HOW TO FILE A DAMAGE CLAIM





GO TO CLAIM FORM

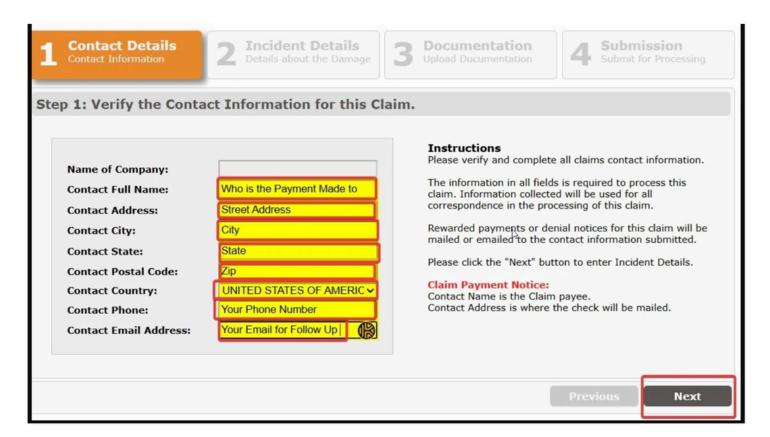


Important To Know:

- Hosts have 14 days to open a claim and 45 days to finalize the claim.
- If a claim is approved, Rental Guardian track payments through the contact details please make sure all information is entered correctly.
- All damage claims must have at least one photo of damage and one invoice showing paid.

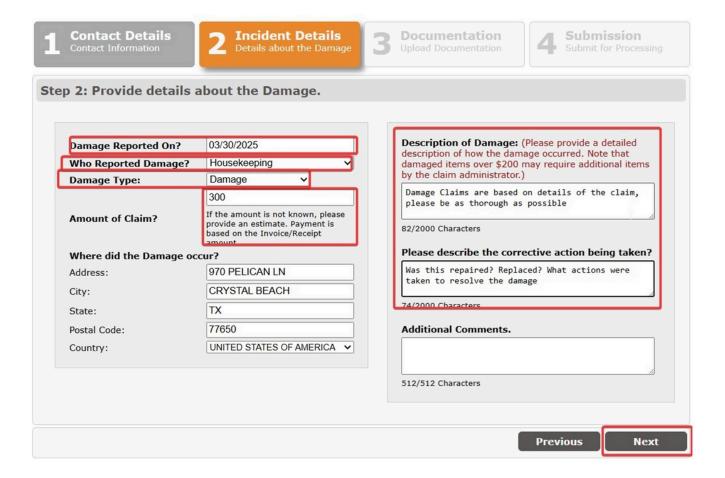
Step 1. Contact Details

This is a very important first step, as this is where your payment goes to if your claim is approved. Shore Summer Rentals will stay in greyed area at the top, the rest of the information is for you to fill out.



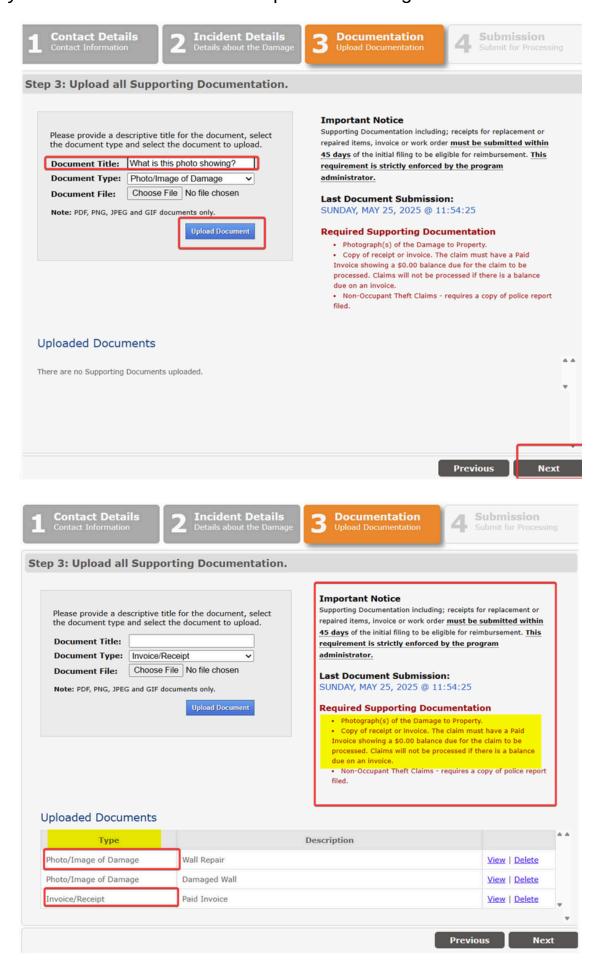
Step 2. Incident Details

This step you will want to fill out important information such as the day the damage was reported on, who reported the damage, (it is a drop down box to choose from) damage type and the estimated amount. If you don't know the estimate please use 1.00. You will also want to include all details of your claim and any corrective action such as repair/replacement that you took to fix your damaged item(s).



Step 3. Documentation

Our system only accepts PNG, JPEG, PDF or GIF. Please note our system will not place your claim IN REVIEW until a photo of damage and an invoice are uploaded.



Step 4: Complete your claim submission!

Simply put in your initials, check mark the box and click submit!

