

CASE HISTORY



CHAIR RESTORATION PROJECT PROVIDES POLICY HOLDER OPPORTUNITY TO SAVE CHERISHED SUITE

It's not just the cost of replacing a single item that needs to be considered when reflecting on whether an article should be restored or replaced.

The item is often part of a set of furniture whereby a single part of it cannot be replaced, consequently the replacement cost could incur the cost of a whole new suite.

This was the case for this policyholder when an escape of water damaged one of their chairs, leaving highly visible water marks on the fabric.

The chair was part of a set of which the policy holder was particularly fond, so did not want to lose one of the items and have to replace the entire suite.

The DisasterCare team from Brighton expertly restored the chair at their Restoration unit, back to pre-incident condition.

DisasterCare were instructed by Sedgwick Loss adjusters on behalf of NFU Mutual, the UK's leading rural insurer. They believed that the chair could be restored providing the policy holder great comfort and saving their much loved suite.

All parties were delighted with the end result and the chair was returned to the grateful policy holder. Steve Hayes, the Loss Adjuster on the project from Sedgwick International UK, was full of praise for the DisasterCare service: - *"Fantastic service as always!"* he commented.