

## Roadie, Inc. Claim Form Instructions & FAQs

Review the following FAQs for information about the claim resolution process.



### ***Who can file a claim?***

The Gig Sender (the person who created the Gig within the Roadie app) is the only person who can file a claim.

### ***How do I file a claim?***

Follow the four easy steps listed below to file a claim through Roadie, Inc.

**Step 1:** Open the Roadie Claim Form.

**Step 2:** Fill out the Roadie Claim Form.

**Step 3:** Collect the following:

- If item is damaged – Photographs of the damaged item, along with all documentation related to the proof of value of item. This could include copy of original invoice, copy of retail receipt, email correspondence with final order confirmation, screen of online order with proof of payment, appraisals, expense statements, or any other applicable documentation.
- If item is damaged – Collect and keep the damaged item in its current state until the Claims process has been completed.
- If item is missing – All documentation related to the proof of value of item. This could include copy of original invoice, copy of retail receipt, email correspondence with final order confirmation, screen of online order with proof of payment, appraisals, expense statements, or any other applicable documentation.
- Police report (if investigated by police)

**Step 4:** Email the completed Claim Form, along with the associated documentation, to [claims@roadie.com](mailto:claims@roadie.com). Include your email address and phone number in all email correspondence.

### ***When should I file a claim?***

Claims should be filed as soon as loss or damage is discovered. Claims must be filed within 3 business days of the Gig being delivered.

### ***How long will the claim resolution process take?***

Most claims cases will be resolved within 5 business days after we receive your completed claim form and supporting documentation.

### ***What should I do with damaged package or merchandise?***

Please keep all damaged packaging and/or merchandise until the claims process is resolved. Note it may be necessary to submit package or merchandise to Roadie, Inc. for future quality assurance purposes. Roadie, Inc. will supply you with a prepaid shipping label or arrange for item to be picked up after the claims process is resolved.

### ***How do I get updates on my claim?***

If you would like updates on your claim please send email to [claims@roadie.com](mailto:claims@roadie.com).

### ***What happens when Roadie, Inc. agrees to pay on my claim?***

Roadie, Inc. will notify you of its decision and the amount to be paid to you. After you sign a simple release, Roadie, Inc. will issue you a check, credit your PayPal account, or replace the item for you, all at Roadie, Inc.'s option. The decision of Roadie, Inc. is final and cannot be appealed.