



HOUSEHOLD GOODS MOVING TIPS

1-855-HHG-MOVE (444-6683) or email: householdgoods@navy.mil

Customer website: <https://www.navsup.navy.mil/household>

NAVY SHIPPING EXTENSIONS (as of Apr 2025)

Timelines:

- ❖ Retirees have up to 3 years to perform their final move from their official retirement date
 - ❖ If after 3 years, you will need to request a shipping extension – see below
- ❖ Separates have 180 days from their official SEPARATION date to perform their final move.
- ❖ **NOTE:** By law, Non-temporary storage (NTS) at government expense is limited to a maximum of 1 year for retirees and 180 days for separates from the active duty termination date.
- ❖ **Retirees:** Entitled to a final Home of Selection (HOS) move. HOS may be anywhere in the United States, or the member's Home of Record (HOR) or Place Entered Active Duty (PLEAD) outside the United States from which the Service member was initially called or ordered to active duty. Any other location could result in excess cost to member.
- ❖ **Separates:** Entitled a Home of Record (HOR) or Place Entered Active Duty (PLEAD) move, whichever distance is greater. Any other location could result in excess cost to member.

Navy members may send extension requests of shipping entitlements for medical or educational purposes to NAVSUP HHG Entitlements Team at navsuphhgshippinge@us.navy.mil.

Documents needed:

- ❖ **Education:** (does not apply to dependents) include orders, DD Form 214 and a statement on official school letterhead describing the program of study with begin date and projected completion date. Signed cover letter from member indicating the reason for the extension and how much additional time needed (minimum time required).
- ❖ **Medical:** requesting extension for inpatient or undergoing treatment at a hospital, must be supported by a final set of orders, DD Form 214 and a statement on letterhead from the attending physician stating “the nature of treatment that prevented the member from moving” along with start date and projected/actual completion date. Signed cover letter from member indicating the reason(s) for requesting the medical extension and how much more time (minimum) is needed.

All Other Deserving Cases go to CHNAVPERS N130C, Military Pay and Compensation Policy, at nxag_n130c@navy.mil.

Documents needed:

- ❖ Signed justification cover letter by member explaining the event(s) that prevents moving to their authorized location within the specified time limit.
- ❖ Retirement/Separation Orders (include all modifications).
- ❖ DD Form 214.
- ❖ Any miscellaneous supporting documents to support justification.



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