

Privately Owned Vehicle Shipments

- **At the Vehicle Processing Center (VPC) you will be told to inspect your vehicle and note all new damage in a block on the back of the “Vehicle Inspection and Shipping Form” (VISF). The contractor’s representative will then indicate on that form whether he or she agrees or disagrees with the damage you noted.**
- **A Government contracting officer’s representative (COR) will be present at the VPC. If you dispute any of the notations by the contractor’s inspector, you should ask that the COR be called to try and resolve the dispute on the spot. The COR will place his or her own remarks on the back of the VISF together with his official stamp.**
- **When picking up your vehicle at the VPC on USAG Schinnen, always ensure all the accessories shipped with your vehicle are present and do a walk around inspection to look for cosmetic damage. You should also start the engine and check every possible electrical and mechanical system on the vehicle. Listen to the engine for unusual noises. At the time of the inspection you may not be permitted to move the vehicle, but before you leave the VPC, you should pay close attention to how the vehicle is driving; check the brakes for noise and be sensitive to changes in the transmission. If you discover a problem before you leave the VPC or within a few miles of departing the VPC, you should return at once and report it immediately.**
- **In many cases, the contractor’s representative will make a direct settlement offer if he or she agrees to the transit damage identified. You should always consider all of the facts, such as the age and mileage on the vehicle and its overall condition before you turn down the offer. Once you leave the VPC the offer is no longer valid. You cannot check with the Claims Office or private insurance company to see whether they would pay you more and then return to the VPC and accept the offer.**
- **If you cannot resolve the issue at the VPC or if you feel that the offer made to you by the contractor does not fairly compensate you, call the Claims Office at the Netherlands Law Center and schedule a date for a claims inspection. Claims inspections will be performed jointly (with you and a Claims Adjudicator) in the parking area in front of the Netherlands Law Center at USAG Schinnen.**

- **Unlike shipment of household goods and unaccompanied baggage, there is no provision for giving timely notice of loss or damage within 70 days of delivery. The presumption is that if a problem was not found on the day of delivery, it did not happen in transit.**
- **A claims inspection cannot serve in lieu of the joint inspection conducted by the owner and the authorized Government inspector or the contractor's representative. A claims inspection cannot cure a waiver of notice and the specific damage verification that a joint inspection provides. As a general rule, a Government inspector or a contractor's representative cannot verify any loss or damage discovered after the joint inspection and departure from the pick-up point. Therefore, a claim for those items may not be honored.**

For more information on submitting a claim, please call or visit the Claims Office at the Netherlands Law Center. Claims are received Monday through Friday, 0900-1600 hours. Phone: DSN 360-7683, Commercial +31 (0) 46-443-7683. Location: USAG Schinnen, Building 37, Room 108.