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Damaged Items Claims

If you have recently completed a move with Cartwright and have experienced damage to your shipment, our Customer Support Team is ready to assist you.

Below is a list of helpful tips and a link to our website to facilitate filing your claim.

- Please ensure you are completely unpacked and have examined all your items before submitting the Claim Form. Only one claim can be settled per move.
- Separate your shipments as you list your damaged items (i.e. keep your household goods and baggage separate).
- In order to process a claim, you must have a GBL Number for each Claim Form. A claim cannot be processed without a GBL Number.
- Cartwright Claims can only settle on items that are listed on your Household Goods or Baggage Inventory.
- Include all corresponding inventory numbers from your original inventory list on the Claim Form.
- An inspection will be completed by a Cartwright Claim Representative on all claims filed.
- Claimants are required to keep all damaged items until receiving permission from the Cartwright Claims Department to dispose of the damaged items.
- Ensure you have filled out and submit all required Claims Forms to Cartwright. Incomplete or missing information may hold up your claim.
- Claims are normally completed in approximately 30 days.
- Cartwright reserves the right of subrogation (the right to collect any item within a shipment that Cartwright has paid to replace).
- Pictures and supporting documents of damaged items may assist in settling claims. Please send copies of your documents or photos. Cartwright will not be responsible for returning documents or photos.
- Claim Forms are available on our website at:
<http://www.cartwrighttrans.com/relocation/CartwrightRelocationClaims.html>
- To contact our ClaimsDepartment:
Cartwright Claims Services
Phone: 816-442-6288
Fax: 816-761-7002
Email: militaryclaims@cartwrighttrans.com
Website: <http://www.cartwrighttrans.com>