



No matter how good your packers and movers were, there is always the chance some of your things will be damaged or lost in the move. There are steps you can take to ensure you get the maximum compensation for your lost or damaged items. The military outlines these steps in their "It's Your Move" pamphlet:

If you discover loss and/or damage after delivery, you are required to list it on the DD Form 1840, "Joint Statement of Loss or Damage at Delivery." This form also serves as a notice to the carrier of loss or damage and a receipt of delivery. If you do not list missing inventory line items or obvious damage on this form at delivery, you may forfeit your chance of getting paid for this loss/damage.

If you discover additional damage or loss after delivery, you must list it on the DD Form 1840R "Notice of Loss or Damage" (the reverse side of DD Form 1840). The completed DD Form 1840R must be delivered to your local claim office no later than 70 days from date of delivery. Failure to deliver the completed form within 70 days or to list all items will result in the loss of your entire claim! Annotation of loss or damage on the carrier's inventory or any other forms is not acceptable for processing a claim. The only documents for recording shipment damage or loss are DD Form 1840 and 1840R.

Remember: The carrier has the right to inspect and offer to repair damaged articles. Do not throw anything away unless instructed to do so. It is important you not sign any delivery document (the inventory, DD Form 619 or DD Form 1840) until the carrier's representative has completed all required services. However, do not refuse to sign these documents before the carrier's representative leaves if you have noted loss or damage on the DD Form 1840. If at any time during delivery and unpacking you think you are not receiving the quality of move the government is paying for, call the destination transportation office. If it seems necessary to call, do so before signing any documents and before the carrier's representative leaves. ●

Filing Your Claim

First step, contact your installation's claims office. Take pictures of any damaged items. It is a good idea not to dispose of damaged property until the government and/or carrier has a chance to inspect it. You must allow inspection of the property by both the government and the carrier at either's request. Filing a claim is separate from filing your DD Form 1840/1840R. Your claims forms must be received by your claims office within two years of the date of delivery.

Photo by Rainer Kiedrowski, courtesy GNTB

