



Household Goods Shipments

Checking Loss or damage at Delivery is Vital

If you have just arrived, or are preparing to move to Belgium, you need to understand the **70-day rule** for providing the carrier notice of any loss or damage in shipment. If you don't, you may receive compensation for your loss.

At the time your household goods are delivered to you by a carrier, the driver will give you a pink/white document called the **Joint Statement of Loss or Damage at Delivery (DD Form 1840)**. You and the driver should list on this form all the property which has obvious damage or is missing due to the move. In most cases, listing all loss and damage before the driver leaves is impossible. At the end of a long day, when the driver and his helpers place the last box in your residence, the only thing you want is for them to leave. However, if you see that a couch or dining room table is missing at the time of delivery, please note these items on the Joint Statement at that time. Claims Service policy provides that obvious damage or missing inventory line items should be noted at time of delivery. This benefits you, the claimant, because the driver helped substantiate the damage or loss occurred. Failure to do so places claims personnel under a duty to inquire why this wasn't done.

Both you and the driver will sign and date the DD Form 1840. The driver's signature indicates that his company is aware you have sustained damaged property and/or missing items. Your signature on this form also acknowledges that you understand that you have 70 days to list any further loss and/or damage on the back of the form and take it to the nearest claims office. Failure to do so may result in your losing your entire claim.

Even if you did not list any damages or losses on the Joint Statement at the time of delivery, you can still provide timely notice if you don't violate the 70-day rule. On the reverse side of the Joint Statement is another form, the DD Form 1840R. This is called Notice of Loss or Damage. Any damaged or missing property not listed at the time of delivery must be listed on this reverse side form. Write on each sheet individually. List any losses or damages not noted on DD Form 1840. Be as specific as you can when listing your damages. Turn these forms in to the claims office prior to the 70th day after your household goods

delivery. The claims examiner will date stamp the form, provide you with a copy and mail the notice to the carrier.

If you fail to give the claims office timely notice of the loss or damage, that office cannot give timely notice to the carrier, resulting in the Army being unable to collect from the carrier. The amount of the loss will be deducted from your compensation. *In many cases, this will result in **total** forfeiture of the claim.*

Remember, you only have 70 days to turn in your Pink/White Copies (DD Form 1840R) to the claims office. If at all possible, bring in your inventory and GBL (Government Bill of Lading) and a copy of your orders when turning in your DD Form 1840R. You don't need estimates, or replacement costs when complying with the 70-day rule. At the time you turn in your pink/white copies you will be provided with claims forms and instructions about filing your claim. You have two years from the date of delivery to file your claim. Following these simple rules will help us help you.

If you have any further questions, please contact claims personnel at The Northern Law Center, Bldg 318 on SHAPE, or call DSN 423-4061 or commercial 065/44.40.61.