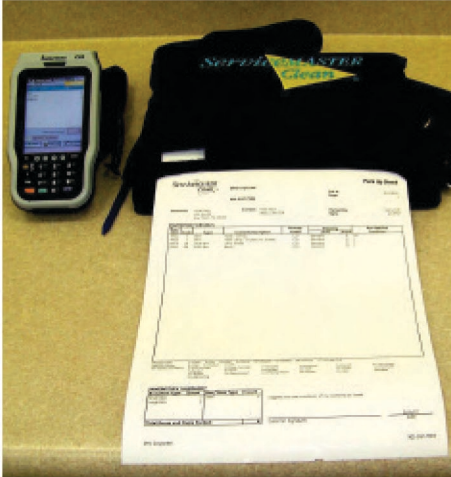


Packout and Contents Restoration safeguards your personal property



Some restoration projects require that your contents and furnishings be inventoried, packed and safely transported to our climate-controlled warehouse for cleaning, restoration, deodorization, re-packing and storage until the structural restoration is complete. Be assured that ServiceMaster Clean® Restoration Technicians are fully trained and will treat your possessions with the utmost care. Our Automated Inventory Control System tracks the status of your belongings from move out to move back.

Your role in the packout process:

1. Sign an authorization form and the Packout Inventory Sheets. (You will receive a printed copy of your inventory before we transport it to our facility.)
2. Identify your immediate-need items such as emergency clothing, etc. Some of these may need to be cleaned quickly for your use.
3. Identify items to keep in your possession (personal valuables, medications, jewelry, etc.).
4. Assist with “restore versus replace” decisions, especially regarding family heirlooms and sentimental items.



ServiceMaster Clean will:

1. Coordinate activities with your insurance claims representative.
2. Separate items that will not be packed and moved, including items that will not be restored.
3. Pack, provide general inventory and transport your belongings to a secure facility. We will provide you a printed copy of your inventory before we transport it to our facility.
4. Perform restoration, cleaning, deodorization, re-packing and storage at our facility.
5. Track and document the restoration of your belongings and provide regular, frequent communication regarding the progress of your restoration claim.
6. Arrange for re-delivery of your household belongings once restoration and reconstruction is complete. You will receive another printed copy of your inventory upon move back.

Frequently Asked Questions

1. What is meant by “general” inventory?

A packout inventory is a general description of items in a box or non-boxed items. Each box or item will have a barcode label placed on it for computerized tracking purposes. That way we always know the status of your belongings.

2. Will any cleaning be done to my belongings before packing and moving them?

Some items may need to be pre-treated before packing to remove moisture or corrosive smoke residues. Generally, most items will be processed at our warehouse/restoration center.

3. What about items that cannot be restored?

These will be separated during the packing/inventory process and left on-site. Please discuss these items with your insurance claim representative.

4. Will I have access to my belongings while they are in storage?

Yes, with advance notice we can schedule a time for a ServiceMaster Clean® Restoration Technician to meet with you and provide access to your requested items. A service charge may apply.

**Park-Ellis ServiceMaster Cleaning
Company**
3404 Holland Sylvania Road
Toledo, OH 43615
Phone: (419) 841-5575

