



## **INSTRUCTIONS FOR FILING CLAIM**

**PLEASE READ THE FOLLOWING CAREFULLY.**

1. Complete the attached claim form as thoroughly and accurately as possible.
2. Obtain two (2) estimates. One from the dealer and one from a local body shop. We also require pictures of the claimed damage. They are always helpful when settling a claim. The estimates should indicate the repair cost for damage done only as a result of transit.
3. Please attach a copy of any documentation you may have; such as an inspection form.
4. If you have any questions regarding your claim, please contact our office at (317) 299-2878.
5. Reindeer Auto Relocation reserves the right to choose the body shop where the vehicle is to be repaired.

### **Reindeer Auto Relocation provides three (3) options for filing cargo claims:**

1. **Mail:** Reindeer Logistics, Inc, Cargo Claims Administrator,  
5100 Charles Court Zionsville, IN 46077
2. **Fax:** (317) 299-3099      Attention: Cargo Claims Administrator
3. **E-Mail:**      [claims@reindeerauto.com](mailto:claims@reindeerauto.com)

**Please be advised that your claim cannot be reviewed until all proper information is provided to our claims department.**



reindeer  
auto relocation

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## STATEMENT OF DAMAGE CLAIM

REINDEER ORDER # \_\_\_\_\_

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

COMPANY: \_\_\_\_\_ PHONE #: \_\_\_\_\_

PICKUP DATE: \_\_\_\_\_ DELIVERY DATE: \_\_\_\_\_

### VEHICLE INFORMATION

YEAR: \_\_\_\_\_ MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_

COLOR: \_\_\_\_\_ PLATE: \_\_\_\_\_ STATE: \_\_\_\_\_

WAS VEHICLE DELIVERED TO YOU: YES OR NO

WAS DAMAGE NOTED AT DELIVERY: YES OR NO

DESCRIPTION OF DAMAGE DONE AS RESULT OF TRANSIT:

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AMOUNT CLAIMED: \$ \_\_\_\_\_

ADDITIONAL COMMENTS:

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**ALL CLAIM PAPERWORK MUST BE TURNED IN WITHIN 30 DAYS OF CLAIM NOTIFICATION.**

**UPON RECEIPT OF YOUR CLAIM FORM AND ALL REQUIRED SUPPORTING DOCUMENTATION, WE WILL BEGIN EFFORTS TO RESOLVE THIS MATTER QUICKLY AND SATISFACTORILY.**

**\*NOTE: THE INSURANCE COMPANY AND/OR CARRIER RESERVES THE RIGHT TO INVESTIGATE QUESTIONABLE OR FRAUDULENT DAMAGE CLAIMS. FRAUDULENT CLAIMS WILL BE PROSECUTED TO THE FULL EXTENT OF FEDERAL LAW.**