



THE CRDN SYSTEM

Our restoration staff is ready to assist you with any questions you may have about the restoration process and your items. Taking care of your belongings is our #1 goal. Here are a few of the most commonly asked questions:

What is the CRDN system?

Our Customer Service Representatives (CSRs) arrive at the loss site ready to assess the situation, conduct a room-by-room inventory of your items, sort and package them, and deliver them to our plant for restoration. At our facility, we itemize and catalog each of your items in our electronic tracking system. This technology allows us to note detailed info for each item as we process and securely store your belongings until the work in your home or business has been completed. For electronics, we test all switches, ports, and buttons for full functionality. For high-end and intricate art, we consult with an experienced art conservator as necessary.

Once you notify us that you are ready for delivery and select a convenient date, we will deliver the items to you and place them in their original location in your home or wherever you choose. Our inputting, tracking, and storage system assures the accurate location of your items at all times and allows you the flexibility to retrieve a particular item, if the need arises, prior to our final delivery.

When will we see you again?

If approved by your insurance adjuster, when we pick up your items, we will ask you to select enough clothing and the most necessary electronics to provide for your family's needs for two weeks' time. This is called a "rush order" and it will be processed and delivered back to you within two business days. If you will be staying in your home while it is being worked on, you also will want to include bedding in your rush order. Your expected rush delivery date is:

What about the rest of my items?

The rest of your belongings will be returned to you when you and your home or business are ready for them. We will keep them in secure, climate-controlled storage for you for as long as necessary. Please call us for delivery 2-3 business days before you would like your belongings returned to you.

Can I come in and view my items?

Of course you can. Please call us to make a viewing appointment so we can best serve you by having everything ready to look at in one location.

What types of items can be restored?

All of your clothes, kitchen appliances, bedding, rugs, audio/video equipment, computers, collectibles (e.g. pottery, antiques, coins, baseball cards), leathers, suedes, furs, draperies and other window treatments, power tools, tablecloths, napkins, towels, desktop electronics, wall art, down pillows, hats, belts, shoes, digital storage devices, photographs, and stuffed animals typically can be successfully restored to pre-loss condition.

Our staff is committed to meeting all of your expectations. If you have any questions, please call us. We will be glad to help you in any way possible. Your complete satisfaction is our ultimate goal. Thank you for letting us serve you.