

Information for Filing a Freight Claim

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1. WHAT IS A FREIGHT CLAIM?

A claim is a demand in writing for a specific or determinable amount of money which contains sufficient information to identify the shipment received by the carrier within time limits specified in the Bill of Lading contract.

2. WHEN AND WHERE TO FILE A FREIGHT CLAIM

Claims should be filed promptly once loss or damage is discovered. The time limit for filing a lost or damage claim is nine (9) months from date of delivery, or in the event of non-delivery within nine (9) months after a reasonable time for delivery has elapsed. Limitations differ on shipments originating in Canada.

Send your claim via fax# 586-467-1756, email – cs.claims@centraltransport.com or mail to:

Central Transport
Attn: Claims Dept.
12225 Stephens RD
Warren, MI 48089

3. A CLAIMANT MAY BE A:

Shipper, Consignee, Owner of goods. Be sure to clearly indicate on the claim form the name and complete address of the claimant. Include a telephone number and FAX number (if available) to assist in prompt conclusion of the claim.

4. DOCUMENTS

A. BILL OF LADING AND/OR DELIVERY RECEIPT

Depending on which party is filing, the Bill of Lading and/or Delivery Receipt should be submitted to provide proof of shipment and /or proof of loss or damage

B. PAID FREIGHT BILL

Include the original paid freight bill or a signed statement verifying freight charges have been paid in full of the shipment against which the claim is filed. For a claim to be concluded, all freight charges must be paid.

C. ORIGINAL INVOICE

A complete original invoice verifies the claimed amount does not exceed the terms of sale (value of goods at destination) and excludes any prospective profit, in most cases. The original must disclose all discounts and allowances, if any. A clear photocopy of the complete original invoice is acceptable.

D. REPAIR INVOICE

(If applicable) When submitting a repair invoice, include a breakdown of hours, labor rate and materials.

E. WEIGHT OF CLAIMED GOODS

When filing a cargo claim for a partial damage and/or loss the weight of the affected cargo is required.

5. CONCEALED LOSS OR DAMAGE

Loss or damage to contents of a shipping container, which could not have been noted at time of delivery, must be reported to Central Transport by calling the local service center within five (5) calendar days from date of delivery. A request for inspection should be made at that time. All merchandise should be retained in the original shipping container, in the same condition it was in when loss or damage was discovered, until inspected.

6. INSPECTION BY AN INDEPENDENT AGENT

Central Transport requires an inspection for damage claims over \$500. A customer inspection may be submitted for claims between \$500 and \$5,000. If sufficient information isn't furnished in a customer inspection, a joint third party inspection still may be necessary. A joint third party inspection is required for all claims over \$5,000.

To arrange a joint third party inspection (over \$5,000) complete and submit the top and bottom portion of the inspection form via the email address or fax below prior to filing your claim. Once the joint third party inspection is performed, attach a copy of the inspector's report with your claim submission.

For customer inspections (\$500-\$5,000), complete the top and bottom portions of the inspection form. Attach the requested support pictures and documents and include with your claim file. Freight inspections will contact you if the customer inspection isn't sufficient and a joint third party inspection is required to process a claim.

Direct freight inspection correspondence to freightinspections@centraltransport.com or fax (586)819-0023.

7. BURDENS OF PROOF

The claimant must establish three things:

- A.** The carrier received the freight in good condition at origin.
- B.** The freight was short or damaged when received at destination.
- C.** The dollar amount of loss or damage.

8. THE FREIGHT BILL

Payment of freight charges may not be delayed due to alleged loss or damage. Charges should be paid in full and the portion applicable to lost or damaged items included in the freight claim. The following are important points to remember:

- A.** Claims and payment of freight charges are two entirely different transactions.
- B.** Without payment of the freight charges, the transportation contract has not been completed. A valid claim will not be paid until freight charges are paid.

9. DISPOSITION OF DAMAGED FREIGHT

Damaged goods must be retained until the claim is resolved, or until the claimant is given disposition by the carrier.

10. STATUS OF CLAIM

The majority of claims are concluded within sixty (60) calendar days. All claims will be acknowledged within thirty (30) days of receipt.

11. IF CLAIM IS DECLINED

If the claimant has additional information, a rebuttal letter should be sent to the examiner who declined the claim. The rebuttal letter should clearly indicate why the claimant believes claim payment should be reconsidered and include any evidence or documentation not previously submitted. Always refer to the assigned claim number when corresponding with an examiner. When communicating with Central Transport, send all correspondence to cs.claims@centraltransport.com or mail to the address shown here:

Central Transport
Attn: Claims Dept.
12225 Stephens RD
Warren, MI 48089

12. CHECKLIST

Prior to submitting your claim, be sure it includes the following information:

- A.** The claim must be in writing and specify a dollar or determinable amount, reason for claim (loss or damage), pro number and date, claimant name, and address. Do not submit more than one claim on each form.
- B.** The claim must be filed within nine (9) months from date of delivery. However, early filing enhances our ability to process quickly. In the event of non-delivery, within (9) months after a reasonable time for delivery has elapsed. Limitations differ on shipments originating from Canada.
- C.** Documents which should be included with the claim:

- Bill of Lading (or Bond of Indemnity) and/or Delivery Receipt
- Verification of paid freight charges
- Complete Original Invoice showing all discounts
- Repair Invoice (if applicable)
- Weight of affected cargo
- Inspection Report (self or joint 3rd party if damage claim is over \$500)

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