

CLAIMS

Helpful Tips for the Best Freight Claim Outcomes

Claims must be submitted to the carrier **within 9 months** of delivery date or anticipated delivery date (for lost shipments).

- **Claims submitted after 9 months will not be processed** by the carrier and will be returned declined.
- **Ground shipment claims must be submitted within 60 days** of delivery or anticipated delivery dates.

Any damage or shortages should be **noted on the delivery receipt**.

- **It is the receiver's responsibility to inspect the shipment** at time of delivery and note any damages or shortages.
- **If not noted, the damage or shortage will be considered concealed**, and the carrier will most likely decline the claim as carrier liability cannot be established.
- If damage or shortage was not noted on the delivery receipt, the **damage/shortage should be communicated to the carrier as soon as possible** once it's discovered. The carrier is more likely to offer a settlement or partial payment if the exception was reported in a timely manner. Typically, this is within 5 business days of delivery.
- **Possible Damage or Subject to Inspection are not valid exceptions**. The carrier will not honor these statements as notations of damage.
- It does no harm to **notate damage** if there winds up not being any. It is better to notate it than not. When in doubt, simply writing Damaged is the best option.

All freight that is being claimed must be **held onto for the duration of the claims process**.

- Disposal of damaged freight prior to the conclusion of the claim is **grounds for declination** by the carrier.
- The carrier has the right to have the freight **inspected by a third party** or to **pick up the damaged freight for their own salvage value**.

The claimant is obligated to **mitigate the claimed amount down to the lowest amount**.

- This can be through **repair, rework, or reduced-sales cost**.
- **Repair costs** can be claimed and well as **labor costs** for reworking the product.
- Repair or rework **invoices should be included with the claim** to the carrier.