

# FREIGHT DISPUTES



## Dealing with Freight Charge Disputes

Freight shipping is all about managing variables and anticipating costs. But what happens when you are assessed unexpected charges that you don't think are correct? **You dispute the fee.**

IL2000 is here to manage freight disputes for you, but understanding assessorial charges can help you avoid and spot unfair fees from carriers. Here are charges to be aware of:

### Reweigh or reclass charges

Accurately determining your shipment's weight and freight class and including that information when getting a quote avoids the carrier charging for reweighing and reclassifying your freight. The burden of proof is on the shipper, so be precise with the calculations:

- When determining *weight*, don't forget to include all the packaging, including the pallet.
- When determining *class*, consider the density, type of packaging material, type of material the product is made of, type of crate, and intended use. (Read more in [One Sheet\\_Freight Classes](#))

**How to dispute:** file your dispute right away and include all relevant documentation, including:

- Original packing slip, purchase order and invoice
- Product spec sheets showing the shipping weight of the product, material composition and dimensions

### Liftgate fees

Liftgates are often necessary when your receiver does not have a loading dock to allow easy loading and unloading of the shipment. Carriers do not have to inform you beforehand and thus can charge a liftgate fee after the fact.

On the flip side, if your shipment needs a liftgate and you haven't included that information with the booking, the carrier may send a truck that can't handle the freight. This usually results in a liftgate fee, a re-delivery fee, and a delay in your shipment.

**How to dispute:** If you know a liftgate was not needed or believe the charge was in error, send proof, such as a delivery receipt or pictures of the loading dock at the pickup/delivery location.

### Residential or limited access fees

Carriers charge residential fees when delivering to a location where individuals reside, even when a commercial business operates out of the home. Limited access fees are applied for shipments picked up or delivered to sites with restrictions, such as not being open to the public during regular business hours, not offering standard loading docks, requiring extensive security-related inspections, or requiring small or specialized trucks.

To get an accurate quote, indicate residential and limited access requirements when preparing your shipment.

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**How to dispute:** If the carrier has considered a destination residential because the consignee is an individual rather than a company, you can dispute the charges by providing documentation or photos of the facility, roads and loading docks.

## Inside delivery area charges

Charges are imposed when drivers must deliver freight further than the "norm." This includes up a driveway, around a corner, and into a garage. The further the freight needs to be delivered (more than a few feet into a building, up stairs or into an elevator), the higher the charge.

To get an accurate quote, indicate inside delivery when preparing your shipment.

**How to dispute:** If the driver performed this service, this charge cannot be disputed. The carrier is not required to provide notification or get permission for inside delivery. To avoid unexpected charges, ensure you indicate if the shipment needs inside delivery on the quote.

## Re-delivery fees

Carriers apply a fee when delivery is attempted (during regular business hours) but not fulfilled, necessitating an additional trip to deliver the shipment. Possible issues include delivery to businesses in downtown areas with ordinances restricting large trucks, parking lots too small for a tractor/trailer, and strip malls with inadequate space for the tractor/trailer to enter or exit.

**How to dispute:** You can dispute these charges if the carrier was at fault (going to the wrong address or trying to deliver outside of working hours). To dispute a re-delivery charge, you will need to provide:

- Bill of lading
- Delivery receipt
- Statement from the receiver
- Proof of regular business hours

## Appointment / notification fees

If a consignee requires a delivery appointment or notification prior to delivery, the shipper must request this service, and charges will apply. If you do not include this information and the consignee requires this service, the carrier will bill you and is not obligated to notify you or get permission beforehand.

Familiarize yourself with the special requirements of the consignee and the limitations associated with the destination location to help avoid surprise charges.

**How to dispute:** If you know that an appointment or notification was not needed, you can do the following to prove that service was never requested:

- Check the bill of lading
- Speak with the receiver to determine validity
- Check the delivery report

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## Over-length fees

Carriers charge long and narrow shipments an overlength fee because they take up an extra-long space (but not width), leaving dead space in the transport vehicle. Most fees are per piece, but if the carrier allows, you can bundle packaging to reduce cost.

The easiest way to avoid an over-length fee is to provide precise dimensions on the initial quote. No estimates!

If a carrier re-measures your shipment and finds it larger than you quoted, they may charge a freight inspection fee on top of the over-length fee.

**How to dispute:** If your shipment did not meet the requirements for an over-length fee and you feel you were incorrectly charged, you can file a dispute using the following:

- Original packing slip, purchase order and invoice
- Product spec sheets showing the shipping weight of the product, material composition and dimensions

## Guaranteed delivery fees

With guaranteed delivery service, carriers deliver by the date on the bill of lading, sometimes expediting the shipment to ensure they make the deadline. If the delivery date on your bill of lading requires faster service than standard transit allows, they may take this as a request for expedited service, and the charge is valid.

**How to dispute:** You must report guaranteed service failures to the carrier within 15 (calendar) days. If you requested guaranteed service but the delivery did not arrive on time, you can have the guarantee fee removed by providing documentation that:

- A guarantee was requested
- All the carrier's requirements for guaranteed shipments were followed
- There were no delays beyond the carrier's control (such as severe weather, border closures, or strikes).