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Dear Customer;

We realize this is a difficult time for you and your family or associates after this unprecedented weather event. **We are experiencing an extreme backlog in services. In order to prepare you for your service, please ensure you have your mitigation contractor dry your structure out as much as possible, then we will be able to perform our services properly. There could be some delay between the time you are mitigated and your contents are tended to and you have reconstruction begin. We are also including an attached list to help you gather the items you will need while you are displaced.**

If you are receiving this letter after a loss, please understand we are not like the other contractors in the industry; we specialize in contents and moving. We only concentrate on your personal property, brick-a-brack, collectibles, art, documents, electronics, equipment and the inventory, proper cataloguing and careful moving of these items all while working with your insurance.

**We are the ONLY Company in the area that strictly specializes in personal property restoration and moving in addition to total loss identification.** Feel free to work with any company of your choice for board up, mitigation, reconstruction but choose AMRestore for moving and personal property services.

It is our desire to provide you with outstanding professional services along with care and understanding and with this letter, a brief explanation of all involved in a loss because honestly, we hear the horror stories and we care for you and your property. **The initial stages include, but are not limited to:**

**Pack-Out-** Our Barcode Inventory team will professionally photograph, inventory and professionally pack your personal belongs or equipment with our state-of-the-art barcoded tracking software.

**Move-Out-** Our moving team will load your belongings onto a moving truck and transport them to our secure, climate controlled personal property care center for state-of-the-art cleaning and restoration or storage. Based on the amount of property, this can be a laborious process. We strive to make the process as smooth as possible.

You will be advised of the time the Inventory Team will begin the Pack-Out process. To ensure your family or associates have the items you will need to take with you, we provide you with a Take-Along List used for collecting personal and important items. We also provide a list of items that we cannot take with us. If items have previous damage or malfunction, please bring it to our attention and items that need emergency processing should be immediately discussed.

We ask that a policyholder be present during the Move-Out, as a signature is required to release your contents to our care.

Your contents and personal belongings are being transferred and processed locally in one of the most advanced personal property care centers in the country. Your contents will be evaluated, cleaned and/or restored through a variety of proprietary processes and stored in a climate-controlled vault center. Feel free to contact us at 800-498-8800 if you have any questions or need further assistance.

Sincerely,

***The AMRestore Team***

***Disaster Specialists in Moving, Contents, Electronics, Equipment, ART and Document/Valuable Paper Restoration***

**NON-TRANSPORTABLE LIST**

Combustible or Corrosive		
Fuel	Oil	Motor Oil
Antifreeze	Solvents	Gun Powder
Paint and Stain	Mineral Spirits	Ammunition
Fireworks	Signal Flares	Insecticides
Glue	Epoxy	Hairspray
Ammonia	Gasoline	Starting Fluid
Varnish	Liquid Polish	Welding Tank
Lighter Fluid	Propane Tank	Rust Preventative
Scuba Tank	Propane	Rubbing Alcohol
Batteries	Acids	Paint Remover
Dynamite	Adhesives	Aerosol Cans
Lacquer	Kerosene	Oxygen Tank
Bleach		

Consumables		
Paper Products	Gift Wrap	Plastic Wrap
All Food Items	Pet Food	Toiletries
Make-up	Plastic Utensils	

Miscellaneous		
Disinfectants	Matches	Candles
Live Plants	Firearms	Cleaning Products
Medications	Needles	Adult Novelties
Adult Media	Regulated Items	Illicit Items

**NOTE:** We are **NOT** to take **ANY** of the above items !!

**Place items in separate box(es) for customer to remove from premises or dispose of on their own. Label box(es) as "NON TRANSPORTABLE ITEMS" clearly on the outside of each.**

**TAKE-ALONG LIST**

Important Documents		
Insurance/Homeowners Policies		Children's School Records
Driver's License & Car Registration		Medical & Dental Records
Restoration Company Contacts		Insurance Identification Cards
Car Insurance Records		Library Cards & Airline Tickets
Birth Certificates & Passports		Membership Cards or Records
Deeds & Other Documents		Tax & Financial Information

For Temporary Location		
Suitcases (clothing)		Baby Food & Equipment
Toiletries, Personal Items		Toys
Medication/Prescriptions		School Work/Books
Duplicate Keys		Pet Food/Supplies
Personal Address/Phone Book		Computer & Accessories
Cellular Phone & Accessories		Comfort Items

Valuables		
Cash		Firearms
Checkbook		Silver
Credit Cards		Furs
Jewelry		Coin or Stamp Collections
Irreplaceable Photos, Videos, etc		Comic or Book Collections
Intrinsic & Sentimentally Valued Items		

**NOTE:** The items above **CAN** be brought back to the facility for cleaning, but with the following procedures to insure proper **CARE, CUSTODY, and CONTROL:**

1: Photo document where & how items are found; get PM or Lead and show them  
 2: PM or Lead to show Customer; Inventory & have customer sign off that we received items

**OR**

2: PM or Lead to show Customer; Inventory & give to customer for their removal from the premises, after signing off that customer has received the items.