

## CONTENTS DISPOSAL AUTHORIZATION AND RELEASE OF LIABILITY

January 5, 2021 Update

### INSTRUCTIONS FOR USE

(This form is not to be given to customers.)

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**Introduction:** The Contents Disposal Authorization is an important part of project documentation. It should be accompanied by proper photo-documentation. It is not a substitute for good verbal communications and agreement with the customer and adjuster about the restoration and salvage of the property.

**Presentation:** Disposal of one's treasure is a sensitive subject. Have a candid conversation with the customer about the cost to restore items, but show respect for sentimental value. Tell the customer you cannot dispose of property until you are released from responsibility for the property. Reach a meeting of the minds with the customer about the best outcome for the contents and do not dispose of anything without written authorization and a release of liability (unless the property has been abandoned). Do not dispose of abandoned property without first seeking a consultation with a qualified lawyer.

**Execution:** Do not ask the customer for authorization to dispose of property the customer has not inspected. Do not dispose of property without creating thorough photo-documentation. Fill in every blank on the form (use "n/a" where the subject matter is truly inapplicable). Consider numbering each item on the list and including the number in each photograph (for example, on a dry erase board). Get the customer's initials on every page.

Be sure to check the box for “Customer” or “Customer’s Agent” *before* requesting the signature. Do not expect the customer or agent to check one of the boxes. You have a number of options if the customer or agent refuses to sign, based on the circumstances; call Cross & Associates at (760) 773-4002 to discuss your options.

### **WE ARE HERE FOR YOU**



*Cross & Associates provides broad-based legal and consulting services to the cleaning and restoration industry. Please call (760) 773-4002 or email [Contracts@EdCross.com](mailto:Contracts@EdCross.com) for help with collections, customizing your contract forms, litigation and for all your legal needs.*