

We, (Restoration Associates Corp) are here to make this as comfortable as possible during this time for you. To help give you a better understanding please read our rules and recommendations.

Items that need to be removed by the homeowner.

Firearms, Jewelry, Money, Items of a Personal Nature, Prescription, and nonprescription drugs.

We recommend taking anything meaningful with you during your leave from your home.

Antiques, Fragile, sentimental, or unusual value items shall be discussed with a team leader.

We highly recommend a homeowner or trusted source is on site during the packout.

Please have any pets either crated or offsite during the packout. We are not responsible for any type of pets.

All items that will be returned and not disposed of will be stored safely in our warehouse.

Items that are not salvageable that have been discussed with the Insured and Insurance company will be removed and discarded.

Furniture that needs to be taken apart when returned will be put back together same way it was removed.

Boxes that have been packed will be returned to the room they belong in. We are not responsible for unpacking boxes unless specific arrangements have been made by adjuster or insured. These arrangements would need to be approved before the packout with the adjuster.

All glassware will be carefully and safely boxed.

All items and boxes will be labeled and documented.

Our packout service includes a light cleaning of contents such as dusting and surface wipe downs. It is not a white glove cleaning. Additional detailed cleaning services can be discussed separately if needed.

Any content items that require a specialty company to come in will be discussed.

Elevator use will be reserved with building management per their rules and regulations.

Any keys that we will need to have for our subcontractors and workers will be stored in a lockbox in our office.

We know this is a difficult time for you, we will treat your belongings like they are our own!

We want this transition to be as smooth as possible for you.

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Jane Nesbitt (Contents Processing Technician/Office Manager)      Date

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Homeowner

Date