



## Important Information: Protecting Your Belongings

Thank you for allowing Graebel the opportunity and responsibility of handling your international relocation. In selecting Graebel, you have chosen the world's leading international forwarding company with World Class standards and procedures for a timely and damage-free move. Occasionally, even with the greatest care and attention, loss or damage may occur due to the inherent risks involving international shipping. It is, therefore, important to consider protection options for your valued possessions.

Graebel offers minimal Base Liability Protection on all shipments we handle at no additional cost. Unless you choose one of the alternative protection plans explained later in the document you will receive only the limited benefits of our Base Liability Protection. All motorized vehicles, including but not limited to, automobiles, boats, scooters, go-carts, motorcycles, campers, trailers, are absolutely excluded under Base Liability.

Graebel offers two additional programs to increase the level of protection.

Under the Graebel International Valuation Protection Program you may choose from two additional protection options: Standard Protection Plus (SPP) or Premium Protection Plus (PPP). Both are fully explained in this document.

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# Valuation Policy Overview

## FOR YOUR CONSIDERATION

We strongly recommend either the standard or premium protection plus (unless coverage is secured by another party). Some additional level of protection for all international shipments is highly recommended. It is extremely doubtful that your personal insurance policies will extend their protection to include your international transit or storage.

## PERIOD OF PROTECTION

Graebel will agree to accept responsibility for physical loss or damage to the household goods shipment from the time your goods are packed by Graebel's designated agent and continuing until delivery to final destination (assuming packing/unpacking are completed by a Graebel-approved professional crew). Graebel will agree to accept responsibility for such goods while in temporary storage for up to 90 days at origin and/or destination. Graebel offers an extension of storage protection for an additional rate. After a total of 90 days in storage-in-transit, protection extension can be purchased for US\$2.50 per US\$1000 of declared value per month.

## VALUATION OF BELONGINGS

Should either Graebel Standard or Premium Protection Plus be elected, it becomes the transferee's responsibility to accurately value their items for the replacement cost at destination. **It is the transferee's responsibility to provide a Valued Inventory Form stating Full Replacement Valuation at destination, using the Valued Inventory Form furnished by Graebel** or a similar valuation form, which includes all information requested on our template, of the transferee's choice, 10 days prior to the commencement of the move.

Failure to provide a valued inventory of goods to be shipped could result in Graebel assuming only limited liability in the event of a claim. As stated on the Election of Protection form, failure to provide a Valued Inventory subjects the shipment to a minimum valuation of US\$20 x the actual net weight of a surface shipment, and US\$30 x the actual net weight of an air shipment. Additionally, the transferee must complete the Graebel High Valued Inventory Form, for all items, pairs, sets, or collections with a value of US\$5,000 or more, and add the total value of the High Valued Inventory Form to the minimum valuation of the shipment.

### Example: Base Liability Application

A table weighs 200 lbs. and is worth US\$2,000. It suffers a total loss during transit due to a cause under which Graebel assumes responsibility. Graebel would only be obligated to pay an amount equal to 200 lbs. x US\$0.60 per lb. = US\$120 and then, only if Graebel were to be found liable for loss or damage, as defined within the terms of this document.

GRAEBEL INTERNATIONAL VALUED INVENTORY											
Please check the appropriate shipment type: <input type="checkbox"/> Surface <input type="checkbox"/> Air <input type="checkbox"/> Premium Storage											
TRANSFEEE		Origin City, Country		Destination City, Country		Date Packed					
Instructions: Declare the Replacement Cost at destination of all items in your shipment below or submit your own copies listing of items and their Replacement Cost. Items not declared and valued are not eligible for protection. Items of identical value should be separately declared.											
Item	Qty	Unit	Material	Value	Item	Qty	Unit	Material	Value	Item	Qty
<b>A. LIVING ROOM</b>											
Refrigerator					Stove					Washing Machine	
Freezer					Dishwasher					Washing Machine	
Living Room					Washing Machine					Washing Machine	
Refrigerator					Washing Machine					Washing Machine	
Freezer					Washing Machine					Washing Machine	
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Freezer											

## PROTECTION WITH A VALUED INVENTORY

In the rare event that you will need to file a claim, it will be considerably faster and more efficient if you have completed and submitted to Graebel a Valued Inventory of your belongings. The values that you determine, which reflect the replacement cost at destination of each item, allows the Graebel Claims Administration Team to process your claim quickly and with minimal additional paperwork and documentation requirements. The Valued Inventory has proven to be a superior tool for a fast and fair claim settlement. Please ensure that your Valued Inventory represents full replacement cost at destination for the entire shipment. The valuation policy does not include the shipping costs for replacement items from one country to another. If items are undervalued, this could substantially affect the claim settlement.

## PROTECTION WITHOUT A VALUED INVENTORY

It is important to complete and submit a Valued Inventory. However, if you choose not to, Graebel has another option for your consideration. The Election of Protection Form allows you to cover your shipment by agreeing to a “per pound” minimum amount and further agreeing to list and/or value, items of unique or special nature. For a surface shipment, the minimum “per pound” amount is US\$20 times the actual net weight of the shipment. For an air shipment the minimum amount is US\$30 times the actual net weight of the shipment. Additionally, you are required to complete the Graebel High Valued Inventory Form and list any items, pairs, sets, or collections with a value of US\$5,000 or more. Please know that these amounts per pound are minimums and you may determine that your shipment’s value is higher than these levels. This decision rests solely with you as the owner of the goods.

When there is no Valued Inventory, the settlement process becomes more difficult and challenging. Appraisers, adjusters and estimates from origin and destination locations, along with original receipts, will be required for completing a settlement. The claim settlement process becomes more challenging and could limit the amount of liability that Graebel is willing to accept in the event of loss or damage.

### Example: Shipment Value without Specific Itemization

Your surface shipment has net weight of 5,000lbs. and you own an antique worth US\$12,000 and a collection whose total value is US\$15,000

You would value your shipment as follows if you do not provide a complete itemization:

5,000lbs. x US\$20 per lb. = US\$100,000 valuation

US\$12,000 + US\$15,000 of High Valued items listed on the High Value Inventory Form = US\$27,000 of additional value

**Total Shipment Valuation = US\$127,000**

## ITEMS OF UNIQUE OR SPECIAL NATURE AND/OR VALUE

The importance of noting items that represent significant value or unique in nature assists Graebel in the claims settlement process and allows for special handling precautions at origin. Whether you choose to submit a Valued Inventory or not, you must note any item(s) of unique nature and/or value over US\$5,000.

Additionally, if you have an item that is of unique or special nature, for which a fair market value cannot be readily obtained, we ask that you designate that among your high value items even if the value is under US\$5,000. This would include, but not limited to, items such as fine art, silver, oriental rugs, antiques, crystal, paintings, statues, High Definition or Plasma TV's, collections and wine/alcohol. This is done because items that might be relatively small in terms of physical size may represent a larger portion of a shipment's total value. This allows Graebel to accurately assess any damage or loss on a shipment when items, such as those listed, are included.

## AUTOMOBILES, MOTORCYCLES OR BOATS

These items are to be valued in a slightly different fashion than household goods. You should declare what it would cost to purchase a similar item at destination taking into consideration the age and condition (depreciation) of your automobile, motorcycle or boat. Please note that the value of imported autos, motorcycles or boats may be considerably greater than the value at origin. In the event of a total loss, Graebel may choose to replace your automobile with one of a like kind and quality from either your origin or destination country.

The value of non-factory installed accessories must be listed separately as they can affect the true value. Examples of such items include: sound systems, security systems, special tires/wheels, or motors (for boats). When you release your vehicle to Graebel, make sure a "Certificate of Condition" is completed and agreed to. This will be the proof of the condition of your vehicle at the time you surrender it to Graebel. When your auto is received at destination, you should compare this original form to the condition of the auto when received and note any differences in writing on the Certificate of Condition at the time of delivery.

Note also that your vehicle must not be used as a packing container. Items packed within the auto are specifically excluded from valuation protection. Any claim for an automobile, motorcycle or boat must be made to Graebel within 48 hours after delivery has been made. Failure to meet this time period will jeopardize any claim settlement. Automobiles, boats, and motorcycles are covered via Graebel's Standard Protection Plus policy only.



## EXCLUDED GOODS

Regardless of the option selected, Graebel will not be responsible for loss or damage to the following items: drugs, perishable goods, acids, paints, aerosols, medicines, liquids of all descriptions, plants and living things. Under no circumstances are keys, cash, bank notes, money orders, bonds or other securities, travel tickets, passports or other official documents to be placed in your shipment for transport to your destination. This includes all NFT “non-fungible tokens”, digital wallets and electronic key locks. These items should not be shipped and should never be placed into the shipment with other items.

Additionally, Graebel’s responsibility for furs and alcohol/wine, is limited to a total of US\$5,000 and then only if specifically declared and listed on a valued inventory form. Graebel will not be responsible for any loss or depreciation of market value to items as a result of substandard repairs following loss or damage during the course of transit.

## ACCEPTANCE OF LIABILITY

Depending on your elected protection, Graebel will agree to accept different levels of liability and responsibility for loss or damage to a shipment while it’s in our care, custody, and control. Overviews of the options are enclosed. It is strongly suggested you review the Terms and Conditions of the Graebel International Valuation Programs.

## REPRODUCTION OF DATA, DOCUMENTS, PHOTOGRAPHS, AND ALL MEDIA

Graebel cannot accept responsibility for the reproduction of data, documents, photographs and any and all media of any kind. Under no circumstances will Graebel be liable for any loss of information in any format.

## ELECTRONIC EQUIPMENT

Graebel cannot accept responsibility for the loss of data from any CD Rom, thumb drives, or any other means of electronic storage, including electronic data processing tapes, wires, records, discs or other software, media or data; data stored in computer networks, computer hardware, digital cameras, computer programs and related equipment. This includes all NFT “non-fungible tokens”, digital wallets and electronic key locks.

It is your responsibility to remove any and all items (i.e., computer discs, CD’s, DVD’s, cassette tapes, VCR tapes, ink cartridges, batteries, etc.) from all electronic equipment (i.e., computers, DVD players, video games, gaming systems, VCR’s, cassette players, printers, copiers and fax machines etc.). It is the responsibility of the owner to remove all ink cartridges and batteries prior to packing.

Graebel cannot accept responsibility for these items, nor is Graebel responsible for any resultant damage to the electronic equipment as a result of items not being removed.

## DAMAGE TO RESIDENCE

This Valuation Protection Program does not provide coverage for physical loss or damage to your residence. In the event of a claim for damage to your residence at origin or destination, please contact the moving agent’s company responsible for the packing/unpacking. Please do not include any claim for damage to your residence on the Graebel Valuation Protection Claim Form.



# Graebel Base Liability (CBL)

If additional coverage is declined, Graebel accepts very limited liability for loss or damage to the transferee's goods while in the care, custody and control of Graebel or their appointed agents or contractors. This limited liability protection is duly defined in the Terms and Conditions and is consistent with international moving industry standards.

Graebel limits the amount of liability it will accept in two distinct areas:

1. Amount of damage for which Graebel will accept responsibility
2. Types of occurrences which cause loss or damage to goods



## AMOUNT OF DAMAGES

With Base Liability, Graebel's responsibility for loss or damage is limited to no more than US\$0.60 (sixty cents) per pound per article while goods are in our care, custody, and control. It is further subject to the limitations and exclusions included in the Base Liability Terms and Conditions (see below). Settlement, either repair, replacement or reimbursement shall be the lesser amount, actual cost for such repair or replacement or the stated US\$0.60 per pound per article.

### Example: [Base Liability Application](#)

A table weighs 200 lbs. and is worth US\$2,000. It suffers a total loss during the course of transit due to a cause under which Graebel assumes responsibility. Graebel would only be obligated to pay an amount equal to 200 lbs. x US\$0.60 per lb.

Loss or damage to all motorized vehicles, including but not limited to automobiles, boats, scooters, go carts, motorcycles, campers, and trailers is excluded under The Graebel Base Liability Program.

## 100% Co-Valuation Clause:

If you fail to declare for the full replacement value of goods at destination, you will only be entitled to recover the proportion of the loss as the declared value represents to the total value of the property you shipped.

There is a common misconception that you may select any level of valuation protection you desire and that your shipment will be covered up to that amount. This is true if you sustain a total loss, but not true if you have a partial loss.

### Example: [Co-Valuation Penalty](#)

If you determine the replacement cost of your shipment to be US\$150,000 but only declare a value of US\$75,000 for valuation purposes, your claim would be settled for US\$75,000 if your shipment was a total loss. If, however, an item within your shipment valued at US\$1,000 was destroyed, you would only be entitled to receive 50% of its value since your shipment was valued for 50% of its true replacement value. This is known as the 100% co-valuation clause.

Note that the weight-based valuation is only the minimum level of coverage allowed and the true value declared must reflect destination replacement cost. That cost may be well above the minimums of US\$20 per pound for surface and US\$30 for air shipments. You as the transferee are responsible for making this final determination.



# Base Liability Terms and Conditions

## EXCLUSIONS, CONDITIONS AND LIMITATIONS

Graebel's acceptance of liability is agreed to be excess over any other valid and collectible acceptance of liability or direct insurance coverage from another party.

Subject to the other provisions in this agreement, customer has the right to compensation for actual physical loss or damage to household goods, personal effects, antiques, fine arts and other items deemed as normal and customary personal belongings, during the ordinary course of transit and while in the custody of Graebel and/or its designees, except in respect of the following with respect to which customer has no such right.

- A. Loss or damage to goods:
  - i. Packed by customer, or not professionally packed, or
  - ii. Packed in accordance with customers instructions and contrary to industry standards
  - iii. Received for shipments as "condition unknown" unless such loss or damage is caused by fire, stranding, sinking, collision or overturn of a conveyance transporting the goods.
- B. Missing items from customer packed cartons or packages unless an itemized valued listing of contents of each carton or package is supplied to Graebel or its designees prior to the commencement of the transit.
- C. Pre-existing wear, tear, or gradual deterioration, or pre-existing marks, scratches, dents or chips
- D. Electrical, electronic or mechanical derangement or malfunctioning.
- E. Change in atmospheric or climatic conditions.
- F. Inherent nature or vice of the goods, or from inevitable or fortuitous causes
- G. Insects or vermin infestation of any type
- H. Consequential losses or damage/Sentimental Value
- I. Loss in value of a pair or set, where any item is part of a pair or set, Graebel will be responsible for repairing or replacing the actual parts that have been damaged or lost
- J. Goods, which because of their dimension or weight, considering the premises from or to which they are moved, create exceptional handling difficulties.
- K. That caused by either the acts or omissions of customer, or circumstances beyond Graebel's control including acts of God.
- L. Objects of art, collector's pieces, jewelry, watches, furs, cash, currency, notes, stocks, securities, manuscripts, precious stones or metal, coin and stamp collections, keys, other goods of exceptional value and perishable goods.
- M. Loss in value or depreciation of goods arising out of inadequate or substantial repairs or restoration of a damaged item.
- N. Loss or damage to goods in international ocean transit occurring more than 60 days after discharge from the ocean vessel, unless the goods have arrived at premises belonging to Graebel or to designee. In the event of termination of contract of affreightment by shipping lines for reasons outside the control of Graebel, Graebel shall maintain responsibility for loss or damage to the goods, but only if after notice to the customer any additional charge which may be required by Graebel is paid.
- O. Loss or damage directly or indirectly caused by, or contributed, or arising from ionizing radiation from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel, or from the radioactive, toxic, explosive hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof.



- P. Loss, damage or expense caused by:
- i. war, civil war, revolution, rebellion, insurrection, or civil strife arising therefrom, or any hostile act by or against a belligerent power.
  - ii. capture, seizure, arrest, restraint or detainment (piracy excepted) and the consequences thereof or any attempt thereat.
  - iii. derelict mines, torpedoes, bombs or other derelict weapons of war.
- Q. Loss, damage or expense
- i. caused by strikes, locked-out workmen, or persons taking part in labor disturbances, riots or civil commotions
  - ii. resulting from strikes, lock-outs, labor disturbances, riots or civil commotions
  - iii. caused by a terrorist or any person acting from a political motive.
- R. Loss of data from any CD Rom, thumb drives, DVD or other means of electronic storage, including electronic data processing tapes, wires, records, discs or any other software, media or data. Data stored in computer networks, computer hardware, digital cameras, computer programs, NFT, digital wallets, electronic key locks and related equipment.
- S. Reproduction of data, documents, photographs and any and all other media of any kind.
- T. Any loss damage, expense or liability of any nature arising out of or in any way connected with, whether directly or indirectly, the user operation of any computer system, computer software, program or process or any electronic system where such loss, damage, expense or liability arises, whether directly or indirectly, as a consequence of
- i. the date change to the year 2000 or any other date change and/or
  - ii. any change or modification of or to any such computer system, computer software, program or process or any electronic system restoration to any such date change.
- U. Loss or damage to items, including but not limited to computer disks, CD's, DVD's, cassette tapes, VCR tapes, ink cartridges etc., left behind or inside electronic equipment, including but not limited to computers, DVD players, video games, gaming systems, VCR's, cassette players, printers, copiers, fax machines etc. Nor is Graebel responsible for any resultant damage to the electronic equipment as a result of items being left inside prior to transit, such as but not limited to ink cartridges and batteries.
- V. Loss or damage to items (including but not limited to coffee makers, floor cleaners, humidifiers etc.) where water has been left in the machine. Nor is Graebel responsible for any resultant damage of mold due to these items not properly being dried prior to packing.
- W. Any loss, damage, expense or liability of whatever nature arising out of or in any way connected with, whether directly or indirectly, the outbreak of a Pandemic, as defined below, which causes:
- i. serious disruption to world trade or
  - ii. a breakdown in law and order or
  - iii. failure of and/or absence of security precautions or security personnel and where any loss, damage, expense, or liability arises, whether directly or indirectly, as a consequence of such Pandemic.
- X. Delivery to any facility other than a designated Graebel partner warehouse for storage (SIT) constitutes full and final delivery (e.g., self-storage unit, containerized storage unit, or other such temporary facility) and any claim not noted at the time of delivery completion risks not being accepted. If the goods are handled and/or moved post this delivery, no claim can be accepted.
- Y. The COVID pandemic has created exceptional volatility in global shipping lanes causing at times, extreme congestion, and delays. Coverage for goods under the Graebel Valuation Program remains active and intact throughout the shipping journey. Claims for loss, either partial or total, due to exceptional delays in transit are not accepted while the shipment's location and status are known within the forwarding process.

# Graebel Standard Protection Plus Coverage Protection Summary

With the GRAEBEL STANDARD PROTECTION PLUS COVERAGE (SPP) you will enjoy the benefits of a comprehensive protection program created with your needs in mind. Graebel will accept responsibility for loss or damage to goods while in the care, custody or control of Graebel or their worldwide agents or contractors. Graebel agrees to accept responsibility for loss or damage to transferee's goods from any cause except those specifically excluded or limited in the contractual language describing this program in full (see below).

Standard Protection Plus is a more comprehensive, full replacement cost coverage for the transferee's goods while in transit than the Graebel Base Liability.



## Standard Protection Plus coverage provides for:

- Acts of God
- Limited protection for objects of art, collector pieces, precious stones or metal, stamp collections, or other items of unusual or unique value and nature
- Goods which, because of their nature create exceptional handling difficulties
- Circumstances beyond the control of Graebel or its agents
- Insect and vermin damage

In the event of loss or damage with Standard Protection Plus Coverage, Graebel agrees to pay the transferee up to the full replacement cost (at destination) subject to the valuation established on the Valued Inventory. Should a loss or damage occur, the actual replacement value must be substantiated by the owner. This may include providing proof of purchase, photos of the items prior to packing, a current appraisal (less than 2 years) and/or a website link to the exact or similar item. There are no exceptions to this process and failure to comply may result in your claim being denied.

Graebel reserves the right to repair or replace with like kind and quality, whichever is less. Graebel reserves the right to pick up any item as salvage which was settled at full replacement cost, taking possession of the item upon delivery of the settlement funds as a condition of settlement.

It is the transferee's responsibility to provide a Valued Inventory Form stating Full Replacement Valuation at destination, using the Valued Inventory Form furnished by Graebel. Failure to do so could result in Graebel assuming only limited liability in the event of a claim. As stated on the Election of Protection, failure to provide a Valued Inventory subjects the shipment to a

minimum valuation of US\$20 x the actual net weight of a surface shipment, and US\$30 x the actual net weight of an air shipment. Additionally, the transferee must complete the Graebel High Valued Inventory Form, for all items, pairs, sets, or collections with a value of US\$5,000 or more and add the total value of the High Valued Inventory Form to the minimum valuation of the remainder of the shipment.

#### Example: [Standard Protection Plus Application](#)

A table weighs 200 lbs. and is worth US\$2,000, it suffers a total loss during the course of transit due to a cause under which Graebel assumes responsibility. Graebel would only be obligated to pay US\$2,000 or provide a new table of like kind and quality.

**100% Co-Valuation Clause:** If you fail to declare for the full replacement value of goods at destination, you will only be entitled to recover the proportion of the loss as the declared value represents to the total value of the property you shipped.

There is a common misconception that you may select any level of valuation protection you desire and that your shipment will be covered up to that amount. This is true if you sustain a total loss but not true if you have a partial loss.

#### Example: [SPP Co-Valuation Penalty](#)

If you determine the replacement cost of your shipment to be US\$150,000 but only declare a value of US\$75,000 for valuation purposes, your claim would be settled for US\$75,000 if your shipment was a total loss. If, however, an item within your shipment valued at US\$1,000 was destroyed, you would only be entitled to receive 50% of its value since your shipment was valued for 50% of its true replacement value. This is known as the 100% co-valuation clause.

# Graebel Standard Protection Plus Coverage Terms and Conditions

## EXCLUSIONS, CONDITIONS AND LIMITATIONS

### LIMITATION OF PROTECTION FOR GOODS NOT PROFESSIONALLY PACKED

There is no protection for loss or damage caused by breakage, scratching, denting, chipping, staining or tearing of packed effects unless directly caused by fire, stranding, sinking or collision of the vessel or collision or overturn of transporting land conveyance. There is also no protection for missing items of owner packed cartons or packages. All contents must be packed by Graebel authorized agents to be covered under the valuation policy.

Should you fail to properly value your shipment for its full replacement value at destination, Graebel reserves the right to accept a level of responsibility for loss or damage equal to the proportion of the loss as your declared value bears to the total value of the property you shipped.

### EXCLUSIONS AND LIMITATIONS APPLYING TO ALL GOODS

Unless specifically mentioned as a covered peril in the Graebel Protection Plus Protection Summary, all Exclusions, Conditions and Limitations outlined in the Graebel Base Liability and Conditions apply to the Graebel Standard Protection Plus Program.

- A. Loss or damage caused by gradual deterioration, wear and tear, atmospheric or climatic conditions, inherent vices, electrical, electronic and mechanical derangement, and consequential loss.
- B. Loss or damage caused by mold and mildew.
- C. Jewelry of any kind including watches are excluded absolutely.
- D. Furs, wine and alcohol unless declared and valued, but subject to a limit of US\$5,000 any one transit. Wine and alcohol are only covered for Breakage - it does NOT include damage as a result of high temperatures that have spoiled the wine and alcohol, caused the bottles to burst due to freezing and thawing, or corks that have dislodged due to expansion and contraction of the bottles.
- E. Money and securities are excluded absolutely.
- F. Depreciation arising from inadequate or sub-standard repairs or restoration of a damaged item unless the repair or restoration firm was specifically recommended by Graebel or its representatives.
- G. Loss or damage to an automobile while being driven under its own power except while on premises of the port or while being driven by an authorized driver who is an employee of the freight forwarder or his agent in direct furtherance of the transit.
- H. Loss or damage caused by scratching, denting, or marring of automobiles, unless the forwarder and the owner both agree and sign a "certificate of condition" or similar document stating the condition of the automobile prior to shipment, noting all defects. Loss or damage to non-factory installed accessories not specifically declared and valued. Goods packed in autos.



- I. When an item is part of a pair or set we agree to only pay for loss or damage to the actual parts which are lost or damaged. No consideration or payment will be given to portions of the pair or set which do not suffer loss or damage.
- J. This protection plan is considered as excess over any other valid and collectible insurance and/or liability protection program the customer or transferee may have purchased elsewhere.
- K. Loss of value derived from sentimental value
- L. Loss or data from any CD Rom, thumb drives or other means of electronic storage, including electronic data, processing tapes, wires, records, discs, or other software, media or data; data stored in computer networks, computer hardware, digital cameras, computer programs, NFT's, digital wallets, electronic key locks and related equipment.
- M. Reproduction of data, documents, photographs and any and all media of any kind.
- N. Any loss or damage, expense or liability of whatever nature arising out of or in any way connected with, whether directly or indirectly, the use or operation of any electronic system where any such damage, expense or liability arises, whether directly or indirectly, as a consequence of
  - i. the date change in the year 2000 or any other date change and/or
  - ii. any change or modification of or to any such computer system, computer software, program or process or any electronic system in relation to any such date change.
- O. Loss or damage to items (including but not limited to computer discs, CD's, DVD's, cassette tapes, VCR tapes, ink cartridges, etc.) left behind or inside electronic equipment (including but not limited to computers, DVD players, video games, gaming systems, VCR's, cassette players, printers, copiers and fax machines etc.) Nor is Graebel responsible for any resultant damage to the electronic equipment as a result of items being left inside prior to transit, such as but not limited to ink cartridges and batteries.
- P. Loss or damage to items (including but not limited to coffee makers, floor cleaners, humidifiers etc.) where water has been left in the machine. Nor is Graebel responsible for any resultant damage of mold due to these items not properly being dried prior to packing.
- Q. Any loss, damage, expense or liability of whatever nature arising out of or in any way connected with, whether directly or indirectly, the outbreak of a Pandemic, as defined below, which causes:
  - i. serious disruption to world trade or
  - ii. a breakdown in law and order or
  - iii. failure of and/or absence of security precautions or security personnel and where any loss, damage, expense or liability arises, whether directly or indirectly, as a consequence of such Pandemic
- R. Acts of War
- S. Country to country shipping, handling, and/or delivery fees for replacement of items.
- T. Sales tax is only reimbursed by submission of receipt for similar like, kind, quality replacement item.
- U. Delivery to any facility other than a designated Graebel partner warehouse for storage (SIT) constitutes full and final delivery (e.g., self-storage unit, containerized storage unit, or other such temporary facility) and any damage not noted at the time of delivery completion risks not being accepted. If the goods are handled and/or moved post this delivery, no claim can be accepted.
- V. Graebel Companies Inc. liability ends at the location where the shipment was delivered. All damaged items must be claimed from and inspected in the location in which they were delivered. This applies to deliveries to self-storage, on-site or off-site garages, within the residence, and to a new residence. Moving an item from the location in which it was delivered could void your claim.

W. The COVID pandemic has created exceptional volatility in global shipping lanes causing at times, extreme congestion, and delays. Coverage for goods under the Graebel Valuation Program remains active and intact throughout the shipping journey. Claims for loss, either partial or total, due to exceptional delays in transit are not accepted while the shipment's location and status are known within the forwarding process.

# Graebel Premium Protection Plus Coverage

## Protection Summary

For those interested in the broadest level of protection and support, the GRAEBEL PREMIUM PROTECTION PLUS COVERAGE (PPP) is the answer. It features the full range quality protection and service of the Standard Protection Plus Coverage with additional features and benefits for the most comprehensive level of protection and service available.

The Premium Protection Plus Coverage also covers the following causes of loss or damage.

### ENHANCED COVERAGE:

#### Mold & Mildew

Occasionally goods will suffer loss or damage from mold or mildew during the course of international transit. With Premium Protection Plus coverage, loss or damage due to these conditions is covered.

#### Sets & Pairs

When an item is part of a pair or set, the Standard Protection Plus Coverage will only pay to repair or replace the specific item(s) which suffer loss or damage. No payment would be made for the other articles or for the reduced value of the pair or set. The Premium Protection Plus Coverage provides protection for the loss of value of a pair or set, when one or some of the items comprising the pair or set suffers loss or damage.

#### Mechanical Derangement

It is common practice to move a wide range of electronically and/or mechanically operated items to an overseas assignment. Occasionally, these items arrive at destination and prove inoperable. This is often times the result of the constant motion inherent in international shipping and its effect on the items' intricate components or circuitry. Under the Standard Protection Plus Coverage, Graebel would assume no liability for loss or damage unless there are clear signs of physical damage to the item or its shipping container. With Premium Protection Plus Coverage, Graebel agrees to assume responsibility for loss or damage with no regard given to the appearance of outward damage to the item or its shipping container.

The requirements regarding valuing your shipment are the same for the Premium Protection Plus coverage as they are in the Standard Protection Plus.



**100% Co-Valuation Clause:** If you fail to declare for the full replacement value of goods at destination, you will only be entitled to recover the proportion of the loss as the declared value bears to the total value of the property you shipped.

There is a common misconception that you may select any level of valuation protection you desire and that your shipment will be covered up to that amount. This is true if you sustain a total loss but not true if you have a partial loss.

**Example: PPP Co-Valuation Penalty**

If you determine the replacement cost of your shipment to be US\$150,000 but only declare a value of US\$75,000 for valuation purposes, your claim would be settled for US\$75,000 if your shipment was a total loss. If, however, an item within your shipment valued at US\$1,000 was destroyed, you would only be entitled to receive 50% of its value since your shipment was valued for 50% of its true replacement value. This is known as the 100% co-valuation clause.



# Graebel Premium Protection Plus Coverage

## Term and Conditions

### EXCLUSIONS, CONDITIONS AND LIMITATIONS

#### LIMITATION OF PROTECTION FOR GOODS NOT PROFESSIONALLY PACKED

There is no protection for loss or damage caused by breakage, scratching, denting, chipping, staining or tearing of packed effects unless directly caused by fire, stranding, sinking or collision of the vessel or collision or overturn of transporting land conveyance. There is also no protection for missing items of owner packed cartons or packages. All contents must be packed by Graebel authorized agents to be covered under the valuation policy.

Should you fail to properly value your shipment for its full replacement value at destination Graebel reserves the right to accept a level of responsibility for loss or damage equal to the proportion of the loss as your declared value bears to the total value of the property you shipped.

#### EXCLUSIONS AND LIMITATIONS APPLYING TO ALL GOODS

Unless specifically mentioned as a covered peril in the Graebel Protection Plus Protection Summary or Graebel Premium Protection Plus Protection Summary, all Exclusions, Conditions and Limitations outlined in the Graebel Base Liability Terms and Conditions apply to the Graebel Premium Protection Plus Program.

- A. Loss or damage caused by gradual deterioration, wear and tear, atmospheric or climatic conditions, inherent vice and consequential loss.
- B. Jewelry of any kind including watches are excluded absolutely.
- C. Furs, wine and alcohol unless declared and valued, but subject to a limit of US\$5,000 any one transit. Wine and alcohol are only covered for Breakage - it does NOT include damage as a result of high temperatures that have spoiled the wine and alcohol, caused the bottles to burst due to freezing and thawing, or corks that have dislodged due to expansion and contraction of the bottles.
- D. Money and securities are excluded absolutely.
- E. Depreciation arising from inadequate or sub-standard repairs or restoration of a damaged item unless the repair or restoration firm was specifically recommended by Graebel or its representatives.
- F. Loss or damage to an automobile while being driven under its own power except while on premises of the port or while being driven by an authorized driver who is an employee of the freight forwarder or his agent in direct furtherance of the transit.
- G. Loss or damage caused by scratching, denting or marring of automobiles, unless the forwarder and the owner both agree and sign a "certificate of condition" or similar document stating the condition of the automobile prior to shipment, noting all defects. Loss or damage to non-factory installed accessories not specifically declared and valued. Goods packed in autos.
- H. This protection plan is considered as excess over any other valid and collectible insurance and/or liability protection program the customer or transferee may have purchased elsewhere.

- I. Loss of value derived from sentimental value
- J. Loss of data from any CD Rom, thumb drives or other means of electronic storage, including electronic data, processing tapes, wires, records, discs, or other software, media or data; data stored in computer networks, computer hardware, digital cameras, computer programs, NFT's, digital wallets, electronic key locks and related equipment.
- K. Reproduction of data, documents, photographs and any and all media of any kind.
- L. Any loss or damage, expense or liability of whatever nature arising out of or in any way connected with, whether directly or indirectly, the use or operation of any electronic system where any such damage, expense or liability arises, whether directly or indirectly, as a consequence of
  - i. the date change in the year 2000 or any other date change and/or
  - ii. any change or modification of or to any such computer system, computer software, program or process or any electronic system in relation to any such date change.
- M. Loss or damage to items (including but not limited to computer discs, CDs, DVDs, cassette tapes, VCR tapes, ink cartridges, etc.) left behind or inside electronic equipment (including but not limited to computers, DVD players, video games, gaming systems, VCRs, cassette players, printers, copiers and fax machines, etc.) Nor is Graebel responsible for any resultant damage to the electronic equipment as a result of items being left inside prior to transit, such as but not limited to removal of ink cartridges and batteries.
- N. Loss or damage to items (including but not limited to coffee makers, floor cleaners, humidifiers etc.) where water has been left in the machine. Nor is Graebel responsible for any resultant damage of mold due to these items not properly being dried prior to packing.
- O. Any loss, damage, expense or liability of whatever nature arising out of or in any way connected with, whether directly or indirectly, the outbreak of a Pandemic, as defined below, which causes:
  - i. serious disruption to world trade or
  - ii. a breakdown in law and order or
  - iii. failure of and/or absence of security precautions or security personnel and where any loss, damage, expense or liability arises, whether directly or indirectly, as a consequence of such Pandemic.
- P. Acts of War
- Q. Country to country shipping, handling, and/or delivery fees for replacement of items.
- R. Sales tax is only reimbursed by submission of receipt for similar, like, kind, quality replacement item.
- S. Delivery to any facility other than a designated Graebel partner warehouse for storage (SIT) constitutes full and final delivery (e.g., self-storage unit, containerized storage unit, or other such temporary facility) and any damage not noted at the time of delivery completion risks not being accepted. If the goods are handled and/or moved post this delivery, no claim can be accepted.
- T. Graebel Companies Inc. liability ends at the location where the shipment was delivered. All damaged items must be claimed from and inspected in the location in which they were delivered. This applies to deliveries to self-storage, on-site or off-site garages, within the residence, and to a new residence. Moving an item from the location in which it was delivered could void your claim.

- U. The COVID pandemic has created exceptional volatility in global shipping lanes causing at times, extreme congestion, and delays. Coverage for goods under the Graebel Valuation Program remains active and intact throughout the shipping journey. Claims for loss, either partial or total, due to exceptional delays in transit are not accepted while the shipment's location and status are known within the forwarding process.

# Instructions for Completing the Valued Inventory Form

It is important to remember that it is your responsibility to properly value the replacement cost of your goods. While Graebel customer service coordinators will be happy to offer assistance, to the best of their ability, you are the best judge of the actual replacement value of your personal goods and belongings.

You have these two optional methods to choose from when valuing your goods:

- a) Utilize the Valued Inventory Formats found in the packet
- b) Use any other format (Excel spreadsheets, personal listings, etc.) that will identify replacement valuation of your belongings. You will still need to sign and submit the Valued Inventory Format

Should you select option a) or b) you will find the following information useful:

A separate valuation form must be completed for each shipment. This means, if you have an air and a sea shipment, you must complete a form for each shipment. This is also true should you have a shipment with different delivery points. Storage shipments also require a separate valuation form.

Room by room, list the quantity of each item to be insured in the column marked "No. of Items". List replacement value of the item(s) in the column marked "Replacement Cost".

For example, if you have 10 chairs of equal value in your dining room, complete the form as follows:

Articles	No. Items	Replacement
Chairs	10	US\$3,000

However, if two of the chairs have arms and are worth more than the others, list them separately. This rule applies to all items within a similar category with dissimilar values such as items of clothing and dinnerware among others.

Articles	No. Items	Replacement
Chairs	8	US\$2,000
Am Chairs	2	US\$1,000



If you only declare an average value per chair, Graebel's liability, in this example, would be no more than US\$300 per chair.

Values should represent the full replacement cost valuation of items at destination. If you have not valued these items for replacement cost at destination, Graebel's acceptance of responsibility may not provide for full replacement or repair of the lost or damaged items.

For high valued items of unusual or unique nature, (fine arts, antiques, stationary, etc.) we strongly recommend you arrange for an appraisal prior to the move date. Graebel will not automatically assume liability for the valuation amount placed on items of this nature. Graebel valuation policy does not cover the cost of appraisals, this is the responsibility of the owner. Acceptable appraisals should be dated within two years of the claim filing.

Take time to ensure ALL items are listed and accurately valued. Graebel will not be responsible for loss or damage to items not listed on the Valued Inventory. Retain a copy of the inventory form for your records. A common practice to ensure that adequate coverage is secured, you may wish to include in the room-by-room listing (or other method chosen) to include a general miscellaneous category for those items that are not easily notable in creating your valued inventory list.

Once all articles are listed, calculate the values in each column. Carry each column total over to the "Total" section.

Please calculate a grand total and sign the form.

You must return a signed copy of the Election of Protection form and the Valued Inventory form to your Graebel Customer Service Coordinator at least 10 days prior to the move date. If an itemized Valued Inventory is not completed, the limit of Graebel's liability defaults to no less than US\$20 times the actual net weight of your surface shipment, and no less than US\$30 times the actual net weight of your air shipment. Additionally, you will be required to separately list, and value, all items, pairs, sets, and collections with an individual value of US\$5,000 or higher. Graebel will provide you with a High Valued Inventory form should you need to list any of your goods. See the section at the end of the Valued Inventory.

Failure to comply with these requirements could limit the amount of liability Graebel will accept in the event of loss or damage.

# Upon Delivery and In the Event of a Claim

A very small percentage of shipments handled by Graebel experience any degree of loss or damage. In the unlikely event that you experience loss or damage to your shipment, we have created an efficient, customer-friendly process to help you file a claim, assess damage and receive reimbursement consistent with the level of liability accepted by Graebel. The following will help you through this process.



## Upon delivery

Carefully inspect your shipment using the inventory you signed at origin to verify receipt of all items at destination. For large shipments, organize your inventories to check off items, as unloaded.

Attempt to check each item as it is unpacked or unwrapped, noting any damage on the delivery receipt provided by the delivery agent.

Retain a copy of your signed Valued Inventory, or your High Valued Inventory.

## In the event of loss or damage

You must notify Graebel within 30 days of delivery of your intent to file a claim.

Any automobile, motorcycle, boat or motorized vehicle must be claimed within 48 hours of delivery. Damage to vehicle must be noted on the delivery paperwork. **Remember, all motorized vehicles are protected at actual cash value and SPP coverage only, regardless of Protection elected on overall shipment.** Electrical and mechanical derangement are specifically excluded. No protection is extended to “extras” that are not itemized or listed. No loading of interior of vehicles is allowed, and if this occurs no protection is extended to those items.

Within 48 hours from the time your claim is reported, Graebel will send you a claim form. A fully completed claim form must be submitted for ALL claims. Incomplete claim forms will NOT be processed and will be returned so all questions can be answered.

You must provide proof of value for anything claimed over US\$5,000. Nevertheless, any item, regardless of value, may require proof of value.

In the rare event of a serious claim, it may be necessary to retain the services of a professional survey firm. In this instance, the surveyor (at the direction of Graebel or its representative) will provide you with the necessary information.

Retain ALL damaged items until your claim has been settled. **Do not repair or discard anything.**

You must return your completed, signed form to Graebel claims department at [IntlClaims@graebel.com](mailto:IntlClaims@graebel.com) within 90 days of your delivery date. Failure to do so may result in denial of your claim.

**For personal assistance with the claim process, contact your Graebel Customer Service Coordinator or our 24/7/365 World Watch team at +1.800.548.0331.**



***GRAEBEL***<sup>®</sup>

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Here's to the world ahead<sup>®</sup>