



## Contact Legal Assistance

For legal assistance in other matters, make an appointment with the 412 TW/JA legal office

Walk-ins available for powers of attorney and notaries Monday—Thursday 9am-3pm

Phone: 661-277-4310

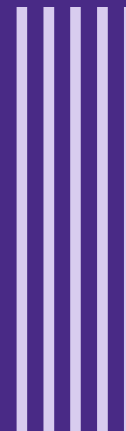
Email: [412tw.ja.workflow@us.af.mil](mailto:412tw.ja.workflow@us.af.mil)

Address: Trailer at 1 S. Rosamond Blvd., Edwards AFB, 93524



## Shipping Your Household Goods (HHGs)

Edwards Air Force Base  
412 TW/JA





## Table of Contents

What to Expect and When ..... 1

Details of Moving HHGs ..... 2

Resources ..... 3

Damages to HHGs ..... 4

Filing a Claim..... 5

Contact Legal Assistance ..... 6



## Filing a Claim

Your movers will give you the paperwork you need to file a claim at the end of your move. This paperwork will cover real property damage claims as well as HHG claims.

If you file with the movers, they may ask to inspect your property to verify damage. If you accept their settlement, you will not be able to file any damage claim on that particular good in the future, even if you discover new damage.

You can also file a claim online for HHG damages with the Air Force Claims Service Center (AFCSC), which has exclusive jurisdiction over HHG claims and issues.

To get this full replacement value claim with the AFCSC, you must file your claim within nine months of the move. The AFCSC will usually request photos to verify your damage. You will need to login at [claims.jag.af.mil/index.php?JA=1083570](https://claims.jag.af.mil/index.php?JA=1083570).

This website also has a FAQ page and other resources for filing claims. If you file with the AFCSC, you waive your right to file a claim with the movers.

While the JAG office is happy to assist you with other legal matters, jurisdiction over HHG claims lies solely with the AFCSC. However, the JAG office can point you to HHG and AFSCS resources.





## Damages to HHGs

- Take photos or videos of your furniture and other HHGs to use as evidence of any damage occurring enroute.
- Movers will ask if you have high-risk or high-value inventory, in order to determine liability. These items are worth in excess of \$100 per pound and are separated.
- Consider taking high-value or fragile items with you to your new base.
- Movers will create a list of all shipped inventory. Be sure to check off each item in the list during final delivery.
- Damages to HHGs and real property (your house or apartment) by movers may be reported on documentation the movers will provide you. Move.Mil is also a gateway to file damage claims.
- Claims should be filed ASAP and within five business days of final delivery.
- Call the Air Force Claims Service Center at 1 877 754 1212 for claims questions and dedicated, specialized advocacy.
- Email [afcsc.ja@us.af.mil](mailto:afcsc.ja@us.af.mil) if you are filing a claim for a deployed spouse.



## What to Expect and When



### Contact Travel Management Office

Contact the Travel Management Office (TMO) closest to you as soon as you have your PCS orders to begin building your move package. Select a pick-up date and a delivery date. Provide a pick-up address and, if available, a delivery address. If you do not provide a delivery address after a deadline, your HHGs will be placed into temporary storage on base and delivered later for a fee.



### Moving Companies

A contracting company will reach out to you. Be advised that the outreach company, pick-up company, shipping company, and delivery company will be different companies. The planning will mainly be done with the outreach company, however. Pick-up and delivery companies may conduct a day-prior phone call to confirm your final availability the next day. At Edwards AFB, Apple Valley is usually the final delivery company.



### Moving and Delivery

TMO will advise you that there is a multiday window in which final delivery may take place. On pick-up and delivery days, you or your authorized representative will be required to wait between 8am and 5pm to let the movers in. DoD policy advises against tipping. The movers will arrive and take care of everything.





## Details of moving HHGs

HHGs include everything not nailed down inside a residence. Personally owned vehicles (POVs) are not included.

Authorized HHGs usually are limited to 2,000 pounds in weight, but this will change with dependency status, rank, and other circumstances.

The movers will pack everything, but you can pack and label your items beforehand if you want more control over which items go in which boxes. Special rules apply to items such as refrigerators, which must be unplugged and empty for the movers to ship.

Items related to your military service (eg. law books for lawyers) do not count towards the weight limit.

All HHGs are placed into crates. Furniture will be wrapped in packing paper before being placed into crates. Crates are the fundamental unit by which your HHGs are tracked, shipped, and delivered. A single move of HHGs, including furniture, totaling 1,300 pounds may fit into just two crates. Upon delivery, movers will de-crate your items.

If your move is a code 1 (ask the outreach company), the movers are not required to crate everything at your residence. Crating will take place at the warehouse. If your move is code 2, make sure the movers crate everything at your residence. Be sure to understand your move and when crating will take place.



## Resources

### Outreach company

Your outreach company provides a customer care advocate that should be your go-to person for all questions and concerns. They are charged with the highest standards of customer satisfaction by the military.

At the end of your move, the military will contact you to provide feedback on the ability, attitude, and care of all the moving companies. Your move package is not complete until you do this survey. Moving companies not performing adequately will not be contracted with the military in the future.

### Online

Move.Mil is the gateway to online videos, FAQs, and other resources for you to learn about your move.

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*Go to [move.mil](https://move.mil)*

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### Other personnel

Ask your first sergeant, gaining base sponsor, or other military colleagues for PCS and moving support.

