













CLAIMS PROCEDURES



Packing & Labeling

-  Adequate packaging should always be used to protect your merchandise from the normal handling and vibrations experienced during transportation.
-  Separators should be used as internal packaging on fragile commodities.
-  Corner and edge protectors on shrink-wrapped skids should be included to protect cartons during the transport movement from rubbing due to surrounding freight.
-  Shippers should ensure that all cartons, skids and pieces are properly labeled showing the name and address of the shipper and consignee.
-  If repack cartons are used obliterate old markings.
-  Packaging should be sealed with quality tape, strapping and/or fasteners.

Delivery

-  All shipments should be thoroughly checked at time of delivery. The receiver must count and sign for the number of pieces received against the carrier probills, not against the packing slips and purchase orders. If pieces are missing in relation to the pieces billed on the National Fast Freight delivery bill, then the number of pieces short should be noted on the delivery bill and what is short should be itemized.
-  The condition of each package should be examined at the time of delivery, to see if there is any indication of loss or damage. If any loss or damage is found then the contents should be examined in the presence of the driver and exceptions noted on the delivery receipt (p.o.d).
-  Shipments should never be received as subject to Inspection or recount. This notation constitutes a clear delivery; you must note any exceptions at the time of delivery.
-  Cartons in apparent outward good condition should not be opened at the time of delivery. Just as the carrier accepts freight from the shipper based on the outward condition of the goods, the consignee should also view the condition on arrival and sign the POD accordingly.

Procedures for Exceptions

-  If shortage is noted then a claim should be filed, however a call to the delivery branch for a dock check immediately may locate the piece quickly.
-  If damage or pilferage is noted at time of delivery or concealed damage is found after delivery, immediately call the delivering carrier's office. Notify them of the damage and request an Inspection.

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- All packaging and contents must be kept so that a qualified carrier's representative has the opportunity to examine the goods and packaging to verify the damage or loss and determine the cause. This procedure must be followed even if the damage was noted on the delivery receipt.

Salvage

- At time of inspection, arrangements may be made to pick-up the salvage. If a carrier pays the full value of the claim then they are entitled to receive the damaged goods, no matter what the condition. If it is anticipated that the carrier will pay the claim in full then goods cannot be disposed of without the carrier's written approval.
- Alternately, the carrier may request an allowance in lieu of the salvage.

Filing a Claim - Domestic

- Once it is established that a claim is to be filed then the carrier should be notified. If the claim is not going to be filed within 60 days then Intent to Claim should be faxed to the carrier.
- **A claim may be time barred if Intent to claim is not received within 60 days of delivery.**
- Claims should be filed as quickly as possible to eliminate the possibility of a claim being time barred. This will also allow the carrier the opportunity to investigate the claim while the facts are still current.

Documentation - Domestic

- Each claim must be handled on it's own individual merits and as such must be filed separately. Included in your claim should be:
 - A copy of the signed bill of lading,
 - A statement of claim showing exactly what is being claimed for and the dollar value being claimed.
 - A copy of the original supplier's invoice verifying the value at time and place of shipment.
 - A copy of the inspection report when claiming for damage.
 - A copy of the signed proof of delivery covering the shipment being claimed against

Value of Goods - Domestic

The maximum extent of carrier liability is limited to the value at time and place of shipment. If no valuation is declared the limit of liability is \$2.00 per pound. It is important to realize that a claim is an assertion of liability from one party to another. Carriers are required by law to conduct an investigation and settle claims on their own individual merits. As such, although a claim may be filed it cannot and should not be resolved until such time as an investigation has been initiated and liability has been established.

The practice of deducting claims directly from the freight bill is not an acceptable practice. In other words, freight claims and receivables are totally separate entities and should be totally independent from the other.

At times, claims are presented to the carrier for damages, which they feel, should be reimbursed. However, it is conceivable that the goods were transported at Owner's Risk conditions and as such the liability would be the responsibility of the shipper. In other instances it may be discovered that the damages/shortages occurred due to circumstances beyond the control of the carrier, i.e.: insufficient packaging, inherent vice of goods, short shipped from origin (consignee may be checking the shipment against their purchase order rather than the packing slips which accompany the shipment). Each of the above are not the responsibility of the carrier but also require research before they can be established.







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U.S. Shipments

Under the terms and conditions of the U.S. Bill of Lading, all shipments originating in the U.S. are subject to full and actual loss, unless specific conditions are stipulated on the Bill of Lading or by specific contract. As such it is important to obtain a copy of the bill of lading to assess your limitation of liability.

Filing a Claim - U.S.

 **In order to document a claim the following documentation is required:**

-  Statement of claim indicating the product being claimed which should include quantity, description and the extended amount.
-  A copy of the supplier's invoice to confirm the cost of goods as at time and place of shipment.
-  A copy of the relevant bill of lading
-  A copy of the Customs invoice to confirm duty, freight and applicable taxes
-  A copy of the inspection report if applicable.
-  A copy of the repair bill if applicable.

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