



Bolster

Move Insurance. Rest Assured.

Specification Coverage

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Bronze Package



What does the BRONZE Package cover

Total Shipment Lost insurance covers damage to your household as a whole caused by:

- Fire or explosion
- Theft or loss of the entire container or all your goods belonging to the shipment
- Vessel or craft being stranded grounded sunk or capsized
- Overturning or derailment of land conveyance
- Collision or contact of vessel craft or conveyance with any external object other than water
- Discharge of cargo at a port of distress
- Jettison

General Average:

This insurance covers general average and salvage charges, adjusted or determined according to the contract of carriage and/or the governing law and practice, incurred to avoid or in connection with the avoidance of loss from any cause except those excluded (listed below).

'Both to Blame Collision Clause':

This insurance indemnifies the Assured, in respect of any risk insured herein, against liability incurred under any Both to Blame Collision Clause in the contract of carriage. In the event of any claim by carriers under the said Clause, the Assured agree to notify the Insurers who shall have the right, at their own cost and expense, to defend the Assured against such claim

Valuation of your shipment is based on Fair market value:

Fair market value is the price at which property would change hands between a willing buyer and a willing seller, neither having to buy or sell, and both having reasonable knowledge of all the relevant facts. Use Internet market websites to value common household items sites such as eBay. Prices on these sites represent what the average consumer is willing to pay for the same item.

Silver Package



What does the SILVER Package cover

On top of the Bronze coverage Partial loss is now covered on the basis of fair market value. In case a part of your shipment is damaged, total loss or missing, this will be covered under the Silver Package. There are more options you can add to this coverage to help you tailor the coverage to your exact needs.

Options you can add to the SILVER package increase the premium and also your coverage. By checking the boxes of the different options in the platform, you can see the effect on the premium immediately. The options are:

- In case of total loss/missing: replacement value
- (In case of partial loss: repair costs, actual repair or depreciation = standard coverage)
- SIT 60 Days
- Electrical derangement*
- Mechanical derangement*
- Mold and mildew max 15% coverage of your insured value
- Pairs and Sets
- Removal costs

The tooltips in the platform give you more explanation in what situations you need what coverage. For instance: replacement value stands for the amount, required to re-obtain items of a similar kind, quality, quantity, condition and age.

Or why you should need to cover your removal costs: Choose this option if you know you go to a country where not everything is available. Think about certain locations in Africa or the Middle East where you can not buy Delft Blue China or Eames chairs.

*This option covers damage to electrical or mechanical items with NO external visible damage, however, as always, the damage must be related to the transportation.

Gold Package



What does the GOLD Package cover

On top of the Silver coverage Partial loss is now covered on the basis of replacement value:

- In case of total loss/missing for items younger than 12 months: new for old*
- In case of partial loss: repair costs, actual repair or depreciation
- SIT 120 days
- Electrical derangement
- Mechanical derangement
- Pairs & Sets

·Mould & Mildew (a maximum of 30% or 50% coverage of your insured value)

*New for old: no depreciation will be applied regarding the average life-cycle of an item

Total loss/missing: new for old

In case of total loss, items will be compensated for the insured value as applicable at the time of damage. Insurer will verify the insured amount themselves or by appointing a certified surveyor. For items younger than 12 months the 'new for old' rule will apply.

Items without a clear commercial value, such as paintings and/or antiques, will in case of total loss, only be compensated for the insured value. Insurer will investigate the replacement value.

Total loss/missing: replacement value

For items older than 12 months (please provide purchase receipt), the value will be based on replacement value. The value for compensation will be calculated at the insurer's discretion based on the provided information.

Platinum Package



What does the PLATINUM Package cover

On top of the Gold coverage your items are now insured based on new for old**. This package was specifically designed for high-end furniture, works of art, comic collections etc.. The items where no or minimal normal wear & tear is acceptable.

- In case of total loss/missing for items younger than 36 months: new for old
- Mould & Mildew 100% coverage of your insured value

**New For Old:

Total loss/missing: new for old

In case of total loss, goods will be compensated for the insured value as applicable at the time of damage. Insurer will verify the insured amount themselves or by appointing a certified surveyor. For items younger than 36 months the 'new for old' rule will apply. Items without a clear commercial value, such as paintings, antiques and/or other valuables, will in case of total loss, only be compensated for the insured value. Insurer will investigate the replacement value.

Total loss/missing: replacement value

For items older than 36 months, the value will be based on replacement value. The value for compensation will be calculated at the insurer's discretion based on the provided information.

Partial loss / damage / replacement value:

In case of partial loss (such as scratches, dents, stains, chips etc.) a repair option will always be the preferred approach. A financial compensation is assessed based on estimates for repair or based on a depreciation percentage. The age and condition of the particular item will be taken into account in the assessment.

The option to additionally insure the removal costs can be added to all packages. This increases the premium and also your coverage.

What is NOT covered



The Bolster Insurance packages all exclude claims in respect of:

- Jewelry, silver ware, gold, gems (quartz, crystals etc.), watches, stamps, securities or similar valuable articles exceeding the value of € 250,00 per item or the equivalent in your currency. It is recommended to carry these items yourself. Please note that including any of these items in your household goods shipment will be at your own risk. It is possible to arrange a specific insurance for valuables. Please turn to Bolster for a tailor made quotation
- Consequential loss of any kind
- War risks and nuclear reactions
- Capture, seizure, arrest, restraint or detainment (piracy excepted), and the consequences, attempts or threats thereof
- Delay of the shipment, confiscation or detention by Customs Officials or other Authorities
- External damage to suitcases, plastic trunks and crates, chests, valises and plastic lids
- Sentimental value of any collection/item
- Cash, currencies and similar items are excluded from this insurance
- Any loss and/or damage caused by/to perishable goods, acids, paints, aerosols, medicines, corrosive and liquids of any description, included in the consignment
- Damages resulting from mold & mildew, insects, inherent vice and normal wear & tear are excluded for coverage, unless these damages were a result of an event that is covered by this insurance
- In principle, claims for missing or damaged items of owner packed goods (as part of the move) are included in this policy. But please review the section about this topic!
- Loss of or damage due to mechanical, electrical or electronic derangement unless there is clear evidence of external damage to the insured item or its packing as a result of the transportation. Loss of data, software, firmware or rebooting is always excluded. See also what is mentioned about this topic on page 4 and the additional option for coverage
- Perishables (food, alcohol, plants and live animals)
- Damage as a result from leaking; water/fluid/ink etc.; from personal items. All items should be transported without containing fluids. (e.g. coffee machine, steam-iron, Inkjet- & laser printers)
- Transport damage to the mechanics of a washing machine that was transported without the transport bolts in place
- Damage to Artificial plants unless total loss was caused by an insured event

Valuation



The valuation of your household is a 2-step process:

1. Valuation based on the volume of your shipment:

A lump sum value is suggested by your mover on the basis of the size of your shipment and average values. You can adjust this number according to the actual value of your possessions.

2. Special Objects

Please specify any valuable items that you have here. Either Monetary or Emotionally. These can be just about anything: music instruments, works of art, hobbies, sports equipment etc. These are the items that you want to arrive safe and sound in any case.

This does NOT have effect on the coverage!

Everything in the shipment is covered, but we like to have a heads-up for what needs extra attention. Also packaging wise. Thank you for taking the time and effort to let us know!

Important information



Insurance of your automobile or other motorized vehicles.

The value for insurance of your vehicle must be determined by you, based on actual value of the vehicle at destination. Please bear in mind that, in case the insured value is unreasonably low, any possible repair charges will be reimbursed pro rata.

Insurance is limited to transportation for which your mover is directly responsible. This implies that insurance commences upon receipt of the vehicle by your mover or by the officially appointed agent and ends at the time of handover of the vehicle at destination.

Upon receipt, your mover (or the appointed agent) will issue a condition report, indicating all visible damages, substantiated by photographs that need to accompany the report. If the condition report has no pictures or the vehicle is dirty or wet, to the extent damage cannot be determined, a claim will have to be substantiated and approved by insurer before it can be awarded as a valid claim. This condition report will again serve as a receipt at destination, on which the condition at time of receipt will be compared and noted. Usually the car will be insured as having been used, which means that normal wear and tear as well as minor dents cannot be claimed as transportation damage. In case of total loss of the car, reimbursement will be based on actual used value of the vehicle.

You can easily upload the value as well as the condition report in the platform under the Special Object: Vehicles. The deductible is set at € 500,00 per car.

What in case the goods will have to be temporarily stored

In case of unforeseen and involuntarily storage of your goods during the moving process, the transportation insurance is extended to a maximum of 60 or 120 days of storage, depending on the package of your choice.

In case the storage period exceeds this number of days, there will be a monthly charge where for partial period a full month will be charged.

In case of storage longer than 30 days at your own request, you will have to arrange a separate storage policy. Extension of the insurance is only possible when the goods are stored in a warehouse which is approved by your mover.

Attention: You are responsible that we are notified about the required extension by mail via your move coordinator or yourself. In that case, we will send you the link to MyBolster where you can arrange the coverage.

Packed by Owner (PBO)

Upon collection of your household the movers will do a general check if the shipment will be fit for transport. If the cartons are considered not fit for transport, they will discuss the options with you. They might be able to re-pack or they might have to inform us that we can not provide coverage. Because the principle of insurance is that it covers unexpected events. With poor packaging, damage will be inevitable and therefore impossible to cover by any policy. In that case, we will reimburse you the premium paid.

Once the 'fit for transport' is granted and the shipment is collected by your mover, everything in there is covered. However, in case of missing items, we need to have proof of ownership, proof of value and proof that the item was in the shipment. So, make sure you have the purchase receipts, photographs, valuation reports etc. or even better: specify as much as possible in the Special Objects section. In case of claim: this makes 'fair and reasonable' settlement so much easier!

In case of damage



Should you, despite all good care, experience damage to your household upon receipt, then we request you to file the claim or at least notify us within 30 working days after receipt of your shipment in MyBolster.

- Logon to MyBolster – (reset your password if you don't remember)
- Click on your name (right top)
- Choose Shipments in the drop-down menu
- Choose View (right bottom)
- Press 'File a Claim' and follow the instructions

Please note: Do never dispose of any damaged items before your claim is finalized.

In case of missing items

In case of missing items, you are required to notify the movers immediately and make a note of the missing item on the delivery document. This is usually the Proof of Delivery document (POD) which you are asked to sign upon receipt of your shipment, but you can also make a remark on your inventory and have it signed off by the crew leader. Without notification of missing items the shipment is considered to be delivered in full. No missing items can be claimed afterwards as the delivery was completed and signed for. Insurer will always investigate. In case of theft it is mandatory to immediately file for a police report.

Reimbursement after settlement

After your damage claim has been assessed, the agreed amount will be transferred to your bank account within 10 working days after confirmation of the settlement. In case a deductible is applicable the amount will be deducted from the agreed claim amount. This calculation will be presented in the final settlement and in MyBolster.

Please note: We cannot be held responsible for any fees your bank may charge in processing the transfer of the agreed amount.