

# FREIGHT CLAIM POLICY AND PROCEDURES

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You should always check your delivery for shortages or signs of damage every time you receive a shipment. If you discover a problem, bring it to the driver's attention immediately. Always note all damage or shortage precisely before signing your freight receipt. Remember, the more precise your notation, the easier your claim will be to resolved. Freight Claims for damages will not be accepted after 48 hours of delivery

## **What to Expect:**

All shipments from Express Truck Lines, LLC will have a detailed bill of lading or delivery order with each shipment. Your freight receipt document will be clearly marked detailing the total number of pieces, cartons, pallets, etc. for your delivery.

## **For a Shipment Shortage:**

If you feel a part of your shipment is missing, count the pieces and check the number against what is indicated on your delivery document. Write a precise description of the shortage on both your copy and the freight carrier's copy of the freight bill. A precise description of the shortages or damages must be legible.

## **How to Have a Shortage Traced:**

Your note of a shortage on both copies of the freight bill acts as a written alarm for terminal personnel who will make every effort to locate your missing freight.

Before you make contact, be sure to have the following information available:

- Freight bill, House Airway bill or Airway bill number
- Billing date of the delivery receipt or freight bill if applicable
- Names and addresses of the shipper and consignee
- Number of pieces in the shipment
- Number of pieces missing
- Weight of the shipment
- Delivery Date
- Complete description of the missing pieces, including size, shape, color, etc...
- Any part number on the goods
- Any other information that you think would be helpful in identifying the containers or contents
- The Terminal Manager at Express will then begin locating your shortage.

## **For Visible Damage:**

If the freight show visible signs of damage, open them immediately to check the contents for damage. Ask the driver to inspect the contents with you. Write a precise description of the damage on both your copy and the freight carrier's copy of the freight bill prior to signing for the receipt of goods.

After the delivery, contact Express to help you determine if an inspection and formal written report will be required. If a claim must be filed, please request a claim form at this time. All claims for visible damage that are signed on both delivery receipts must be filed within 2 days of the delivery. The consignee should retain damaged freight until a possible claim is completely settled. Failure to keep damaged freight will void any freight claim with the carrier.

**For Concealed Shortage or Damage:**

As soon as possible after delivery, unpack and inspect your shipment. Should you discover a concealed shortage or damage, report it to Express immediately and request a claim form. All claims for concealed shortage or damage must be made to the carrier within 2 days of the delivery date. While you wait for the inspection, you must make every attempt to leave the containers and packing materials as they were when you first discovered the shortage or damage.

**What is a Claim?**

A claim is a written demand for payment by the owner of the shipment to the carrier for loss or damage occurring during transit.

**How to File a Claim:**

A claim and its supporting documentation are required to be filed within the allotted times of the delivery. Express Truck Lines, LLC will not pay a claim unless it is filed, in writing, within the allotted time of receipt. Remember that visible/concealed damage and shortages must be made within 2 days of receipt or no claim can later be filed.

Determine the dollar amount that accurately represents your shortage or damage. Note that the carrier states that you, as the owner of the goods, have a legal obligation to minimize the amount of a claim whenever possible. The carrier will recommend that you make the efforts to repair, discount, or salvage the damaged goods.

Collect the following documents to support your claim:

- A standard claim form or a letter identifying the shipment and the claim amount
- A copy of your invoice showing the amount paid for the material
- A copy of the packing slip
- A copy of the freight bill
- A copy of the bill of lading

Send your claim and all supporting documentation to Express for processing. Contact Express Truck Lines, LLC for more information regarding filing the claim.

Remember that you must retain all damaged material until the claim is completely resolved. In some cases, the carrier will notify you that they intend to pick up the damaged material. If you are not able to provide the material for the carrier, then the claim is denied.

**Carriers Limited Liability**

In consideration of carrier's rate for the transportation of any shipment which rate, in part, is dependent upon the value of the shipment, the shipper and all other parties having an interest in the shipment agree that the limit of carriers liability shall be the lesser of:

- (a) the amount of damages actually sustained or
- (b) which of the following is greater
  - The shipper declared value; or
  - \$.10 per pound multiplied by the weight of the entire shipment; or
  - \$50.00 per shipment.