

What to submit

When you submit your inconvenience claim package, you should include:

- The hardship or inconvenience you or your family experienced
- A list of the items you purchased and the cost for each one
- Any services you had to buy (e.g., hotel costs, food, laundry services, etc.)

Commonly denied items



- Military uniforms and personal clothing
- Toiletries, cosmetics, and snacks
- Cleaning supplies
- Dry cleaning
- School supplies
- Toys and gifts
- Entertainment expenses
- Any expense not supported by a receipt



Your mover may make exceptions, so contact them if you have questions. Alcohol and drugs are not reimbursable!

NEED MORE INFORMATION?

CONTACT

Your **local
Personal
Property
Office**

or

Your **moving
company**
(Transportation
Service Provider)

NEED HELP FINDING YOUR PERSONAL PROPERTY OFFICE?



Go to <https://move.mil>

Click **“Tools & Resources”**

Click **“Find Nearby Locations”**



U.S. Transportation Command is the Department of Defense Coordinator for Household Goods moves. Contact us if you cannot reach your personal property office at transcom.scott.tcj5j4.mbx.pp-perf@mail.mil

<https://move.mil>



FILING AN INCONVENIENCE CLAIM



Get reimbursed for **unexpected out-of-pocket expenses** during your move.



What is an Inconvenience Claim?

An inconvenience claim is a **reimbursement request for unexpected out-of-pocket expenses** you or your family may have had when your moving company missed a scheduled pick-up and/or required delivery date. Contact your moving company or local personal property office if you plan to file an inconvenience claim.



You may be able to file an inconvenience claim against your moving company if you can't use some or all of your belongings because your moving company:

Missed a mutually agreed or negotiated pick-up date; and/or



Did not deliver all or some of your belongings on the agreed upon date; and/or

Could not deliver out of storage within:

- 5 business days if requested date is between Aug 16 thru June 14
- 10 business days if requested date is between June 15 thru Aug 15

You experienced a hardship or were inconvenienced because your shipment was delayed or not delivered on time.

An inconvenience claim is not an entitlement!

Please contact your moving company before you purchase household items or services.

Out-of-pocket expenses

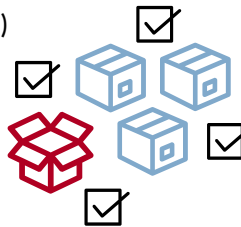


Out-of-pocket expenses are additional costs you incur because you can't use necessary items from your shipment to set up (or remain in) your household. All out-of-pocket expenses should be reasonable, supported by receipts and directly related to relieving a hardship while you and your family establish your new home.

What you can claim

You may be able to recover out-of-pocket expenses for items such as:

- Lodging (contact movers for # rooms authorized)
- Meals (if in lodging)
- Rental furniture
- Appliance rental
- One small TV
- Air mattresses
- Pots, pans & dishes
- Paper goods
- Pillows, linens & towels
- Laundry service



The sponsor (uniformed service member/civilian employee) and spouse are expected to share a hotel room.

Dependents, based on age and gender, may require separate rooms. Please contact your moving company and get their approval before booking additional rooms.

If you file an inconvenience claim for tangible purchases like pots, pans, sheets, and towels, your moving company can reclaim those items after they've delivered your household goods to you.

An Inconvenience Claim might not be allowed for:



Natural disasters (e.g., floods, fire, earthquakes, tornadoes, etc.)



Acts or delays caused by the government or its public enemies



Civil disturbances, mob interference, and violent strikes that cause delays



Items placed into temporary storage when you or your family are not present to accept delivery



Situations where your moving company was not at fault for causing a delay

For more information on what you can claim, contact your local personal property office. Find personal property offices on <https://move.mil>. Use "Tools & Resources" and "Find Nearby Locations."

What if the mover disputes your claim?

You must file your inconvenience claim directly with your moving company. If a dispute happens, bring the mover's dispute notice and all your receipts to your local personal property office.

- For a missed pick-up date, contact your origin personal property office.
- For a missed delivery date, contact your destination personal property office.