



## INSTRUCTIONS FOR SHIPPING GAS GRILL/PROPANE TANKS

Thank you for choosing to send your evidence to DPI for inspection.

DPI works with carriers nationwide to pick up and transport evidence to our facility. Please follow the instructions below on how to prepare and ship your evidence to DPI.

- While at the loss location, photographically document the loss from all angles.
- If grill components, or grill/tank installation, may have contributed to the loss, please secure the grill and propane tank for inspection.
- Be sure the tank is **empty**. If you have questions or concerns about gas being in the tank, please contact your local gas company to have a representative empty the tank and certify it as empty.
- If the tank cannot be emptied, contact UPS (800-742-5877) or FedEx (1-800-463-3339) for the location of an authorized hazardous material shipping agent.
- Please leave the evidence intact. Do not disassemble.
- Call DPI's Customer Service Department for a quote or shipping cost comparison to see if we can save you money on shipping your propane tank. If you chose to have DPI facilitate the transport of your evidence, you will be contacted by our authorized carrier to schedule a time for pickup of the evidence.
- If you choose to send the evidence to DPI without our transport assistance, please call DPI's Customer Service Department and request a shipping label & instructions to guide you through the packaging and shipment of your item.
- When possible, please include the following items with your claim submission or email to [customerservice@dpi-inc.com](mailto:customerservice@dpi-inc.com) to be added to your file:
  - Copies of any instruction manuals and receipts for the grill and tank
  - A copy of the photos from the loss scene
  - A copy of the Fire Department report or Cause & Origin Investigator report
  - A copy of the homeowner narrative describing the events leading up to, and during, the loss.
- For any other questions or concerns, please contact DPI's Customer Service Department at 1-800-865-6220.