CLIENT FORM

Report damage or a missing item

Fill in this form and send it with your photos to **sinistre@dlcompany.ch**. You can print it, annotate it on your phone or simply copy its sections into your email.

On the spot
Visible damage or a missing item must be reported **before the team leaves**, on the end-of-job document. This form adds the details.

Within 3 days
Damage found later must be reported **in writing as soon as you find it**, and no later than **three calendar days** after the end of the job.

Throw nothing away
Keep the item, its pieces and its packaging. **Do not repair anything** before we have checked it or agreed in writing, unless needed to prevent further damage.

1 Your details and the job

FULL NAME _____ QUOTE OR JOB NUMBER _____

PHONE _____ EMAIL _____ DATE OF THE JOB _____

MOVING FROM _____ MOVING TO _____

2 What you found

DATE FOUND _____ WHERE (ROOM, ADDRESS) _____

When did you notice it?
☐ With the team present ☐ After the team left

Noted on the end-of-job document?
☐ Yes ☐ No ☐ I don't know

Cover chosen in the quote
☐ Simplified (included) ☐ Full (declared values)
☐ I don't know

Who packed the item?
☐ DL Company ☐ Myself ☐ Not packed

3 The items concerned one item per line

NO.	ITEM BRAND, MODEL, AGE	ROOM OR BOX NO.	DAMAGE FOUND	DECLARED VALUE (CHF)	REPAIRABLE? QUOTE, ESTIMATE
Ex.	*Glass coffee table, 4 years old*	*Living room*	*Top cracked in one corner*	—	*Top to replace, 90.-*
1					
2					
3					
4					

Damage: broken, cracked, scratched, dented, stained, wet, no longer works, missing. **Declared value:** the one in your inventory under full cover; write "—" under simplified cover. More than four items: attach a list in the same format.

4 What happened

In your own words: where the item was, its condition before the move, how you found the damage. If you saw it happen, say so.

5 The photos that help us



1. Overall view. The whole item, in the room, to locate the damage.



2. Close-up. The damage up close, ideally with a ruler or a coin for scale.



3. Packaging. The box or wrapping, with its label and any sign of impact.

6 Attach to your email

- ☐ **This form** REQUIRED
  Filled in and signed, or its sections copied into the email.
- ☐ **The photos** REQUIRED
  The three views above for each item.
- ☐ **Proof of value**
  Invoice, receipt, order confirmation or, failing that, a listing for a comparable item.
- ☐ **A repair quote**
  If you already have one. If not, we will discuss it together.

7 Signature

☐ I confirm that the information above is accurate and that I will keep the items and their packaging until DL Company has checked them.

NAME	PLACE AND DATE	SIGNATURE

What happens next?

1. **Acknowledgement** by email.
2. **Review**, with an extra photo, a document or a visit if needed.
3. **Repair first**, when possible and reasonable.
4. **Otherwise, compensation** based on actual value and your cover.

Receiving your claim does not mean we accept liability, and our teams on site cannot promise compensation. Each claim is reviewed under the terms and conditions (art. 9 and 10).

A question before sending?
Call us: we will help you fill in the claim.

Email **sinistre@dlcompany.ch**
Phone **078 307 29 71**