, multiply the estimated weight of your shipment, in pounds, times a minimum of US\$10. Second, if you used a weight multiplier of less than US\$15 per pound in step one, then you must make a valued listing of all items in your shipment that have a value of more than US\$5,000 per item. Failure to prepare a complete list, if required, will limit your recovery to US\$5,000 per item for any item not listed. Third, make a listing of any motorized vehicles and their actual cash values. Combine the aforementioned subtotals to determine the value of protection of your shipment.

### Option 2:

Provide a complete inventory of items that you intend to ship and value them at the estimated cost to replace them at destination. Please note that the protection charge is based on the value of the items declared. **If items are not declared, no protection is afforded them.** If you do not find an appropriate category on the Application form, please take advantage of the blank spaces provided or attach a separate list showing these items and their values.

If you have multiple items within a single category that have dissimilar values, you should utilize the "other" category to declare the items and values individually. For example, if you note that there are three items in a category and declare the total value to be US\$7,500, we will consider the value of each item to be US\$2,500. If, however, one of those items has a value of US\$5,000, you should separately declare that item, so its unique value is considered, should there be a claim.

## WHEN DOES THIS PROTECTION BEGIN?

Provided you have already requested protection from us, it begins when packing of your shipment commences. If your personal property was already packed or in storage when you requested protection, it begins at the time we receive your request for protection under the Program.

## WHEN DOES THIS PROTECTION END?

If you have requested us to arrange transportation on a door-to-door basis, protection continues through the ordinary course of transit until your shipment is delivered and unloaded at your new residence. If your shipment is placed in storage for more than the 180 days provided for in the Program, you are required to extend your protection and remit the appropriate charge in advance to keep the protection in effect. If we unpack your shipment within 14 days of its arrival, the protection will remain in effect during the unpacking process.

If you have contracted with us to provide services on a door-to-port basis only, the protection under the Program ceases when your shipment arrives at the destination port.

## WHAT IF I WILL BE SHIPPING MY AUTOMOBILE, CAMPER, BOAT, MOTORCYCLE OR TRAILER

These items are to be valued in a different fashion to your other personal property. You must declare what it would cost to purchase a similar item at current market value at destination, taking into consideration the age and condition of your automobile, camper, boat, motorcycle or trailer.

None of these vehicles should be used as a packing container. We will not accept responsibility for loss or damage to any property packed, stored or contained within or on any automobile, camper, boat, motorcycle or trailer, nor will we accept responsibility for any resulting damage to such vehicle caused by items packed, stored or contained in such vehicle.

## **ARE THERE ANY LIMITS OR EXCLUSIONS TO THE PROGRAM OF WHICH I SHOULD BE AWARE?**

Yes. Please refer to Pages 4 and 5 of this Application Information. Also note that some of the exclusions can be removed for an additional charge. An explanation of the effects of these exclusions and/or the removal of the same is also provided.

## **LIMITS AND EXCLUSIONS AND DENIALS OF RESPONSIBILITY\***

There are certain events, circumstances and occurrences that may cause loss or damage to your personal property for which we do not accept responsibility under the Program. These limits, exclusions and denials of responsibility are consistent with moving industry standards and include the following:

- Breakage, scratching, denting, chipping, staining and tearing of items you packed yourself.
- Damage caused by wear and tear or gradual deterioration.
- Loss or damage caused by inherent vice or changes in atmospheric or climatic conditions. Humidity levels vary greatly between certain areas of the world, potentially causing wood to weaken and crack. This is not considered transit damage and is not covered by the Program.
- Depreciation in value caused by previous substandard repairs.
- Radiation or radioactive contamination.
- Pairs and Sets: Unless enhanced Pairs and Sets protection is purchased, the Program will pay only for that part of a pair or of a set that is actually lost or damaged.
- Mechanical Breakdown: Unless enhanced Electrical, Electronic and/or Mechanical Breakdown protection is purchased, the Program excludes protection for items that are discovered to be inoperable at your destination, unless there is clear evidence of physical damage to the item itself or to the external packaging.
- Mold and Mildew: Unless enhanced Mold and/or Mildew protection is purchased, the Program excludes protection for damage to items caused by mold or mildew resulting from a change in atmospheric conditions during transit and storage.
- Consequential Loss: The Program excludes consequential losses arising from the delay, damage or non-delivery of your shipment.
- Act(s) of Terrorism causing loss or damage to your personal property while in transit or storage.
- War, civil war, revolution, rebellion, insurrection, or civil strife.

**\*NOTE: A full explanation of all limits and exclusions and denials of responsibility can be found in the Terms and Conditions of the Program. We strongly suggest you familiarize yourself with them.**

## **WHAT IF MY SHIPMENT IS STORED AT ORIGIN OR DESTINATION?**

The Program includes, at no additional charge, a maximum of 180 days protection while your goods are in storage (origin, destination or combination of both), ***provided your shipment is stored in a full service moving and storage company enclosed warehouse.*** Protection can be extended for an additional period by the payment of an additional charge. A "Storage Protection Extension Request" form is included with the Application form, in case your shipment is expected to be in storage for more than 180 days. It is your responsibility to complete the Storage Protection Extension Request and return to us prior to the 180<sup>th</sup> day in storage.

## **IMPORTANT:**

***Please note that storage protection is not provided when your shipment is placed in a facility that is not a full service moving and storage company enclosed warehouse. Examples of such non-approved storage facilities include, but are not limited to, self-storage warehouses, mini-warehouses, garages, and private containers.***

**OPTIONAL PROTECTION ENHANCEMENTS:**

You may choose to purchase any of the following optional protection enhancements under the Program for an additional charge. Please ask us for the applicable charges. *These enhancements are available for your household items only*; they are not available for your automobile, camper, boat, motorcycle or trailer.

**1. PAIRS AND SETS:**

**Standard Protection:**

When an item is part of a pair or set, the Program will only pay for item(s) that suffer actual loss or damage. We will not accept responsibility for the other undamaged item(s) or for the reduced value of the pair or set.

Example: A three-piece furniture set, comprised of one sofa and two chairs, is included in your shipment. One of the chairs is damaged and requires upholstery. Payment will only be made for the cost of repair to the damaged chair, with no consideration for a possible reduction in value of the set.

**Enhanced Protection:**

In the event of loss or damage to any item(s) forming a pair or set, consideration will now be given for the fair reduction in value of the pair or set, taking into consideration the importance of the lost or damaged item(s) to the pair or set.

**2. MOLD AND/OR MILDEW:**

**Standard Protection:**

The Program excludes loss or damage to your personal property caused by a change in atmospheric conditions (e.g., humidity) during the course of transit, which can cause mold or mildew, for example. Despite our best efforts to protect your shipment from sustaining this type of loss or damage, there are certain climatic zones in the world where this type of situation may likely occur.

**Enhanced Protection:**

In the event of your shipment being affected by a change in atmospheric conditions, protection can be enhanced to include loss or damage caused by mold or mildew. This enhancement is only available if your personal property is **professionally packed** and payment is limited to 75 percent of the total declared value of your shipment.

**3. ELECTRICAL, ELECTRONIC, AND/OR MECHANICAL DERANGEMENT (BREAKDOWN):**

**Standard Protection:**

Upon arrival at destination, occasionally an electric, electronic or mechanically operated item will prove to be inoperable. Unless there is physical damage to the item or its external packaging, there is no protection under the Program. This situation generally manifests itself with computer equipment, stereo systems or other devices where intricate components and circuitry are affected by the motion inherent in an international shipment.

**Enhanced Protection:**

Protection under the Program will be enhanced to include damage to electric, electronic and/or mechanical items where no clear sign(s) present of physical damage to the item or its external packaging. It is important to note, however, that this protection only applies to items six years old and newer (at the beginning of the protection) and also requires that those items have been **professionally packed** in accordance with manufacturers' specifications.

## WHAT IF I HAVE A CLAIM FOR LOSS AND/OR DAMAGE?

**If you become aware of loss and/or damage to your shipment, please follow these procedures:**

1. As soon as possible, **but no later than 30 days after delivery**, notify this office of the loss and/or damage. Notifying a moving partner does not satisfy this time requirement. Contact us as follows:

Phone: 636-349-8780 or 800-282-0624

Fax: 636-349-8781

Email: [submit\\_claim@unigroupworldwide.com](mailto:submit_claim@unigroupworldwide.com)

We will immediately send claims instructions to you.

2. **No later than 90 days after delivery**, return to this office the completed claim form along with any relevant documents or photos. Returning a claim form or documents to a moving partner does not satisfy this time requirement.

**This Program has a 90 day after delivery deadline to file a written claim for loss or damage.**

# UniGroup Worldwide, Inc.

## APPLICATION FOR PROTECTION

Customer Name: \_\_\_\_\_ Order No.: \_\_\_\_\_

Origin (City, State, Country): \_\_\_\_\_

Destination (City, State, Country): \_\_\_\_\_

Estimated Packing Date: \_\_\_\_\_

Type of Shipments:             Sea Freight             Air Freight             Land  
(Check all that apply)

**Instructions:** To purchase Extended Protection for your shipment, please complete the top box by following these steps: (1) determine the Total Extended Protection amount using either Option 1 (Weight Multiplier) or Option 2 (Valued Inventory) and attach your completed worksheet to this application; (2) select any optional protection enhancement(s) you wish to add; and (3) sign and date the application. If you are declining Extended Protection, please sign and date in the bottom box only.

Step 1:            **Total Extended Protection: US\$** \_\_\_\_\_  
                         This amount was derived from:             Option 1 (Weight Multiplier)  
                         (check only one and attach worksheet)             Option 2 (Valued Inventory)

Step 2:            **Optional protection enhancements available at an additional cost:**  
                         Pairs and Sets     Yes     No  
                         Electrical and Mechanical Breakdown             Yes     No  
                         Mold and/or Mildew                                     Yes     No

These optional protection enhancements only apply to household goods items and must be selected on this application to apply.

Step 3:            **Signature and Date:**  
I have read and agree to the Extended Protection Program Application Information and Terms and Conditions and am requesting the Total Extended Protection amount listed above and the selected optional protection enhancements, if any, as the protection level for my shipment.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**\*\*\* Complete this box only if you are declining Extended Protection \*\*\***

I have read the Extended Protection Program Application Information and Terms and Conditions and am declining Extended Protection. I understand that UniGroup Worldwide, Inc. will not be liable for loss or damage to property in my shipment.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Option 1 Worksheet - Declaring a value using the weight multiplier method

|  |  |       |                     |
|--|--|-------|---------------------|
| Section 1  |  |       |                     |
| Household Good weight  |  |       | net pounds          |
| Multiplier (must be a minimum of US \$10)  |  | 10.00 | US \$ per net pound |
| Basic Shipment Value   |  |       | US \$***            |
| If the multiplier used is less than US \$15 per pound, payment is limited to a maximum of US \$5,000 per individual item, unless the item is listed in Section 2 and combined with the Basic Shipment value. |  |       |                     |

|  |  |                                 |       |
|--|--|---------------------------------|-------|
| Section 2 (required if multiplier used is less than US \$15 per pound and you have items with a value in excess of US \$5000 per individual item). |  |                                 |       |
| Individual items of high value:  |  | Replacement Cost at Destination |       |
|  |  |                                 | US \$ |
|  |  |                                 |       |
|  |  |                                 |       |
|  |  |                                 |       |
|  |  |                                 |       |
| High Value Total   |  |                                 | US \$ |

|  |                    |                      |       |
|--|--------------------|----------------------|-------|
| Section 3  |                    |                      |       |
| Automobiles, campers, boats, motorcycles, trailers and other items that require a license to legally operate are to be listed below: |                    |                      |       |
| Item:  | VIN, if applicable | Current market value |       |
|  |                    |                      | US \$ |
|  |                    |                      |       |
|  |                    |                      |       |
|  |                    |                      |       |
| Motorized vehicle total  |                    |                      | US \$ |

|  |  |  |          |
|--|--|--|----------|
| Summary  |  |  |          |
| Section1: Basic Shipment Value   |  |  | US \$*** |
| Section 2: High Value Total  |  |  | US \$    |
| Section 3: Motorized Vehicles, etc.  |  |  | US \$    |
| Total Declared Value for Shipment  |  |  | US \$    |
| ***Should this value not be sufficient, the US \$10 multiplier can be increased. |  |  |          |





Option 2 Worksheet – Declaring a protection amount using the valued inventory method  
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**SECTION B**

| <b>Items</b>              | <b>No. Items</b> | <b>Cost to Replace</b> | <b>AUTOMOBILES/CAMPERS/BOATS/<br/>MOTORCYCLES AND TRAILERS</b> |            |            | <b>CALCULATION COLUMN</b>                  |                           |
|---------------------------|------------------|------------------------|--|------------|------------|--|---------------------------|
| <b>P. MISCELLANEOUS</b>   |                  |                        | <b>Q. ITEM 1</b>   |            |            | <b>HOUSEHOLD PROPERTY</b>                  |                           |
| Statues/Figurines         |                  |                        | (Circle One)   | AUTOMOBILE | MOTORCYCLE | A. LIVING ROOM                             |                           |
| Decorative Objects        |                  |                        |  | BOAT       | CAMPER     | TRAILER                                    | B. DINING ROOM            |
| Piano                     |                  |                        |  |            |            | C. CHINA                                   |                           |
| Other Musical Instruments |                  |                        | Yr./Make:  |            |            | D. CRYSTAL                                 |                           |
| Clock(s)                  |                  |                        | Serial No.:  |            |            | E. SILVER                                  |                           |
| Baskets/Plant Holders     |                  |                        | Value:   |            |            | F. DEN/FAMILY ROOM                         |                           |
| Artificial Plants         |                  |                        |  |            |            | G. KITCHEN                                 |                           |
| Pictures/Paintings        |                  |                        | <b>R. ITEM 2</b>   |            |            | H. OFFICE                                  |                           |
| Books                     |                  |                        | (Circle One)   | AUTOMOBILE | MOTORCYCLE | I. BASEMENT & GARAGE                       |                           |
| Video Tapes               |                  |                        |  | BOAT       | CAMPER     | TRAILER                                    | J. BEDROOM NO. 1 (MASTER) |
| CDs/Tapes/Records         |                  |                        |  |            |            | K. BEDROOM NO. 2                           |                           |
| Toy/Games                 |                  |                        | Yr./Make:  |            |            | L. BEDROOM NO. 3                           |                           |
| Bicycles                  |                  |                        | Serial No.:  |            |            | M. BATHROOMS                               |                           |
| Exercise Equipment        |                  |                        | Value:   |            |            | N. CLOTHING/LINENS                         |                           |
| Sports Equipment          |                  |                        |  |            |            | O. ELECTRONICS                             |                           |
| Camping Equipment         |                  |                        |  |            |            | P. MISCELLANEOUS                           |                           |
| Fireplace Equipment       |                  |                        |  |            |            | <b>HOUSEHOLD PROPERTY TOTAL</b>            |                           |
| Sewing Machine            |                  |                        |  |            |            |  |                           |
| Sewing Supplies           |                  |                        |  |            |            |  |                           |
| Craft Supplies            |                  |                        |  |            |            |  |                           |
| Holiday Decorations       |                  |                        |  |            |            | <b>AUTOMOBILES/MOTORCYCLES/BOATS, ETC.</b> |                           |
| Other                     |                  |                        |  |            |            | Q. ITEM 1                                  |                           |
|                           |                  |                        |  |            |            | R. ITEM 2                                  |                           |
|                           |                  |                        |  |            |            |  |                           |
|                           |                  |                        |  |            |            |  |                           |
| <b>Sub-Total</b>          |                  |                        |  |            |            | <b>Sub-Total</b>                           | <b>TOTAL</b>              |

| <b>PROTECTION VALUATION</b>           |  |
|---------------------------------------|--|
| HOUSEHOLD GOODS                       |  |
| AUTOMOBILES/MOTORCYCLES/BOATS/ETC.    |  |
| <b>GRAND TOTAL</b>                    |  |
| Currency US \$ unless otherwise noted |  |

## **EXTENDED PROTECTION PROGRAM (EPP)** **Protection Terms and Conditions** **(This is not Insurance)**

In consideration of payment of the Extended Protection Program cost, as stated on the "Order for Services" which describes the scope of our work and services, we agree to accept responsibility for actual physical loss or damage to Protected Property as defined herein subject to the following terms and conditions:

**Protected Property:** *Protected Property* is household goods, personal effects, antiques, fine arts, automobiles, campers, boats, motorcycles and trailers which you own and, unless using the weight multiplier valuation method, which are declared and valued in the "Application for Protection" and "Confirmation of Protection."

**Protection:** We accept responsibility for actual physical loss or damage to Protected Property while in our control, as defined in the "Order for Services", subject to these terms and conditions.

**Non-Professional Packing Limitation:** There is no protection for damage consisting of breakage, scratching, denting, chipping, staining and tearing of Protected Property not packed by us or our agent or our contractor unless directly caused by fire, stranding, sinking or collision of the carrying vessel, or by crash, collision or by overturn of the carrying aircraft or of the carrying land transportation. There is no protection for any Protected Property claimed as missing from a carton, package or container not packed by us, our agent or our contractor unless the value of each item claimed as missing was separately declared in the Application for Protection.

**Declared Value:** It is a condition of this protection that you shall declare the cost to replace at destination of all Protected Property prior to the commencement of the transit with the exception of automobiles, etc., See Valuation of Automobiles, etc. under the General Conditions Section below.

**Customer Deductible:** If you agree to a deductible to apply on your Protection, it will be indicated on the Confirmation of Protection. This amount shall be deducted from payment made to you on a loss or damage claim. If no deductible amount is indicated, we agree to accept responsibility for loss or damage to Protected Property as defined.

### **Principle Limitations**

**We do not agree to accept responsibility for:**

- ◆ Consequential loss or damages, even if resulting from direct loss or damage to your goods.
- ◆ Sentimental value placed on your belongings.
- ◆ Gradual deterioration and/or wear and tear.
- ◆ Scratching, denting or marring of any automobile, camper, boat, motorcycle, or trailer unless we (or our agent or our contractor) and you (or your representative) both agree and sign a "Certificate of Condition" or similar document stating the condition of the automobile, camper, boat, motorcycle or trailer prior to the commencement of the transit, noting all defects. There is no Protection for loss or damage to any property packed, stored or contained in an automobile, camper, boat, motorcycle or trailer, and no protection for damage to such vehicles caused by items packed, stored, or contained therein.
- ◆ Loss of any electronic data from any means of electronic storage.

**We do not agree to accept responsibility for loss or damage arising from:**

- ◆ Mold and/or mildew, unless enhanced Mold and/or Mildew protection is purchased.
- ◆ Atmospheric or climatic conditions.
- ◆ Inherent vice.
- ◆ Electrical, electronic and/or mechanical derangement.
- ◆ Delay.
- ◆ War, civil war, revolution, rebellion, insurrection, or civil strife arising there from, or any hostile act by or against a belligerent power, capture, seizure, arrest, restraint, or detention (piracy excepted) and the consequences thereof or any attempt thereat, derelict mines, torpedoes, bombs or other derelict weapons of war. (Except as noted below).
- ◆ Liability for loss or damage to goods arising from perils of war, civil war, revolution, rebellion, insurrection or any hostile act by or against a hostile power is excluded EXCEPT whilst the goods are loaded on an overseas vessel or aircraft. Liability of goods shall cease in respect of these perils when the goods have been discharged, or after 15 days following arrival of the vessel or aircraft at the port/airport of discharge, whichever shall first occur. However, liability is NOT accepted for loss or damage arising from the use of weapon(s) of war employing atomic or nuclear fission or fusion. Further details of the liability accepted for war perils are available upon request to UniGroup Worldwide, Inc.
- ◆ Any act by a terrorist or person acting from a political motive.
- ◆ Ionizing radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel, the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof, any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.
- ◆ The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes.

**We do not agree to accept responsibility for loss of or damage to:**

- ◆ Jewelry, precious stones, and furs, unless specifically declared and valued. All such declared items are nonetheless subject to an overall combined limit of US\$1,000 per shipment for all jewelry, precious stones and furs contained in the shipment.
- ◆ Monies, securities, stamps and papers of value.
- ◆ Any automobile, camper, boat, motorcycle or trailer while operating under its own power, except where necessary for purposes of loading and/or unloading.
- ◆ Undamaged parts of a pair or set. There is no Protection for parts of a pair or set that do not suffer physical loss or damage, unless enhanced Pairs and Sets protection is purchased.

### **General Conditions**

- 1) **Declared Value:** Protected Property must be declared for value either by:
  - a. A written valued inventory showing cost to replace at destination of each item shipped, or
  - b. A lump sum value declaring the cost to replace all items at destination determined by an amount not **less** than equal to the total net weight of the Protected Property at a multiplier of US\$10 per pound **plus** the separately declared value of any items with a value in excess of US\$5,000.

The separately declared requirement for items in excess of US\$5,000 is waived if the multiplier used to determine the Protected Property is at least US\$15 per pound. Recovery will be limited to \$5,000 per item for any item in excess of US\$5,000 not separately declared as required.

2) **Valuation of Automobiles, etc.:** Automobiles, campers, boats, motorcycles and trailers must be declared and valued at their cost to replace at destination with another of the same year, make, model and condition.

3) **Duration of Obligation:** This protection begins when we or our agent or our contractor have received and accepted the protected property, and only after we have agreed to accept responsibility for loss or damage to the Protected Property under the terms and conditions of this Protection, and continues during the ordinary course of the transit until the protected property is delivered to the final destination specified on the Confirmation of Protection. If our crew or a crew operating under our direction or the direction of our agent or our contractor professionally unpacks the protected property within 14 days after delivery to the final destination, then this Protection continues during unpacking.

If we or our agent or our contractor are instructed to hold, store or delay transit of the protected property short of the specified destination, we will extend this Protection for such period up to a maximum of 180 days, after which any further period of Protection will require an additional charge. The additional charge must be received by us prior to the expiration of the then-current period of Protection.

If transit of the protected property is not arranged on a door-to-door basis, this Protection ceases when the protected property is no longer in our or our agent's or our contractor's care, custody or control.

4) **Claims Notification:** In the event of loss or damage which may give rise to a claim under this Protection you must give immediate notice to us, but in no event later than 30 days after delivery of the protected property. You must present your fully documented claim in its entirety to us no later than 90 days after delivery of the protected property. Failure to timely provide either the required notice or to submit a fully documented claim will stop you from receiving payment under this Protection.

5) **Claims Adjustment:** As a condition of this Protection, we may, in whole or in part, replace lost or damaged items or, at our option, have damaged items repaired or make cash payment not to exceed the Declared Value of the lost or damaged item. Proof of ownership and of the Declared Value may be required for an item claimed as lost or damaged.

6) **Waiver and Assignment:** In consideration of this Protection, you agree that your sole remedy against us and our agents and our contractors related to loss or damage to the protected property is as set forth in these terms and conditions. Upon payment for any loss or damage under this Protection, we will automatically be assigned all your interest in any claim against any other party to seek recovery for the loss or damage.

7) **Termination of Transit:**

a. **Termination of Contract of Carriage:** If the transportation of the protected property is terminated at a point short of the final destination specified on the Confirmation of Protection for a reason beyond our control, this Protection likewise terminates simultaneously unless we agree to continue the Protection in exchange for payment of an additional charge.

b. **Forwarding:** If the transportation of the protected property terminates resulting from a cause protected herein, we will pay, up to the Declared Value, for the reasonable charges to unload, sort and forward the protected property to the final destination specified on the Confirmation of Protection.

8) **Preservation of Protected Property:** In the event of any loss or potential loss or damage that might be subject to this Protection, you must promptly take at your expense all reasonable steps and pursue all available legal remedies to avoid or minimize such loss or potential loss or damage. You must also preserve any rights against any other parties who may be responsible for any loss or damage. We will reimburse you the reasonable costs of such actions properly taken, subject to any deductible should your confirmation of protection indicate one has been selected by you.

9) **Optional Protection Enhancements:**

In the event you elect to purchase any of the following additional protections in the Application for Protection, this Protection shall apply to protected property **professionally packed** by us, our agent or our contractor in accordance with the corresponding following terms and conditions:

a. **MOLD AND/OR MILDEW:** We agree to accept responsibility for actual physical loss or damage to Protected Property caused by mold and/or mildew. However, we will not accept responsibility for an amount greater than 75 percent of the Declared Value of the Protected Property.

b. **ELECTRICAL, ELECTRONIC AND/OR MECHANICAL BREAKDOWN (DERANGEMENT) (EXCLUDING AUTOMOBILES, CAMPERS, BOATS, MOTORCYCLES AND TRAILERS):** We agree to accept responsibility for actual physical loss or damage to professionally packed protected property caused by electrical, electronic and/or mechanical derangement up to the Declared Value of each lost or damaged item, provided the lost or damaged item is not more than six years old at the commencement of this Protection.

c. **PAIRS AND SETS:** In the event of actual physical loss or damage to part(s) of a pair or set, this Protection extends to the reasonable and fair diminution in value of the remaining part(s) due to an incomplete pair or set. In the event of a claim for actual physical loss or damage to any part(s) of a pair or set, we may determine to pay the Declared Value of the entire pair or set in which case, at our option, the remainder of the pair or set becomes our property.

**UniGroup Worldwide, Inc.  
Extended Protection Program  
(This is not insurance)**

**Storage Protection Extension Request  
CONFIRMATION NO. \_\_\_\_\_ (IF KNOWN)**

DATE: \_\_\_\_\_

PLEASE CHECK:

- ORIGIN STORAGE  
 DESTINATION STORAGE

180 days (total) storage protection is included as part of the Extended Protection Program.

My goods will be in storage beyond 180 days and I require additional storage extended protection for \_\_\_\_\_ MONTHS BEGINNING ON \_\_\_\_\_ DATE.

I HAVE CALCULATED THE VALUATION COST DUE TO UNIGROUP WORLDWIDE, INC. FOR THIS ADDITIONAL PROTECTION PERIOD:

PROTECTION VALUE = US\$ \_\_\_\_\_  
RATE PER MONTH X \_\_\_\_\_ US\$ 0.0025  
TOTAL EACH MONTH = US\$ \_\_\_\_\_  
NUMBER OF MONTHS X \_\_\_\_\_  
(TREAT FRACTIONS OF MONTH AS FULL MONTH)  
**TOTAL CHARGE = US\$ \_\_\_\_\_**

I AM REMITTING MY PAYMENT IN US\$. PLEASE SEND CONFIRMATION OF THIS STORAGE PROTECTION EXTENSION TO:

NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
COUNTRY: \_\_\_\_\_  
EMAIL: \_\_\_\_\_

***A COMPLETED COPY OF THIS FORM CAN BE EMAILED TO SUBMIT\_CLAIM@UNIGROUPWORLDWIDE.COM. YOUR PAYMENT MUST BE RECEIVED PRIOR TO THE 180<sup>TH</sup> DAY OF STORAGE, OR YOUR CURRENT EXTENSION PERIOD EXPIRATION DATE. PLEASE INCLUDE A COPY OF THIS COMPLETED DOCUMENT WITH YOUR PAYMENT AND SEND REMITTANCE TO:***

**UNIGROUP WORLDWIDE, INC.**  
ONE WORLDWIDE DRIVE (Y-19)  
ST. LOUIS, MO 63026 USA  
SUBMIT\_CLAIM@UNIGROUPWORLDWIDE.COM

# UniGroup Worldwide, Inc.

## Extended Protection Program (EPP)

### Frequently Asked Questions



#### Is there a basic protection that applies if I do not take out EPP Protection?

No. The basic transportation price quoted by UniGroup Worldwide and the local agent provides no protection for loss and damage.

#### Do I need to complete the EPP application even if I do not want protection?

Yes. You need to decline the EPP option on the Application for Protection.

#### The local agent has done a great job packing and loading the shipment. What can go wrong to cause damage?

Whether by land, sea or air, a shipment is transported and handled by many different companies over many different types of terrain. Although infrequent, shifting of loads, accidents and natural disasters can occur.

#### Why is it necessary to complete and submit the EPP application prior to the beginning of packing?

For protection to be in place when our crews start the packing process, it is necessary that the EPP application and accompanying worksheets be returned prior to the first pack date. Please return them to your move coordinator or move manager. In the unlikely event an accident or damages should occur prior to receipt of your EPP documents, there will not be any protection in place and EPP cannot be purchased after the fact. If you are uncertain of the estimated weight to use for the weight multiplier option, please contact your move coordinator or move manager.

#### Is it better to select protection based on a weight multiplier or to complete the valued inventory?

This is an individual decision, as each has its benefits and possible drawbacks.

##### A. Weight Multiplier:

**Benefits:** It is the easiest way to complete the EPP application. You simply declare an amount you believe to be the replacement cost for all your items at destination, subject to the minimum \$10 per pound weight multiplier listed on worksheet. You will be required to list and add items that have a value of more than \$5000. If you do not, settlement is limited to a maximum of \$5000 on any item. Please read the instructions carefully. If you use a weight multiplier of \$15 per pound or higher, the requirement for a list is waived and there is no per item maximum, subject to the terms and conditions found in the application.

**Possible drawbacks:** While this minimum weight multiplier has been determined to be valid for the average international shipment, your shipment's value may be less, thus resulting in over valuing your shipment and paying for more protection than necessary.

##### B. Valued inventory:

**Benefits:** It is the most comprehensive option. It allows you to distinctly list items with their associated replacement value at destination. It also allows you to be selective on those items you want protection for and those you do not.

**Possible drawbacks:** It takes more time to complete. You may accidentally omit items from the list, which results in them not being protected for loss and damage. The best way to protect you from the consequences of such an omission is to add monies in the description "other" for each subcategory.

**UniGroup Worldwide, Inc.**  
**Extended Protection Program (EPP)**  
**Frequently Asked Questions**

Can I use a weight multiplier of less than \$10 per pound to determine my total shipment valuation, if I select the weight multiplier protection option?

No, we will not accept your application and will not issue you a confirmation of protection.

If I select the weight multiplier protection option, will my claim settlement per individual item be based on this same multiplier?

No. The weight multiplier you decide upon is only used to calculate a maximum value on your shipment. The weight of a claimed item is not used in the calculation of the settlement. If an item is damaged, the item will be repaired, or we will pay the current replacement cost for the item, if it deemed non-repairable.

If I complete a valued inventory, what is the maximum settlement I should expect to receive for a claimed item?

The maximum settlement is limited to the amount listed on the valued inventory for that specific item. If there is multiples of an item listed with one combined value, the total value is divided by the quantity in order to determine the maximum settlement per item. As an example, if four bookcases are listed at a total value of \$1000, each is determined to have a maximum value of \$250.

If I select the valued inventory option, must my valuation also be a minimum of \$10 per pound times my shipment weight?

No. There is no minimum weight multiplier required for this option.

After I complete all the paperwork, how do I know the protection is in place?

A confirmation of protection document is issued with a unique identifier number after the shipment is packed and loaded. This document is provided to the move coordinator or move manager of your relocation. Please contact them or our office if you require a copy.

Will I automatically be paid the declared replacement value for an item, regardless of the extent of damage?

No. If possible, our first option is to have an item repaired, as long as that repair cost does not exceed the declared replacement value.

How soon after delivery do I have to notify you of a claim?

You must notify us no later than 30 days after delivery of your intent to file a claim, providing general information of the extent of the loss. You must file a fully document claim no later than 90 days after delivery.

How soon after I file a claim will I hear from someone?

You will receive an acknowledgement letter within five business days of receipt of your claim, providing you with contact information of the claims staff.

Please refer to the Extended Protection Program (EPP) Terms and Condition page for a full description of all terms and conditions.

*If your question has not been answered, do not hesitate to contact us at 1-800-282-0624 or  
636-349-8780, or via e-mail [submit\\_claim@unigroupworldwide.com](mailto:submit_claim@unigroupworldwide.com).*

*Thank You.*