

WAC 480-15-800 Customer complaints and claims. If a customer is not satisfied with the carrier's service:

(1) The carrier must provide the customer with all information and forms necessary to file a complaint or claim.

(2) The customer must file any and all claims for loss or damage within nine months from the actual delivery date. In the case of failure to make delivery, the claim must be filed within nine months after the originally scheduled delivery date.

(3) Claims must contain sufficient information to identify the property involved. A copy of the bill of lading must accompany the claim.

(4) The customer must pay all proper charges for the move prior to filing a claim for loss or damage.

[Statutory Authority: RCW 80.01.040, 80.04.160, 81.04.250, 81.28.040, 81.80.120, 81.80.130 and 81.80.290. WSR 08-02-049 (Docket TV-070466, General Order R-547), § 480-15-800, filed 12/27/07, effective 1/27/08. Statutory Authority: RCW 81.04.160 and 80.01.040. WSR 99-01-077 (Order R-454, Docket No. TV-971477), § 480-15-800, filed 12/15/98, effective 1/15/99.]