



**MOON STAR  
VAN LINES**

Toll free: +1 (844) 439-9090

Phone: (416) 439-9090

info@moonstarvanlines.com

**CLAIM SUBMISSION FORM**

**Customer Information**

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

**Move Details**

Pick Up Date: \_\_\_\_\_ Origin City and Province: \_\_\_\_\_

Drop Off Date: \_\_\_\_\_ Destination City and Province: \_\_\_\_\_

**Damages**

Items (select one):  Packed by Customers  
 Full In-Home Packaging by Movers  Partially Packed by Movers

Provide details of all issues including a list of damaged items with pictures.



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**The carrier's maximum liability for all losses or damages is a value not exceeding \$0.60 per pound per article. A deductible of \$500.00 is applicable to each submitted and processed claim, the deductible shall be deducted from the full eligible refund, one deductible is applicable per each one claim.**

DEDUCTIBLE \$500.00

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**\*\* For Office Use Only \*\***

Approved  Denied

Amount Approved: \$ \_\_\_\_\_ Date: \_\_\_\_\_