

## Protection Plan

- A. In the event of lost, stolen items or properly packaged items being damaged, the protection plan will cover up to the amount of coverage selected and no more. Receipts or other representation of value will need to be provided if a claim is made.
- B. Unpackaged items, such as refrigerators, microwave ovens, bikes, etc are expected to be returned in very similar condition. Surface scratches or minor dents or dings caused by the moving and storage process will not be covered, however, excessive damage will be covered.
- C. As a condition precedent to recovery, claims must be made in writing and presented to The UPS Store within 7 days of delivery date.
- D. The UPS Store has the right to inspect and repair all alleged damages.
- E. After the investigation, it will be determined if either a full payment reimbursement, similar/like item will be issued, or claim denied.

### Restrictions:

- A. No protection plan coverage shall be rendered for the storage of articles of unusual value, or of individual item having a declared value above \$500. The maximum value per item is \$500 and the total maximum value of all items is \$2500. The maximum payout for a total loss of items will not exceed \$2500.
- B. No protection plan coverage shall be rendered for items containing valuables such as jewelry, heirlooms, or collectibles. Cash, gold, stock certificates, etc. should not be stored and will not be covered by the protection plan.
- C. No protection plan coverage shall be rendered for items containing liquids, including but not limited to laundry detergent, shampoos, hairspray, or flammable materials and the damage they may cause to a customer's items. The customer also acknowledges liability for any damages that their prohibited storage items inflict on other customer's property.
- D. The UPS Store has the right to refuse improperly packed or wrapped packages or articles. We cannot be held responsible for any damage if these items are stored. The customer is responsible for any items they pack. The UPS Store is not responsible for any fragile articles damaged or broken unless properly packaged. See [Packaging Guidelines](#).
- E. The UPS Store cannot be held responsible for any mechanical or electrical malfunctions in items including but not limited to radios, stereos, computers, televisions, iPads, iPods, etc or other such articles or appliances, regardless of whether such articles are packed or unpacked by The UPS Store.
- F. The UPS Store will not be held liable for damages caused by war, acts of God, street traffic, or other causes beyond the control of The UPS Store.

G. Furniture items including but not limited to tables, desks, chairs, cabinets, racks, shelves, beds and frames, TV stands, etc. Pickup and delivery service is available for furniture only if the customer accepts that we will pick up, store and deliver their furniture in an “AS IS” condition. The UPS Store employees exercise great care during pick up, storage and delivery. However, by accepting our service, the customer understands that The UPS Store will not inspect furniture for damage at pickup and will not be held liable for any damage to the furniture. The customer agrees to use their renter's or homeowner's policy, if needed, to cover the furniture that is to be collected, stored, and returned to the customer.

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