



A SIMPLE GUIDE TO THE PROCESS OF OUR SERVICES

Pack-out • Storage • Cleaning

Restoration • Pack-back

Restoration Process

Your claim representative will contact us to provide us with the loss information

(1) Initial Inspection Process

EC will contact you and your insurance representative to set up a meeting at your property to analyze damages and suggest appropriate services.

(2) Pack-out Confirmation

EC will Contact you and your insurance representative regarding pack-out scheduling, commencement, and completion.

(3) Cleaning & Restoration Methods

Our methods are an integration of the most up to date technology, processes, chemistries and systems. Our technicians will use a combination of methods to achieve the best result.

(4) Storage

EC carefully stores your belongings in individual wooden vaults in our 10,000 sq ft secured warehouse until your home is ready.

(5) Pack-back Confirmation

Once the structural repairs have been completed, we will contact you and your insurance representative about scheduling a pack-back date.

(6) Completion Statement

Our **EC** representative will have you sign a completion statement, once your belongings have been returned to you.

(7) Final Feedback

Our **EC** representative will provide you with a form to give you an opportunity to give your feedback about our services.

***EXCELLENCE IN CUSTOMER SERVICE
WE PRIDE OURSELVES ON QUICK AND CLEAR
COMMUNICATIONS WITH OUR CLIENTS***



Highly Trained Professionals

Our Services



Pack-Out/ Pack-Back



Electronics and Equipment
Cleaning



Contents Cleaning
and Deodorization



Wood Furniture
Restoration



Total Loss Inventory



Garment, Upholstry
Cleaning



Fine Art and
Photography Restoration



Animal Rugs and
Trophy Restoration



Contents Storage



Water or Smoke
Damaged Documents



Exclusively Contents

Restoring Memories is Our Specialty

Our purpose at **EC** is to provide peace of mind to our clients through fast communications, reliable personnel, and professional restoration services. It is our goal to help ease the restoration process for all parties involved during this unfortunate time. We offer a variety of services and are flexible according to the needs of our clientele. We will work with you on any task, no job is too large or too small.

Our skilled technicians are specialized in restorations ranging from electronics to animal rugs, garments to fine artwork.

The “contents” of your house or building describes all of the items that were not permanent features when first purchased or leased it. Essentially, if you flipped over a house or building, everything that falls out would qualify as contents.

Once **EC** has been assigned as the contents restoration professionals we meet with you and your insurance representative at the job site for our “Initial Inspection” procedure.

The Initial Inspection Procedure

The Initial Procedure is held at the claim site which allows all parties to analyze the damage. This will help **EC** to create the best plan of action.

EC cannot authorize anything to be replaced, repaired, or refinished, your insurance adjuster will authorize us for the services to utilize. This can range from a simple pack-out, a list of specific items that need restoration, or even an entire overhaul of all contents for restoration.

Once the scope of work has been agreed upon, **EC** will schedule a date to begin the “pack-out” process.



We Help Restore Your Memories

Pack-out Process

EC technicians will inspect, photograph, inventory and securely load all contents onto our trucks for transportation. This process allows us to report any damaged contents as well as to catalog all items which helps identify where they were originally located in the house or building.

EC will create a loss inventory list (Lost Inventory List) a lost inventory list a list of all damaged items that are not repairable.



We Truly Care

Restoration Process

EC prides itself on our over a decade of contents restoration experience. This knowledge allows us to develop best practices in contents restoration.

Our restoration capabilities include:

- **Wood**
- **Art**
- **Electronics**
- **Garments**
- **General Contents**
- **Deodorizing Room**
- **Drying Room**
- **Abundance of Storage Space**

Our **EC** technicians are humble, honest and sympathetic toward those suffering loss of their belongings. Each one of our technicians are specialized in their field and have the tools and experience to restore your contents to their original per-existing condition.



Pack-back Process

Once your home repairs are completed our trained team of technicians will reset all of your contents to their original locations.

Once the “pack-back” is completed **EC** will provide you a Completion Statement to sign and confirm that all belongings have been returned to you. Our **EC** representative will have you sign a completion statement, once your belongings have been returned. We would truly appreciate you taking some time to let us know how we did.



Notes:



List Of Things To Remember

Valuables

- ☐ Cash
- ☐ Checkbook
- ☐ Credit Cards
- ☐ Jewelry
- ☐ Coin or Stamp Collections
- ☐ Firearms
- ☐ Silver
- ☐ Furs
- ☐ Irreplaceable Photos, videos, etc
- ☐ _____
- ☐ _____
- ☐ _____

Important Documents

- ☐ Insurance Policies
- ☐ Driver's License
- ☐ Car Registration
- ☐ Car Insurance Records/ID
- ☐ Birth Certificates
- ☐ Passports
- ☐ Plane Tickets
- ☐ Children's School Records
- ☐ Medical and Dental Records
- ☐ Library Cards
- ☐ Membership Cards/Records
- ☐ _____
- ☐ _____
- ☐ _____

For Temporary Location

- ☐ Suitcases (clothing)
- ☐ Toiletries, personal items
- ☐ Medication/Prescriptions
- ☐ Duplicate Keys
- ☐ Personal Address/Phone book
- ☐ Baby Needs
- ☐ Toys
- ☐ School Work/Books
- ☐ Pet Food/Supplies
- ☐ Computer
- ☐ _____
- ☐ _____
- ☐ _____

If You Have Questions, Contact Us

www.exclusivelycontents.com

24/7 Fast Response

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