



\* Click in document to fill out form

## FAX COVER SHEET

**USF BESTWAY**

**USF DUGAN**

**USF HOLLAND**

**USF REDDAWAY**

**TO:**

**FROM:**

**COMPANY:**

**DATE:**

**FAX NUMBER:**

**TOTAL NO. OF PAGES INCLUDING COVER:**

**PHONE NUMBER:**

**CARRIER REFERENCE NUMBER:**

**E-MAIL:**

**YOUR REFERENCE NUMBER:**

**ADDRESS:**

**ADDRESS:**

**CITY:**

**STATE:**

**ZIP:**

**CITY:**

**STATE:**

**ZIP:**

**URGENT**

**FOR REVIEW**

**PLEASE COMMENT**

**PLEASE REPLY**

**NOTES/COMMENTS:**



# LOSS & DAMAGE CLAIM

PLEASE USE EITHER MAIL OR FAX – NOT BOTH

\* Click in document to fill out form

Today's Date: \_\_\_\_\_ Freight Bill/ PRO Number \_\_\_\_\_

Claimant's Claim Number: \_\_\_\_\_

## SHIPPER

Company Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

## CONSIGNEE

Company Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

## CLAIMANT

Company Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

## REMIT TO (if different than claimant)

Company Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

OUR CLAIM IS FILED FOR (check one):    SHORTAGE    VISIBLE DAMAGE

CONCEALED DAMAGE    OTHER (Explain) \_\_\_\_\_

PIECES	ITEMIZED DESCRIPTION OF ARTICLES INCLUDING MODEL NUMBERS, SIZE, COLOR, MARKINGS, ETC.	CONDITION (CIRCLE) NEW    USED	WEIGHT (POUNDS)	\$ AMOUNT CLAIMED
		NEW    USED		
		NEW    USED		
		NEW    USED		
		NEW    USED		
		NEW    USED		
		NEW    USED		
<b>REQUIRED: Total Amount Claimed</b>				

Your claim must be supported by at least one document from each of the categories below (where applicable). Failure to include sufficient documentation will delay settlement of your claim.

### Documentation of Value of Goods and Amount Claimed

Copy of the complete original vendor invoice showing all discounts.

Copy of the original repair invoice detailing hours to repair, labor rate, and material cost.

Record of discounted sale.

If the Claim involves damaged goods, please check one or more of the following:

Can be repaired for approximately \$ \_\_\_\_\_.

Can be used "as is" for an allowance of \$ \_\_\_\_\_.

Are available for carrier pickup.

Are unavailable (please explain): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Documentation of Transportation Contract

Copy of the original Bill of Lading

Copy of the paid freight bill

### Documentation that Supports the Occurrence of Shortage or Damage

Consignee copy of delivery receipt

Copy of the inspection report

A detailed description of the shortage or damage including brochures, drawings, photographs, etc.

### Other Documentation (List)

1) \_\_\_\_\_

2) \_\_\_\_\_

PREPARER'S NAME (PRINT) \_\_\_\_\_

PREPARER'S SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_

FACSIMILE NUMBER \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

USF Corporation - www.usfc.com

LTL - TL - Forward & Reverse Logistics - Contract Warehousing - Cross Docking - Transportation Management



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USF [carrier] shipments move subject to the Uniform Straight Bill of Lading as found in the National Motor Freight Classification (NMFC) Tariff, 100 series. Section 2(b) of the bill of lading provides that claims and supporting documentation are required to be filed with the carrier, in writing within nine (9) months of the date of delivery. USF [carrier] will not pay a claim filed outside these time constraints.

All shipments also move subject to either contracts or tariffs. If you or your company does not have a contract with USF [carrier], your shipment most likely moved subject to the NMFC Classification and USF [carrier]'s Rules Tariff (different laws and regulations may apply for shipments from or to points outside the United States).

USF [carrier] Rules Tariff describes prohibited articles. It also limits USF [carrier]'s total liability. Please refer to the latest addition of the Rules Tariff found at [www.usfc.com](http://www.usfc.com) in the carrier specific forms section.

#### ■ Claims must contain:

- The freight bill number
- Reason for claim: shortage, damage, repair, allowance, and pilferage
- What is claimed: number of cartons, units per carton, description of merchandise including; part, stock item, model, and / or serial number(s)
- Specific dollar amount of the claim
- Any supporting information or documentation explaining the claim

#### ■ Documents Required:

- Copy of the original invoice for merchandise lost or damaged on the shipment for which the claim represents
- Copy of the delivery receipt or paid freight bill
- Copy of the inspection report and additional pictures, if available
- Detailed explanation of repair costs, if applicable, showing the breakdown for parts, labor rate per hour, and materials used, plus a copy of the invoice for the purchase cost of the parts

■ **The carrier during investigation of the claim**, may require additional documentation or explanation that establishes the measure of damages, or evidence indicating carrier liability

#### ■ Acknowledgement and Disposition of Claims:

- Carrier will acknowledge claim within thirty (30) days after receipt, and assign a separate claim number
- Carrier will pay, decline payment, or make firm offer of compromise within 120 days after receipt of claim

#### ■ Claim Mitigation:

- When damaged goods are not completely destroyed and rendered worthless, the claimant is required by law to take all necessary steps to minimize the loss to the fullest possible extent.
- If the goods can be repaired for a reasonable amount, or sold at a discount in their present condition, or retained for an allowance, the claimant would arrange for such repairs or sell them at the best price obtainable; provided such action is reasonable in relationship to their actual market value. The method that best serves to minimize the loss must be employed before filing formal claim with the carrier.
- If the goods cannot be repaired economically, sold at a reasonable discount, or retained for an allowance, and a claim is therefore filed with the carrier for their full actual value, the claimant must retain the damaged goods and preserve its remaining value until the carrier has completed its investigation of the claim.

IF THE DAMAGE RESULTED FROM SUCH NON CARRIER CAUSES AS INADEQUATE PACKAGING, MANUFACTURING DEFECTS, ETC., CLAIM SHOULD BE FILED DIRECTLY WITH VENDOR / SUPPLIER.

#### ■ Salvage Retention:

- It is the duty of the consignee, or party in possession, to retain damaged merchandise and shipping container without disposing thereof, until the investigation of the claim has been concluded. In the event the carrier accepts full liability and the claim is to be paid, the carrier is entitled to take possession of the damaged goods for recovery purposes. If the carrier does not take possession of the damaged merchandise within a reasonable time period following acceptance of liability, the consignee or party in possession of the goods must contact the carrier and request removal of goods from premises.

#### ■ General Information Regarding Freight Claims:

- When damaged freight is found, during or after delivery, the consignee, or party in possession must notify the carrier at its local freight terminal office and request an inspection within 15 days after delivery. In cases of concealed damage, the burden of proving carrier liability rests with the claimant by showing evidence that the damage had not occurred prior to, or after carrier's handling.
- If, after investigation, it is found that the responsibility for loss, or damage is with another carrier with whom the shipment was interchanged, the claim will be transmitted to the responsible carrier on behalf of the claimant. A claim will not be voluntarily paid in advance until receiving notice of payment from the responsible carrier. These claims sometimes take longer to settle than claims involving one carrier.