

## Claims for Full Replacement Value

**LOSS AND DAMAGE UNDER FULL REPLACEMENT VALUE (FRV)** - If you sustain loss or damage, follow the guidelines below: you must annotate such loss or damage on the DD 1840 at the time of delivery. Any additional loss and/or damage noted after the movers leave must be noted on the DD 1840R (the reverse side of the DD 1840). You must bring the DD 1840/1840R into the Destination Personal Property Shipping Office (PPSO) as soon as possible, but not later than 70 days from the delivery date of your household goods. Remember... Read the fine print on the DD 1840/1840R (pink form). It's your move.

1. **Full Replacement Value (FRV) For Lost or Destroyed Items.** If you file your claim directly with the carrier within 9 months after delivery, the carrier is required to replace any item that is lost or destroyed with a new item, or pay you the cost of a new item of the same kind and quality, without deducting for depreciation. An item is destroyed if it cannot be repaired, or if the cost of repair would exceed the cost of a new item. The carrier is not required to replace items that can be repaired for less than the Full Replacement Value of the item. The carrier is required to arrange for the repair of those items, or to pay you for the cost of the repairs. Repair means the item must be restored to the same condition as when it was received by the carrier.
2. **Timely Notice.** The loss or damage to the item must be reported to the carrier within 75 days after delivery in order for the claim to be paid. The carrier's agent should list all missing or damaged items discovered on the day of delivery on the DD Form 1840, which you will also sign. Notice of loss and damage on the DD Form 1840 is an essential part of the claims process and it is in your best interest to ensure the agent is properly documenting all obvious loss and damage on this form at delivery. The agent will leave three copies of this form with you. You must then list all items discovered missing or damaged after delivery on the reverse side of the DD Form 1840, known as the DD Form 1840R, and mail it to the carrier within 75 days after delivery. The appropriate mailing address for the carrier is located in block 9 of the DD Form 1840. You should mail it certified mail so you can prove you gave the carrier timely notice. Alternatively, you can bring the DD Form 1840R to the nearest Personal Property Office within 70 days after delivery so they can mail it to the carrier for you.
3. **Claim Must Be Filed Within 9 Months to Receive FRV.** Submission of a DD Form 1840R does not constitute the filing of a claim. You must submit a written demand for a specific amount, listing the items lost or damaged, to the carrier within 9 months after the date of delivery. The carrier will provide instructions on how to file a claim. You do not need to obtain estimates of repair in order to file your claim. The carrier is responsible for obtaining estimates, if you file your claim directly with them within 9 months of delivery. Do not delay filing your claim past the nine month deadline in order to get additional information you think the carrier may need. If your claim has been timely filed, additional information may be presented at a later time.
4. **Limits of Liability.** A carrier is liable for up to \$4.00 per pound times the weight of your shipment, with a minimum of \$5,000 and up to a maximum of \$50,000, per shipment. If the amount of your loss exceeds the carrier's maximum liability, you may file a claim with the Navy for any loss in excess of the carrier's payment. However, the Navy can only pay the depreciated replacement cost or repair cost, whichever is less, for those items not paid by the carrier.
5. **Filing a Claim with your Military Claims Office (MCO).** You still have the right to file a claim with your MCO within two years after the date of delivery. However, your MCO can only pay repair costs for damaged items and depreciated value for lost/destroyed items. If you file with the carrier within 9 months, but are unwilling to accept the carrier's offer for certain items, you can file a claim for those items with your MCO. If your MCO pays you depreciated value, then they will seek FRV from the carrier (if the carrier is liable) and will pay you the difference between FRV and depreciated value if it is recovered. Claims packages with instructions for filing your claim with the Navy are located at <http://www.jag.navy.mil>, click on claims forms on the right side.

<https://www.smartwebmove.navsup.navy.mil/swm/swmGlossary.jsp#loss>