

Arta Transit Insurance Claims Process

Arta claims department can be reached at claims@arta.io.

In the rare and unfortunate instance that a claim needs to be filed, Arta aims to make the experience as efficient and straightforward as possible. We process all claims in-house, so you will be speaking directly with a member of our team.

Arta Transit Insurance is an “all risks” policy that covers restoration and repair, not just claims for total loss, intending to preserve these one-of-a-kind items.

Filing a damage claim

Claims should be filed for damage or other conditions, loss, or non-delivery. Claims should be reported as soon as possible, and in any event, **within seven (7) days of delivery**. Claims submitted after this time are subject to review.

When submitting a claim, include:

3-5 clear, in-focus images of the entire object and the condition

2-3 images of the packaging (interior and exterior)

A description of the issue

Arta shortcode, reference, or tracking number

Do not discard of the object or packaging until Arta has coordinated repair, appraisal, or disposal. Arta and/or the applicable insurer might require additional documentation and potentially a site visit to evaluate the object’s condition. Arta may also schedule transportation to move the object(s) for restoration or disposal.

If determined a total loss, Arta may request the person in possession of the object(s) to fully destroy the damaged object per ARTA’s instruction/specifications and provide an image as proof, or have Arta source a salvage company to collect damaged object for disposal.

Claims can take 4 to 8 weeks to resolve. During this time, there will be an investigation, documentation, possibly restoration or disposal, and payout processing.

Lost Shipments

Transit Insurance can also cover total loss in the cases of non-delivery. Lost shipment investigations can take **30 days**. After completing the investigation, the shipment will be deemed lost, or if found, delivery will be completed.

Customers are responsible for cooperating with Arta’s and/or the applicable insurer’s claims investigation, including but not limited to surveying the objects after delivery, speaking with facility staff, and confirming with other individuals on site. ARTA can request proof of these efforts as part of our investigation.

*Arta reserves the right to decline a claim based on our terms, conditions, and exclusions. To read more, visit <https://arta.io/legal/insurance/>.**

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