



HOUSEHOLD GOODS or UNACCOMPANIED BAGGAGE CLAIMS

HOW TO PREPARE FOR YOUR HHG-UAB MOVE

Northern Law Center
SHAPE, BELGIUM

Prior to the Movers' Arrival

- Take pictures of each item (specifically showing the item's brand and serial number).
- Take videos of your electrical devices working (e.g. TV playing). It is important to be able to prove later that those items worked prior to shipment.
- Ensure that movers do not have access to items you do not want shipped.
- Keep track, through videos, pictures, or lists, of all items being shipped. Take special care to list out appliances and electronics, including make, model, and serial number.
- Make a detailed list of your high value items before movers arrive.



Special Considerations

- Do not ship money or expensive jewelry.
- Do not ship pictures of property, receipts, or any other important documents such as degrees, wills, or certificates.
- The value of the shipment could be insured by the Army for a maximum of:
 - \$7,500 per shipment; or,
 - \$6.00 times either the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds, not to exceed \$75,000.
- Consider obtaining private insurance if your shipment will exceed this value.

Pack Out Day

- Do not sign your Inventory Sheets until you are sure you are completely satisfied with them (i.e. be sure that all of your items are listed and that the exceptions/pre-existing damages listed are accurate).
- If they list pre-existing damage to an item, despite your protest, and refuse to remove it, write your exceptions/objections to this in the “Remarks/Exceptions” section at the bottom of the Inventory Sheet. Do this before you sign the Inventory Sheet.
- Be sure that items are properly packaged.
- Take pictures when the movers carry out the items.

Delivery Day

- Prepare your camera and be ready to take pictures when movers deliver the items.
- Check your copy of the Inventory Sheet at time of delivery.
- Have property delivered through one entrance point. Be at that entrance point at all times checking off each Inventory Sheet line item as it is worded.

- Do not place check marks on the Inventory Sheet if the line item has not been delivered.
- At the time of delivery, write down any obvious loss or damage on the form “Notice of Loss or Damage at delivery” (DD Form 1840 (pink form)). You provide the form to the movers and you keep the copy carbon. Use your Inventory Sheet and be thorough when describing the damaged or missing items.
- If you wish to make a claim for damages during a HHG-UAB move, contact your Military Claims Office as soon as you notice a loss or a damage.

Best of luck at your next duty location!



Contact Us

S.H.A.P.E.
Northern Law Center
Rue Lemnitzer, Building 318, Room
220-222
7010 MONS, BELGIUM

Phone: 0032 (0)65.44.4195
DSN: 423.4195

Phone: 0032 (0)65.44.4868
DSN: 423.4868

Fax: 0032 (0)65.44.3862
DSN: 423.3862

Hours of Operation:

Monday – Friday: 09.00-12.00;
13.30-16.30

Or by appointment

Updated on 8 June 2021