



THE CHICAGO
CONSERVATION
CENTER

When, How and Why to Use the Services of The Chicago Conservation Center

Overview of The Chicago Conservation Center:

The Center is the largest art restoration company in the country with trained experts from around the world. We have been in business for 24 years and the CEO has been with the company for 18 years.

Services provided by The Chicago Conservation Center:

The Center is a national service provider for the conservation and restoration of:

- paintings
- murals
- works of art on paper
- rare books
- photography
- textiles
- frames
- sculptures
- antiques
- gilded objects
- fine furniture
- collectibles
- memorabilia
- heirlooms
- and unique items

We also provide:

- consulting services
- on-site examinations
- collection surveys
- disaster response
- triage

- packing
- transportation
- installation
- custom framing

Where do we work?

- Our primary restoration laboratory is 730 North Franklin Street, Chicago, Illinois 60610. We also have a second location in Chicago that specializes in fine furniture restoration.
- The Center offers services nationwide.
- All items requiring treatment are shipped or picked up and delivered to our primary location in Chicago.

How fast can CCC be there – or how does one get items to CCC?

- During business hours, please call us at 1-800-250-6919. Our shipping and transportation process is simple and efficient.
- In an emergency, please use our 24-hour emergency number: 312-543-1462.
- To assist with large claims of 25+ items or exceptionally valuable collections, we can be on-site anywhere in the country within 24 hours.
- For most locations in the Midwest, The Chicago Conservation Center team can arrive the same business day.
- We use alarmed, air-ride, temperature, and humidity controlled trucks.
- Our in-transit coverage is \$1.25 million; in-house coverage is \$5 million
- For smaller or less valuable claims, we are able to assist with alternate shipping arrangements.
- If assistance is needed to determine whether items should be shipped, send us a photograph at info@chicagoconservation.com

What will CCC ask when one calls about a claim?

- Insurer's contact information
- Insured's contact information
- Claim number
- To whom our report will be sent
- Name of on-site contact
- Type of damage
- Number of damaged items
- Inventory of items (including size, artist and medium when available)
- Number of over-sized or heavy weight items
- Established value of collection (if available)
- Type of insurance (contents or rider)
- Stability of items
- Toxic or environmental concerns

- Other situation-specific questions, if needed

How long does it take to get a treatment proposal from The Center and what is included?

- Each item is thoroughly examined by our expert conservators.
- A report is prepared listing condition, treatment recommendations, cost, and time involved.
- A summary page is included, with a break-down of fees related to the claim and an average cost per item.
- The average treatment time for 50 or less items is two months.
- Upon request, we can offer "rush" services, if given advance notice.
- Items can be stored on our secure premises (per item charge) if necessary.
- For claims totaling over \$5000, a 50% deposit is required, with the balance due prior to return delivery.
- For claims less than \$5000, payment in full is required prior to return delivery.

When should the Chicago Conservation Center be involved?

- When dealing with an insurance claim that has art-related items, and a strategy is needed to proceed
- When authentication of the medium or artist of the insured's items is necessary
- When determining restoration versus value
- When differentiating between claim-related and pre-loss damages
- When settling a claim and the possibility of salvage exists
- When determining whether immediate triage will mitigate the claim ratios
- When determining the "do's and don't" on the site of a art-related claim
- During the loss determination process
- When determining restoration costs
- When additional research and documentation is necessary
- When a comparable bid for restoration or conservation is needed
- When preventative techniques or advice is necessary
- To assist with storage or transportation questions
- If a restoration firm suggests rapid drying techniques
- If a restoration firm causes further damage
- To provide fair documentation and support

What kind of additional information can The Chicago Conservation Center provide?

- Art related action steps and/or resource suggestions
- Standards of ethics and best practices for our industry
- Proper temperature and humidity controls for a type of art

Contact The Chicago Conservation Center

Telephone: 1.800.250.6919

Email: info@chicagoconservation.com

Please visit our website at www.chicagoconservation.com