

How to file a freight loss or damage claim

Freight loss and damage claims while unfortunate, are something that has to be handled in a specific manner. Here are some guidelines to ensure a timely response to your claim.

First, save all delivery receipts and original shipping documents. Do not dispose of the salvage unless given instructions to do so. Keep all packaging materials. Take pictures.

Next, file your claim as soon as possible, but in no case later than 9 months after delivery (in the case of a total loss, use expected delivery date). Follow this link for a claim form. <http://www.networkfob.com/claimform.pdf> Send via US Mail.

Include these documents with your claim:

- Original invoice for the entire shipment
- Copy of the delivery receipt
- Copy of the original bill of lading from origin
- Photos of damage
- Copies of work orders and repair invoices
- Detailed statement of how the loss was calculated

In the meantime, remember that customers must reasonably mitigate the damage. By way of example, you couldn't leave a machine outside in the rain to rust or hire a \$5,000.00 air charter to ship a \$100.00 broken part.

Claims are to be acknowledged within 30 days. Carriers then have 120 days to investigate the claim. Within reason carriers may receive 60 days extensions on investigations.

Click this link to see common causes of carrier claim declinations and the history and law governing claims. <http://www.networkfob.com/claimprimer.pdf>