

INSPECTIONS AND SALVAGE

1. Keep all damaged items you were paid Full Replacement Value (FRV) and Depreciated Value Replacement Cost (DVRC) for 30 days when your claim is settled directly with the TSP/Carrier; 45 days when your claim is settled with the Military Claims Office and (60 days for overseas destination shipments) after your claim is settled. The TSP/Carrier and the Military Claims Office have the right to inspect your household goods shipment damage. If you are paid more than \$50.00 to replace an item, the carrier has salvage rights. This will be annotated on the adjudicated DD 1844 you will receive in your final payment package from this office.

2. If you do not keep an item for inspection, you may not be paid for it. There may be a partial or a full deduction of the value of the item from the payment due to you.

3. If an item is repaired before the carrier's inspection, and there is no way to verify whether the damage was shipment related, you may not be paid for the item.

4. The exceptions that allow you to dispose of items or repair items without inspection are: Items that pose a safety or health hazard (broken glass) or repair is essential to items that otherwise could not be used (a refrigerator). Contact the Military Claims Office, where a memo for record of the exception allowed can be annotated and you will be authorized to proceed without risking the loss of possible compensation for the damages.

Note: If there is evidence of mold and mildew to mattresses or furniture you should contact the Transportation Office immediately. Request that a Quality Control representative be sent to your residence for inspection and health risk assessment prior to allowing these items to be brought into your home.

5. The TSP/Carrier has the right to inspect within 30 days (60 days for overseas destination shipments) after delivery of the household goods dispatch of the DD Form 1840R (pink form), 1851 or the back of the Notification of Loss or Damage Form, whichever is later. The TSP/Carrier or their agent will contact you directly to set up a date and time for inspection. Contact the Military Claims Office if problems arise.

6. The TSP/Carrier uses a local repair firm to conduct the inspection/estimate of repair. The Estimate of Repair is used to adjudicate your claim. The estimate must be from a reputable firm that is capable of completing the repairs of the damaged items claimed. If you have transferred your claim to the MCO from DPS the Military Claims Office will obtain a copy of your claim and the Estimate of Repair from the TSP/Carrier to adjudicate your claim.

7. Salvage. If you are paid more than \$50.00 to replace an item, the TSP/Carrier has a right to salvage the item. If you want to keep the item, you should let the Military Claims Settlement Officer know when you file your claim. There are cases where you can be compensated for the damages and salvage can be deducted from your payment for the item to allow you to retain possession of the item.