



United States
General Accounting Office
Washington, D.C. 20548

Office of the General Counsel

B-249459

September 23, 1992

Aalmode Transportation Corp.
1225 Gardner Road
Broadview, IL 60153

Attn: Kevin Spealman, Claims Manager

Gentlemen:

This responds to your appeal of our Claims Group's settlement (no. Z-2865092-11) denying Aalmode a refund of \$85 from the \$150 the Navy set off against the carrier for damage to a Navy member's dining room table.

The amount of the set-off represents the cost of refinishing the table top. Aalmode, however, has claimed that refinishing was unnecessary, and has provided a statement by a furniture refinishing company that the table could have been touched up for \$65. Our Claims Group rejected that argument, which you reiterate in requesting further review.

We affirm the settlement. The record includes a repair estimate to support the need for refinishing, as well as a Navy inspection report stating that "just to touch-up is not appropriate." A shipper has no obligation to use the repair firm or method chosen by the carrier. See Paul Arpin Van Lines Inc., B-213841, Sept. 18, 1984; Allied Van Lines, Inc., B-182696, May 20, 1977.

Sincerely yours,

Robert H. Hunter
Associate General Counsel

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DIGEST

An owner of household goods damaged by a carrier is not required to use the repair firm or method selected by the carrier.