



► **PALMERS PROTECT** EXTENDED WARRANTY



Commitment to Excellence
Gold Award 2023



**You have the Power
to Protect your goods
during the Transit**

▶ At Palmers Relocations, we offer our customers the piece of mind and assurance of protection for your personal effects when relocating.

You can select from two forms of cover in the **Palmers Protect Plus +** which offers a wide warranty coverage during transit or our **Total Loss** cover against the complete loss of your shipment.

Palmers Protect Plus +

Offers protection of your household goods and personal effect from damages during transit including the following additional benefits:

- Consequential loss or damage derived during transit or storage subject to the T&C's
- Replacement value - "New for Old" on items up to 10 years of age
- Coverage of cartons / boxes packed by owner up to \$500.00
- The choice of itemising the goods you only wish to cover
- Cover for electrical and mechanical derangement should an appliance or device malfunction during transit
- Cover for the whole set or pair of items where only one may be damaged
- Free Storage insurance costs for up to four weeks at any Palmers Relocations office or partnering office
- Mould & Mildew cover

Palmers Total Loss Cover

Provides cover only for the total loss of your shipment, opposed to individual damages which otherwise may occur during transit. This covers fire, theft and flooding (container going overboard) and is the minimum warranty cover we recommend when relocating.

FREQUENTLY ASKED QUESTIONS

Why should you let Palmers pack your boxes & belongings?

We are the professionals and our highly skilled packing teams are both trained and experienced in reducing the potential of damage during transit and will allow you to insure the items in the boxes for their actual value without limitations

Should I value my items at their replacement value?

Should a claim arise against your warranty cover, Palmers will provide coverage for the value you declared the item to be worth only, so it is important to declare a value which represents the items actual value.

Why can I not nominate a blanket amount rather than itemising each of my items?

By itemising your goods we can provide accurate cover and remove any grey area's or questions on the actual value of an item. This will ensure your warranty value is accurate should an event occur during transit or storage. You can choose cover for your goods at either Market Value or Replacement cost.

Why do owner packed cartons have a limited value / cover?

The contents of an owner-packed carton are hard to determine and the packing of these items may not be sufficient to protect them for the anticipated handling of the goods during transit and storage. This is why they can only be insured for a maximum value unless you provide us with a valuation and detailed listing of the contents prior to collection.

What is not covered by warranty?

Items such as jewellery, watches, precious stones, furs, and other items as an example are not covered in our warranty.

We recommend you refer to our Warranty Terms & Conditions for a detailed list of all inclusions and exclusions of our warranty cover and ask questions – we are here to help !

Am I not protected under consumer law?

Whilst we are an award-winning and premium moving company, moving by nature is a risky process with many external factors and unforeseen circumstances are simply out of our control. Under the Australian Consumer Law you have limited protection. The Palmers warranty provides a guarantee irrespective of the cause of loss or damage subject to our Warranty Terms & Conditions

How much will my warranty premium be?

The premium will be based on the declared value of your warranty cover and varies based on the destination of your removal – local, interstate or overseas as well as the level of warranty cover you choose.

In the event of a claim how long does the claim process take?

As a general rule we want to process claims as quickly as our clients. Provided all information is provided to adequately assess the claim, it will generally take 10-14 business days to finalise your warranty claim

In the event of a claim how is this assessed?

Palmers utilize both our own in-house claims management team supported by an external claim assistance team where required. You will need to notify us of the claim within 14 days of delivery of the goods or should have been delivered

Is warranty required for my move?

Warranty is not a mandatory requirement when booking your service, however it is recommended you view these options due to the inherent risk of moving furniture and personal effects

WARRANTY APPLICATION

Full Name

Origin Address

Delivery Address

Type of Warranty Cover

Palmers Protect Plus ☐

Total Loss Only ☐

*** For Total Loss cover only there is no need to list individual items below. Just advise total value of consignment***

Total Loss Cover Sum:

Electronic Components

Items	QTY	VALUE \$
Television		
Heater		
Air-conditioner		
Hi-Fi		
Stereo		
Turntable		
Stereo amplifier		
Speakers		
Surround sound system		
Home computer / PC		
Video camera		
Video games unit		
Video recorder / player		
DVD player		
CD player		
Lamps / light fittings		
Washing machine		
Dryer		
Refrigerator		
Freezer		
Dishwasher		
Stove		
Microwave		
Food processor / Mixers		
Electric frypan		
Power tools		
Iron		
Coffee machine		
Rice cooker		
Slow cooker		
Fans		
Other Appliances		
Total	\$	

Lounge Room

Items	QTY	VALUE \$
Lounge suites		
Chairs		
Coffee table		
Side table		
Vases / ornaments		
Wall units / cabinets		
Piano bench		
Total	\$	
Family Room / Study		
Chairs		
Sofa		
Table		
Rug		
Writing bureau		
Desk		
Shelving Units		
Toys		
Games		
Paperback books		
Hardcover books		
Children's books		
Reference books		
Total	\$	
Kitchen		
Table		
Chairs / stools		
Crockery (plates, bowls etc.)		
Utensils		
Pots and pans		
Glassware & Cutlery		
China		
Other Kitchen Items		
Total		

Dining		
Table		
Chairs		
Stools		
Shelving		
Sideboard		
Total	\$	
Bedroom / Nursery		
Items	QTY	VALUE \$
Water bed		
King bed		
Queen bed		
Double bed		
Single bed		
Cot / cradle		
Bassinet		
Change table		
Bedside tables		
Dresser		
Chests		
Chairs		
Desks		
Cupboards / Wardrobes		
Other Bedroom Items		
Total	\$	
Clothing		
Suites		
Formal wear		
Trouser		
Shirts		
Dresses		
Skirts		
Hats		
Coats		
Gloves & Scarves		
Sportswear		
Sports coats		
Sweaters / jumpers		
Sleepwear		
Total	\$	
Patio / Garage / Shed		
Outdoor furniture		
Umbrella		
BBQ		
Work bench		
Hand tools		
Tool box		
Lawn mower		
Garden Tools		
Golf clubs		
Sports Equipment		
Total	\$	

Linen		
Sheets		
Table cloths		
Tea towels		
Bathroom towels		
Total	\$	
Miscellaneous Items		
Items	QTY	VALUE \$
Camera		
Camera accessories		
Movie camera		
Luggage		
Ironing board		
Holiday decorations		
Religious ornaments		
Other ornaments		
Piano		
Musical instruments		
Clocks		
Sewing machine		
Pictures		
Lamps		
Mirrors		
Binoculars		
Telescope		
Curtains / Blinds		
Rugs / mats / carpets		
Video Games		
Record albums		
CD's / DVD's / Vinyl's		
Other Miscellaneous Items		
Total	\$	
High Value Items		
Antiques		
Pictures		
Paintings		
Wall hangings		
Total	\$	
Motor Vehicle (International)		
Make		
Model		
Year		
Value \$		
Total Sum Insured -		

Inadequate Space to Answer

If there is inadequate space to answer our General information or other questions or you need to disclose something to us because of your Duty of Disclosure, please attach a separate piece of paper to this Application giving full details of additional information.

Privacy

Palmers Relocations includes information about how we manage your personal information in our Product Disclosure Statements and Policy booklets. You can obtain a copy of the Palmers Privacy Policy Statement from our website **www.palmersrelocations.com.au** or contact the Compliance Manager on e-mail **quality@palmersrelocations.com.au** for further information.

Declaration and Authorisation

I declare that the above values are correct to the best of my knowledge and that I have informed Palmers Relocations about anything which could affect the risk and have read and agree to be bound by Palmers **Terms & Conditions** and **Warranty Terms and Conditions**. Further, I warrant that in signing this application form, I do so for all other members of the household who will be bound by both the terms and conditions

Signature:_____ Date:_____