

PERSONAL & COMMERCIAL PROPERTY EVALUATIONS

# RESEARCH & REPLACEMENT GROUP, INC.

SERVING INSURANCE COMPANIES COAST TO COAST



# RESEARCH & REPLACEMENT GROUP, INC.

800.891.9514 - 678.455.7070

888.891.3434 - 678.455.7272 (Fax)

[www.RNRGroup.com](http://www.RNRGroup.com) or [Info@RNRGroup.com](mailto:Info@RNRGroup.com)

## PERSONAL AND COMMERCIAL PROPERTY REPLACEMENT

- Diamonds (.50 cts and up lab certified)
- Custom & Fine Jewelry
- Colored Stones
- Watches
- Coins & Collectibles
- China & Silverware
- Crystal & Stemware
- Sterling Silver
- Motorcycles & ATV's
- Commercial Business Machines
- Computers & Electronics
- Tools & Machinery
- Firearms
- Appliances
- Lawn Equipment
- Photography Equipment
- Musical Equipment
- CD's & DVD's
- Video Games & Equipment
- And Much Much More

## IF IT IS OUT THERE, WE CAN GET IT!!!

- Jewelry Salvage Available
- Graduate Gemologists (GIA) on Staff
- Jewelry Showroom

**PHONE QUOTES AVAILABLE!!**



# OUR SERVICES

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- A2 (Adjuster Assistance Service)
- Audit Evaluation Report
- Contents Evaluation Service
- Contents Transcription
- Contents Replacement Service
- Jewelry Evaluation Service
- O.P.A.L. Service (Onsite Processing Assisted Laptop)
- Jewelry Salvage Service
- Payment Tracker with Receipt Reconciliation

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## RELAX - WE CAN HANDLE IT FROM HERE

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### POLICY HOLDERS

- Tailored Service for Each Individual
- Multiple Claims Submission Formats (Handwritten, Digital, In-Home, & Phone)
- Custom Designed Jewelry
- Time Savings
- Less Stress + Less Research + Less Shopping = Less Headaches
- Combined Service Record of Over 100 Years
- Customers Walk Away Feeling More Than Satisfied

## HOME FIRES & LARGE LOSS REMEDIATION



## JEWELRY

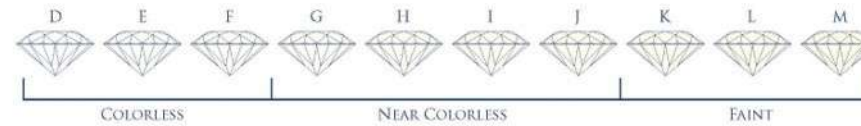
With G.I.A. Graduates on staff, you and your insured can be confident they are working with knowledgeable and honest people in the diamond business. R&R Group can cover all your jewelry needs such as custom designed rings, loose diamonds, watches, necklaces, earrings and more.

We work with wholesalers all over the world, so you can be sure you are getting the best replacement price. PLUS, free appraisals come with all replacements!

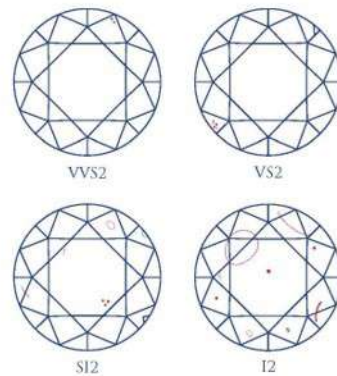


# 4C'S OF DIAMOND QUALITY

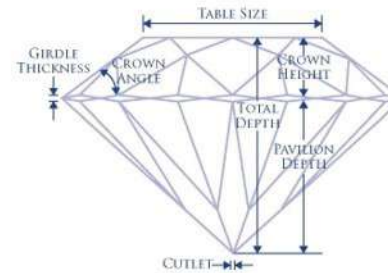
## COLOR



## CLARITY



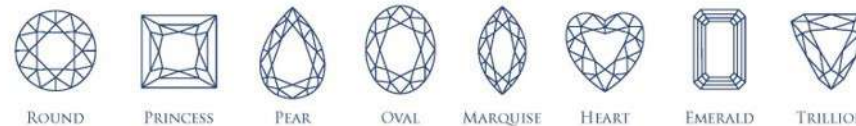
## CUT



## CARAT WEIGHT



## SHAPES





# SALVAGE

Our salvage program has proven to be very beneficial in the settlement of jewelry claims. Whether it is a damaged piece of jewelry or a lost item that has been recovered, we can help!

**We will salvage your Diamonds,  
Colored Stones, Gold & Watches**



# ELECTRONICS

R&R Group covers all of your insured's electronic needs, from iPod's to HDTV's. You can be confident that you will receive the best pricing available and your insured will get the most recent LKQ in the market today.

- Electronics shipped directly from the Manufacturers and Distributors
- HDTV's, Cameras & Equipment, Computers, Telephones, iPods, Speakers, etc.
- Electronics Specialists on hand to answer any questions you may have



RESEARCH & REPLACEMENT GROUP

# COMPUTERS & SOFTWARE

Our staff of experts matches equivalent replacements for your customers. You can rest assured that the Computer, Laptop, or Server is the LKQ product that your insured originally owned. With as little as a brief description or a model number and a few simple questions, our experts can easily figure out the replacement for nearly every major brand.

Whether it is an off-the-shelf or a custom build, we can replace it. Besides computers, we can also replace your customer's software and accessories. Everything from a little flash drive to high-end corporate statistical software, if it is computer related we can get it.





## CD's, DVD'S & VIDEO GAMES

Our Replacement Specialists can replace all of your policy holder's Movie, Music and Video Game collections. We have replaced anywhere from a single DVD/CD to a collection of 3,500+ DVD/CD's. Our Specialists have access to all of the major video gaming systems and games. In addition to DVD's, CD's and video games/consoles, we can also replace your customer's full size arcade games, juke boxes and accessories. If it has to do with music, movies or video games, we can replace it!



# APPLIANCES

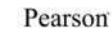
We can replace most major brands of appliances ranging from large commercial stove tops to simple electric hand mixers. Our Specialists will even make arrangements to have large appliances hand delivered and installed.

Even if the item was destroyed, a few short simple questions from our replacement specialists will determine the correct replacement product for your insured.



# FURNITURE & HOME ACCESSORIES

R&R Group is one of the only replacement companies to offer furniture replacement. We have access to numerous manufacturers. Your insured is able to virtually design their furniture from start to finish on-line or with one of our Replacement Specialists. All of our furniture replacement services include our exclusive White Glove and Home Set-Up Services.



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# CHINA, CRYSTAL & STERLING SILVER

R&R Group has the resources available to replace your client's cherished crystal stemware to their most treasured timepieces and everything in between. Our Replacement Specialists work closely with your insured to carefully determine the specifics of their loss, and research all of the replacement options available. Fine China, Antique Silver and even the most hard to find porcelain collectibles can be replaced at our very competitive pricing.

ONEIDA



MIKASA



REED & BARTON





# TOOLS

From industrial power tools to your everyday hand tools, R&R Group can replace all the major brands for your insureds and have them shipped directly to their door.

With our superior customer service and outstanding competitive pricing, you will be glad you chose R&R Group.

- Industry leading manufacturers & distributors
- Trade tools such as Electrician, Plumber, Carpenter & Specialty tools
- All replacement tools are brand new and come with manufacturer's warranties
- Not sure if we carry it? Give us a call!!
- Experienced tool experts on staff

**DEWALT**

*MaKIta*

Estwing

Lufkin

**BOSCH**

**ARMSTRONG**  
INDUSTRIAL HAND TOOLS

*Milwaukee*

**STANLEY**

*Snap-on*

**CRAFTSMAN**

**DREMEL**

**Chicago**  
Pneumatic

**Paslode**

**MATCO**  
TOOLS

**MAC**  
TOOLS

**KLEIN**  
TOOLS

**IR**  
Ingersoll Rand



RESEARCH & REPLACEMENT GROUP

# OUTDOOR EQUIPMENT

Lawn and power equipment from small homeowners' lawn mowers to large commercial tractors, we can replace it all.

We will accurately determine the correct replacement equipment for your insured and have it delivered to their front door.

- **Commercial Items** - Large Tractors, Bobcats, Backhoes, Portable Saw Mills, Professional Chainsaws, Professional Lawn Equipment, Generators, etc.
- **Homeowners Items** - Lawn Tractors, Push Mowers, Snow Blowers, Tillers, Hedge Trimmers, Shovels, Rakes, Ladders, Blowers, Chainsaws, Line Trimmers, Generators, etc.



## MISCELLANEOUS ITEMS

With R&R Group's tremendous purchasing power and connections to almost every industry we have the ability to replace most items.

- Dirt Bikes
- Guns and Archery
- Sporting Equipment
- Musical Instruments
- Industrial Equipment
- Restaurant Equipment
- Shop Equipment
- Artwork
- Furs
- DJ Equipment
- Golf Equipment
- ATV's and UTV's
- Golf Carts
- Motorcycle Equipment
- AND MORE !!!

JUST GIVE US A CALL AND LET R&R HANDLE IT ALL!!!!



# "YOUR COMPLETE REPLACEMENT SOURCE FOR PERSONAL & COMMERCIAL CLAIMS"

- APPLIANCES  
(STOVES, REFRIDGERATORS, ETC.)
  - AUDIO EQUIPMENT  
(HOME & CAR AUDIO)
  - MUSIC CD'S  
(COMPACT DISCS)
  - COLLECTIBLES  
(BARBIES, MAGAZINES, RUGS ETC.)
  - COLORED STONES  
(GENUINE SAPPHIRES, EMERALDS, RUBIES, ETC.)
  - CRYSTAL  
(LALIQUE, WATERFORD, ETC.)
  - DIAMONDS  
(.50CTS AND UP ARE ALL CERTIFIED DIAMONDS)
  - EARTH MOVING EQUIPMENT  
(CASE, CAT, ETC.)
  - FLATWARE  
(REED & BARTON, WALLACE, ETC.)
  - GOLD  
(NECKLACES, BRACELETS, EARRINGS, ETC.)
  - JEWELRY  
(CUSTOM & CAST MANUFACTURED)
  - LAWN EQUIPMENT  
(COMMERCIAL GRADE AND RESIDENTIAL  
GRADE)
  - MOTORCYCLES  
(YAMAHA, HONDA, ETC.)
  - MOVIES  
(DVD, BLU-RAY, VHS, ETC.)
  - MUSICAL EQUIPMENT  
(BAND & HOME STUDIO, ETC.)
  - OFFICE EQUIPMENT  
(COMPUTERS, COPIERS, ETC.)
  - PHOTOGRAPHY EQUIPMENT  
(NIKON, CANON, ETC.)
  - SPORTING GOODS  
(GUNS, ARCHERY, ETC.)
  - STEMWARE  
(WATERFORD, LENOX, ETC.)
  - TOOLS  
(SNAP-ON, MAC, MATCO, CRAFTSMAN, ETC.)
  - WATCHES  
(ROLEX, CARTIER, SEIKO, ETC.)
- AND MUCH MORE!!!!

- ☎ GIVE US A CALL : 800.891.9514 OR 678.455.7070
- ✉ SEND US A FAX : 888.891.3434 OR 678.455.7272
- 🌐 SEE US ONLINE : [WWW.RNRGROUP.COM](http://WWW.RNRGROUP.COM)
- ✉ SEND US AN E-MAIL : [INFO@RNRGROUP.COM](mailto:INFO@RNRGROUP.COM)





# Research & Replacement Group

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www.RNRGroup.com • e-mail: Claims@RNRGroup.com

Date: \_\_\_\_\_ # of pages: \_\_\_\_\_ Claim/Policy #: \_\_\_\_\_

E-mail: \_\_\_\_\_ @ \_\_\_\_\_

E-mail: \_\_\_\_\_ @ \_\_\_\_\_

Adjuster		
Insurance Company		
Address		
City	State	Zip
Phone #	Ext.	Fax#

Policy Holder		
Address		
City	State	Zip
Home#	Work# (Mr., Mrs., or Ms.)	Ext.
Contact (Mr., Mrs., or Ms.)		

*(Check all that apply)*

- ☐ Date of Loss: \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- ☐ ACV Policy with Replacement Cost Option
- ☐ ACV Policy
- ☐ Okay to Contact Insured?
- ☐ Replacement Approval:  
(I authorize Research & Replacement Group to replace the merchandise requested by our insured.)
- ☐ Deductible of \$ \_\_\_\_\_ will apply to the item(s) listed.
- ☐ Deductible will be taken from other items.

*(Check all that apply)*

- ☐ Property Limits \$ \_\_\_\_\_
- ☐ Advance Payments \$ \_\_\_\_\_
- ☐ Jewelry Scheduled ☐ Appraisal
- ☐ Jewelry Unscheduled
- ☐ Per Item \$ \_\_\_\_\_
- ☐ Limit Total \$ \_\_\_\_\_
- ☐ Payment Tracker
- ☐ Audit Report
- ☐ Obtain Signed Authorization with Replacement

Special Remarks or Comments:



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