

Case Study

How a Restoration Company:



Avoided \$625k of liability



Increased their efficiency
& protected their margins



Turned the homeowner
into a raving fan!



THE GENERAL MANAGER

Robert is the GM of a well known disaster restoration company. As with most GM's, his main focus is on making operations run smoothly, and achieving a decent margin on every job he can. He also has an ethic of creating happy customers that provide referrals and positive reviews of his company.

THE CONTENTS MANAGER

Jeanine is the Contents Manager that works under Robert. She has been in the business long enough to have seen just about every type of headache you can run into on a job. She had called in Mumford Restoration before to restore items that were too damaged to clean, and began to recognize us as a resource she could turn to for items and situations that were outside the scope of a normal job.



25 Delicate vases



14 Art pieces



Quote from Jeanine: "I was overwhelmed with the idea of transporting and storing the number of delicate items that our team was not experienced in handling; coupled by the fact they were very high-value antiques made the job even more daunting. I knew Mumford Restoration had extensive experience with delicate art and antiques so I asked them for help"

BACKGROUND

One day, Jeanine responded to a jobsite in a high-end neighborhood, and as soon as she walked through the front door, she told her team "stop whatever you're doing, and step outside".

The homeowner had an antique Japanese art collection worth nearly a million dollars, including many hand-painted vases from the 1800's valued at \$25k each.

Jeanine sensed a liability nightmare. Her mitigation team was pressuring her to get the contents out of the way so that they could effectively do their work, but she knew that if she didn't handle this correctly, they could lose far more on this job than they could ever make.

She decided to call Mumford Restoration.



WHAT DID MUMFORD RESTORATION DO?

Our team met Jeanine at the client's home—we reviewed each piece and talked with her client about our experience and process, assuring the client that she was in very capable hands. For the pieces that could be restored, our specialized logistics team carefully moved all 39 pieces to our location. Within 4 hours, all the art was out of the way, and Jeanine was able to continue packing out the house so that the structure could be restored.

Quote from the Client: "Jeanine's team was great, but I must say I was extremely anxious about my art pieces. When Mumford Restoration arrived and was able to talk to me about their process, it became clear that they knew what they were doing and that they were familiar with handling pieces like mine. My anxiety level dropped significantly, and I was able to focus and make decisions on other aspects of my claim because I knew the art collection was taken care of. And frankly, my trust in Jeanine increased as well - many companies just try to push through these types of situations even when they know they are out of their depth, and end up damaging pieces."

Quote from Jeanine: "The peace of mind knowing that my client's precious pieces would be handled with kid gloves and expertly restored was priceless. These are the kind of jobs that keep you up at night - and I never had to touch one piece of art!"

Our Art Restoration team evaluated each piece and determined the best approach to restore the client's fine art and antique vases to their pre-damage condition. We worked directly with the insurance company and submitted a restoration claim for \$30k, apart from the claim of the restoration company.

THE RESULTS ROBERT & JEANINE ACHIEVED

- Our team took responsibility for all 39 items—we transported them, stored them, restored them, and delivered them back to the client, placing each piece in its original location prior to the damage and properly hanging all the delicate art where it belonged within the home.
- She eliminated her liability for the \$625k vases while optimizing her storage space.
- Mumford Restoration dealt directly with the client and the insurance company so her team could focus on what was important—saving time and resources.
- The adjuster was beyond relieved that he avoided a potential payout of \$625K if the art could not be restored, or if it was damaged or broken by improper handling.
- The homeowner was elated, and says she would never work with anyone other than Robert and Jeanine and would recommend them to anyone.



Quote from Robert:

“From a GMs perspective, seeing how fluidly this aspect of the job unfolded and the expertise of Mumford Restoration taught me a lot about our approach to vendor relationships.

The quality of the vendors we work with can make a significant difference in our outcomes, our margins, and our customer’s satisfaction. Rather than choosing vendors ad-hoc like we’ve always done, we’re going to approach them with an eye on expertise, results, and impact to our team.”



What to hear more about what our client’s have to say? Scan this QR to hear directly from a family we helped after Hurricane Florence.



MUMFORD RESTORATION

- FIRE, SMOKE, & WATER DAMAGE
- HISTORIC RESTORATION & PRESERVATION

About Us: Mumford Restoration has over 100 years of combined experience in the period-correct identification, repair, and restoration of sentimental furniture and antique pieces. We partner with Fire & Water Restoration companies to provide restoration and repair expertise when their customer’s treasured pieces are damaged beyond cleaning.



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